

Leading Food Service Industry Supplier Cites Route Service Efficiency Gains from Mobile Field Service Solution

Field Service Team Saves Time, Improves Customer Service



NuCO₂ Inc., the largest nationwide supplier of bulk liquid carbon dioxide (CO₂) products for carbonated beverages to the food service and hospitality industries, has reported significant benefits and ROI from a new mobile/wireless route service and delivery solution from Compsee.

Headquartered in Stuart, Fla., NuCO₂ serves more than 113,000 hospitality customers across the U.S., including restaurants, convenience store chains, movie theaters, theme parks and sports venues. NuCO₂ contracted Compsee, a leading systems integrator of data collection solutions for mobile and in-house business processes, for help transitioning from its legacy route accounting system to a more reliable and automated mobile solution. Specifically, NuCO₂ needed a corporate-wide solution that would enable its entire field force to complete delivery and customer service calls more quickly and accurately. Compsee developed a best-of-breed, Bluetooth-enabled system comprised of third-party software, rugged mobile computers, and compact, rugged mobile/wireless printers.

To simplify and expedite the ordering of receipt label stock for the mobile printer, Compsee developed a custom NuCO₂ web portal. Streamlined to take less than a minute to complete the order, the location manager clicks to the user-friendly portal, populates the fields on the form via a pull-down menu containing all the data for their location and then just enters a quantity. Ordering through the portal also guarantees that all 100+ NuCO₂ locations are using the correct label stock for the printer.

Substantially Increased Field Force Efficiency & Productivity

- ✓ Significantly reduced the elapsed time between the transactions in the field and the subsequent entry of the data into the central information system
- ✓ Increased the speed of problem resolution
- ✓ Simplified the process - 95 percent of the data is populated using the mobile computer
- ✓ Eliminated redundant data entry, and improved the speed and responsiveness of NuCO₂'s overall customer service.
- ✓ Standardized and simplified receipt label replenishment with the development of unique portal for ordering.

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According to Ron Starnes, NuCO2's field liaison, the mobile solution has yielded major business process improvements. "For one thing, we have experienced increased system reliability and uptime," he notes. "Our route representatives make 20 to 25 stops per day, and the elapsed time between their transactions in the field and data entry into our central information system has been reduced from up to 12 days to just 24 hours. This has increased the speed of problem resolution, while enabling us to improve customer service. We also were impressed by the ruggedness of the terminal and printer and how it has held up to the driver usage and delivery environment."

On Demand at the Point of Delivery

Today, NuCO2's delivery drivers use the new system to measure CO₂ deliveries, input data for uploading into the central business system, and issue customer receipts – all on demand at the point of delivery. The CO₂ tank filling process has become much easier because 95 percent of the data can be populated simply by using the mobile computer to scan the bar code on the tank or fill box, or based on customer data from the corporate routing system. NuCO2 field service technicians also use the system to document new installations and service calls. In both applications, Compsee's solution has increased field force efficiency and productivity, eliminated redundant data entry, and improved the speed and responsiveness of NuCO2's overall customer service. According to Mr. Starnes, "With the internal efficiencies gained from our route/delivery solution and decreased down-time thanks to the durability of the mobile devices, NuCO2 is able to achieve higher customer satisfaction, higher existing customer retention rates and increased new business for our organization."

Distribution System

As part of our ongoing commitment to provide excellent customer service, NuCO₂ has implemented an integrated delivery system called AccuRoute. AccuRoute was designed to ensure that we optimize our delivery routes, anticipate and deliver product to our customers when they need it, and ensure constant communication with our operations team, should unforeseen emergencies arise at our customer site. Our components of the AccuRoute system include:



Portable Account Link (PAL)

PAL is the mobile information system used in our delivery operation. The system utilizes a rugged mobile computer to provide field personnel with up to date delivery route and customer account information, and also serves as an input source to record all delivery transaction information.

Route Optimization

The route optimization system produces efficient delivery routes to minimize time and distance traveled between deliveries. This process significantly improves the levels of service to our customers by enabling our drivers to deliver more stops in less time.

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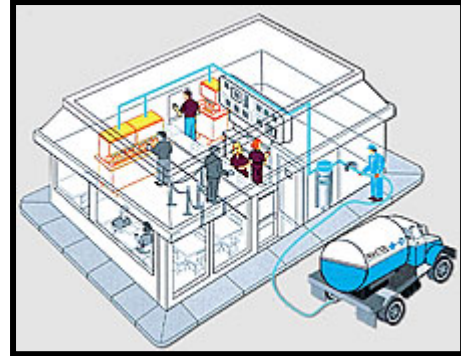
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Our customers include regional convenience store chains, numerous restaurants, movie theaters, restaurants, hospitals, sports venues and any carbonated beverage server looking for a hassle-free and cost effective carbonation system. Our computerized CO2 refill scheduling and service system will ensure that we are on-site on a regular basis for bulk CO2 system refills.

Benefits to the User of Bulk Beverage CO2

- ✓ Protect Profit Margins on an Item
- ✓ No Lost Customers Due to Flat Drinks
- ✓ Reduces Invoicing
- ✓ No Wasted Product
- ✓ No Cylinder Handling
- ✓ No Cylinder Change Outs
- ✓ No Guessing
- ✓ No Ordering
- ✓ No Lost Wrenches
- ✓ No Headaches



Today's companies are looking for partners with the strategy and the resources to integrate systems, processes and people for improved safety, reliability, customer satisfaction and productivity. When seamless information flow is the issue, Compsee is the partner to whom they turn. We listen, we learn about their application needs, and then we help provide them with a strategy solution.

Compsee, A Division of Control Solutions, Inc. is a leading full service integrator of wireless and mobile computing and network solutions. Compsee will design, integrate and support an end-to-end wireless solution - from the backbone to the mobile worker. The company's unique blend of best-of-breed hardware and professional services provides solutions for a full range of demanding mobile environments.

Mobility Service and Support: Because today's competitive environment requires companies to rely significantly upon their information-based systems, Compsee provides the Mobility Services to design, develop, implement and support these mission-critical systems. Mobility Services from Compsee assure that the correct hardware, software and support plan are put in place to maintain a cost effective and productive system.

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