

[TECHNOLOGY MEETS THE
PACKAGED ICE INDUSTRY]

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**"RouteMan is a Great Product," said Tony Reese,
Distribution Manager.****INSIDE THIS ISSUE:**

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Bob Morse

General Manager

Tony Reese

Distribution Manager

**SPECIAL POINTS
OF INTEREST:**

- **Looked at Several Systems – Chose RouteMan**
- **RouteMan is Flexible**
- **All Customer Information is in One Place**
- **KCS Provides Great Support**
- **RouteMan Helps Getchell Bros. Support Their Customers**

Getchell Brothers Inc. is one of the largest and oldest ice companies in northern New England. The company is a 4th generation family and veteran owned ice manufacturing company. In 1984, Getchell Bros. added the distribution of several popular brands of ice cream to their Party, Block and Dry Ice. When Getchell Bros. began in 1888, they were cutting ice blocks from the Penobscot River and today they make ice at modern plants in Brewer and Sanford, Maine. Getchell Bros. is Department of the Army and PIQCS PLUS certified.

Over the years, Getchell Bros. has used several different computer systems beginning in the 1980's. In 2004, they installed a handheld system from Thin Air solutions. After Thin Air went out of business, they had a custom system built by a local company. When the Palm devices were no



Bob Morse, General Manager

longer supported, they began looking for a new system from an established vendor. "We looked at several of the major route management software vendors,"

said Tony Reese, Distribution Manager at Getchell Bros. "We felt that all of the systems were overpriced for their capability; that is, all except RouteMan. RouteMan was a great fit for our needs and gave us good value for our money. We did not have to re-invent the wheel. RouteMan was flexible enough to fit



Roxsand Farrar and Tony Reese

our mode of operation." Getchell Bros. uses RouteMan for both their package ice and ice cream sales.

"RouteMan saves me a lot of time in setting up routes and we really like the reports provided with the system. RouteMan is a great product and I would recommend it to anyone," said Tony Reese.

Roxsand Farrar, Controller, said this about RouteMan, "I really like the way RouteMan displays everything you need to know about a customer in one place. The color codes tell me which invoices are paid or not paid at a glance. We make a lot of use of the Urgent Note feature to alert the drivers to information about each customer. The information

in RouteMan is always up to date," said Roxsand. "As soon as a handheld is synced, the data is in the database, even from our remote site. RouteMan is a terrific product, I really enjoy using it."

"The drivers adjusted to RouteMan very quickly," said Tony. "For the drivers to be able to see past invoices on their handheld has saved us a lot of phone calls."

"The support we get from Keet Consulting has been great," said both Tony and Roxsand. "If we have an issue or question, Debbie is always there and ready to help. Issues are resolved quickly."

"One of our top priorities is service, that is why we use RouteMan," said Bob Morse, General Manager. "RouteMan has enabled us to provide more efficient service to our customers."

Getchell Bros. converted to RouteMan in January 2011.

For more information on RouteMan, please contact Keet Consulting at (205) 620-9843, or visit their website at:

www.kcsgis.com

