



## COMPANY PROFILE

**CUSTOMER:**

Metro Lift Propane

**INDUSTRY:**

Cylinder Exchange

**LOCATION:**

24 Locations across the US

**EMPLOYEES:**

200

**WEB SITE:**

[www.metroliftpropane.com](http://www.metroliftpropane.com)

**SYSTEM:**

Route Manager Advanced

**ADDITIONAL MODULES:**

Advanced Communications

E Funds

Advanced Mapping

Electronic Filling

Bulk Statements

RM Live

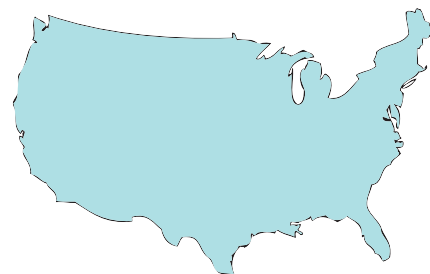
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**The Handheld Experts!**

**#1 in Route Delivery Software.**

## On Time Deliveries with RMA Enterprise

With 24 branches and 200 employees, Metro Lift Propane is a vibrant, growing company that spans across the United States. Specializing in delivering 37 pound fork lift cylinders to warehouses in 30 states. In cylinder exchange, they pride themselves on tailoring their service to meet their customer's ever changing needs. Metro Lift stands strong that industrial propane is their "only business."



### DISCOVERING ARS

In May 2006, Metro Lift's first branch went live using Advantage Route Systems' RMA Enterprise. Referred by another propane customer, they were intrigued by the possibility of automating their route deliveries. Before they made contact with ARS, they struggled to obtain current and accurate data because many of their branches were running on different software systems. Metro Lift wanted to provide better customer service by ensuring customer's that deliveries would be made on time, and the correct quantities would be delivered. Invoicing was also a big issue for Metro Lift. With hundreds of customers at each location, it was not an easy task for office staff to enter daily delivery data and accurately invoice their customers.

Metro Lift previously used outdated software that lacked the features that a growing company needed. Obtaining knowledgeable and reliable support was also a challenge because of the diverse programs being used. With plans to continue to expand, each branch needed a reliable software provider that would back them with outstanding support.

### TREMENDOUS IMPROVEMENTS

Now, Advantage Route Systems and their power RMA Enterprise product have been enhancing their operations for over two years. They have been able to minimize the man-power used to print tickets and enter daily data. Delivery drivers are also able to maintain a professional image by providing all customers a consistent printed receipt. Forecasting has been a valuable edition to Metro Lift's daily operation. They wanted the ability to predict how quickly customers would utilize their propane and how soon Metro Lift should return to that particular customer. This forecasting report in RMA Enterprise is critical to Metro Lift's operation, customer service, and their business success.

### ARS SUPPORT

Metro Lift praises ARS for the great support that they provide and the quick and reliable response. Each branch is able to get questions answered and issues resolved. Metro Lift and ARS make a great team and continue to work together to drive service in the propane industry to new heights!