

The Customer
Advantage

advantage
ROUTE

THE PROPANE GUYS

ACCURACY & EFFICIENCY

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From the beginning, The Propane Guys set punctuality and quality as their top customer service priorities. The Anchorage based company understood the challenges of an Alaskan winter and the importance of their clients schedules. Getting on board with Advantage Route, Inc. (ARI) software has enabled the company to move forward towards a more advanced and fluid daily operation.

MAKING A SHIFT

The Propane Guys began without a route managing software. In search of a plan to integrate their routing, website, accounting, and customer interface systems, the company was searching for a software system that could combine all of these tasks into one. They also wanted a software that would help push the company towards its goal of growing from a start-up service to an established propane provider. This search led The Propane Guys to Advantage Route and our Route Manager Advanced (RMA) software, a move company executive Robyn Flores touts as a seamless process. "After the up front investment, which is more than fair, we saved a ton of money by being part of their support system," Forbes said. "With no down time, quick support, and easy automatic updates, you can't go wrong."

A WIN-WIN MOVE

After shaving hours from their day-to-day clerical operations, while maintaining their customer service ideals, The Propane Guys executives said it was impossible to deny the advantages gained under their new route management system. "ARI showed us how much time and money their system could save our company - and they were right! The software also allows us to portray a professional image our customers rely upon during our interactions which is equally important to us," Forbes said.

Not only do they portray an upstanding image, but the company is also running more efficiently. "We have cut at least four hours per day of accounting and data entry since setting up with ARI. It is amazing how much time is saved, not to mention the accuracy of our operations and the efficiency gains we have seen in managing our route fleets during business days." By slashing office operations while simultaneously advancing customer connections, the ARI system is a proven win-win move for The Propane Guys.

Call 888.294.7688 to schedule a demo or visit www.AdvantageRoute.com

WHO IS ARI?

Advantage Route of Turlock, CA, USA is a global distributor of route-automation solutions. Since 1994, ARI has been the leader in route accounting, handhelds, GPS and other applied technologies for bottled water, water treatment, ice, propane, oil recycling, coffee, and many more industries. With an installed base of over 6,000 routes in 45 countries, ARI consistently brings quality products to the market for progressive companies. Our 24x7 world-wide customer service center is second to none.



COMPANY PROFILE

INDUSTRY:

Propane Exchange

LOCATION:

Anchorage, AK

OF ROUTES/LOCATIONS:

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SYSTEM:

Route Manager

CUSTOMER SINCE:

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