



COMPANY PROFILE

CUSTOMER:

Snow Valley

INDUSTRY:

Bottled Water and Office Coffee

LOCATION:

Baltimore/Washington Metro Area

EMPLOYEES:

52

WEB SITE:

www.SnowH2O.com

SYSTEM:

Route Manager Advanced

ADDITIONAL MODULES:

Advanced Communications

E Funds

Advanced Mapping

Route Data Exchange

Route Voice

Electronic Filling

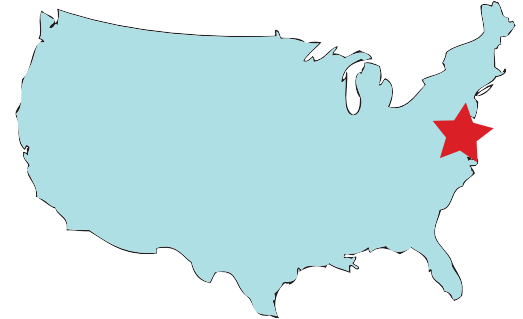
Bulk Statements

The Handheld Experts!

#1 in Route Delivery Software.

ARS Finds a Winning Solution for Snow Valley

Powered by 52 dedicated employees, the Baltimore/Washington based company Snow Valley, is the largest privately held bottled water company in the area, servicing over 10,000 regular customers who include private residents and commercial businesses. Snow Valley improved route delivery, customer service on route, and data accuracy by bringing RMAAdvanced into its daily operation nearly a decade ago.



Changing Times

Snow Valley's major challenge when turning to Advantage was that their outdated DOS-based, industry specific system lacked service and it was difficult to receive technical support. They were looking for a new alternative that would also help them navigate through the Y2K conversion.

Called on ARS

They heard about Advantage Route Systems through another vendor and decided that it was their chance to make a change for the better to keep the business going down a successful road. Snow Valley implemented RMAAdvanced and handheld computers which allowed for more users to effectively do their job. The implementation of the handhelds became the biggest improvement by far. With handhelds on route drivers have the ability to print invoices, additional orders, and access customer information instantly. This provides accuracy that did not exist before Advantage Route Systems became part of their operation.

Additional Modules

As Snow Valley began to progress with RMAAdvanced, they began to acquire modules that would assist in additional tasks that were basic necessities for their operation. Bryan Thomas, the routes and dispatch

center manager, utilizes the Advanced Mapping tool that allows him to lay out routes and efficiently distribute routes among his drivers.

Statements were also a huge task for Snow Valley before they began to use Bulk Statements. Printing approximately 5-6,000 statements a month took hours. Now, a data file is created and it is sent to an outsourced vendor who does all of the printing, stuffing, and posting of the statements. Now, the whole process is done in a few minutes, instead of days. Customers get them quicker, too.

All of these minor enhancements have created a complete package that over all saves them time and money.

Excellent Service Provider

Snow Valley has paid many compliments to Advantage Route Systems for their superb customer service and technical support. "ARS is quick to respond and to provide feedback about your issues," said Rachel Smith. Advantage has made a difference in how Snow Valley operates and they see the payoff every day.