



Automated Rental Management Solutions – Close Up

Turning Up The Heat

“We get so much usable information from ARM, all functions are integrated, and the data is completely accessible.”

Close Up

When a nursing home loses power during a sweltering Ohio summer, temporary air conditioning units are delivered, set up, and functioning within hours. In the frigid Minnesota winter, a local home builder is able to keep his construction schedule on track using temporary heaters setup in the workspace. Golf pros at a national tournament sip iced tea and sign autographs in hospitality tents kept cool from the blazing sun. All across the nation, the temporary heating and cooling equipment rented and leased by Rupp Industries, Inc. of Burnsville, Minnesota keeps construction and industry functioning, no matter the weather. From eleven regional offices, Rupp provides not only equipment, but also round-the-clock technical support and services including delivery and setup. Rupp’s reputation for high-

level service and reliable equipment makes them the clear choice when the heating or cooling need is mission critical. Rupp manufactures their equipment to a rigid set of standards, and then rigorously maintains each unit for flawless operation.

The Challenge

Until 1996, Rupp relied on an antiquated Wang system running custom rental management software. Many functions were handled using pencil and paper with results fed into the general ledger. Complex imports and exports brought data from a separate manufacturing system into the Wang system. To bring the systems up-to-date and complaint with the new century was prohibitively expensive. Sandie Deutsch, Rupp’s Sales Administration Manag-

er was enlisted to help find an integrated solution capable of handling their rental and leasing business. They purchased a software package that promised to meet all their needs. But just weeks after the implementation, as Deutsch was auditing the receivable invoices she discovered a critical error. The new system had incorrectly calculated the billing amounts of every invoice—some in the company’s favor and others in the customers’ favor. Rupp immediately stopped using the software, and with no assurance of a fix from the vendor, they reverted to their Wang system and again began the search for a solution. Determined



ARM is a real time saver with its automatic invoice generation

not to repeat their costly mistake, they launched an exhaustive search and critical review process for both software and a vendor who would stand behind their product.

Customer Service Is The Difference

Rupp seriously considered two rental management software packages and selected the Automated Rental Management (ARM) solution developed by Business Computer Systems as the ultimate winner. “Both systems had most of the features we wanted, and each would have to be customized to give us everything we wanted,” explains Deutsch, “We chose ARM because we genuinely liked their staff and their professional approach to solving our business problems. They were forthright and clear in their communications and it is obvious that they truly understand the rental industry.”

The ARM team customized the software for Rupp to meet their unique requirements. For example, some

equipment is rented for a season (e.g. the Minnesota winter). Rupp sets a maximum number of billing cycles for some equipment, so that if the Minnesota winter creeps on longer than normal and the equipment is still needed, the customer will not be billed more than the original contract amount. "When I ask for a software processing change, they take the time to truly understand my intentions, and explain any potential ramifications of the change," Deutsch says, "Next they provide me with a price quote, complete with a reliable delivery schedule."

Reporting Strength

ARM provides reports that give Rupp detailed information about the status and history of each individual unit, including the number of days rented, rental revenue, and repair costs. Creating custom reports is straightforward using Crystal Reports. "We now get data from the system we didn't even know we needed before!" says Deutsch, "It's true that the more you have, the more you want. I get frequent management requests for additional reports and using Crystal Reports I'm able to deliver those reports."

"We get so much usable information from ARM," continues Deutsch, "All functions are integrated, and the data is completely accessible."

Flexible And Customer Friendly

ARM supports a virtually unlimited number of shipping addresses per customer. Rupp uses the shipping address to represent a customer's individual jobs. They can then offer their customers reports detailing the equipment and rental fees utilized on each job, as well as internal reports showing revenues by job.

Deutsch used to spend a tremendous amount of time generating invoices for each contract. ARM's Automatic Invoicing function enables her to automatically generate invoices based on the contracts' billing cycle, typically once every 28 days until the equipment is returned. While most equipment is rented, Rupp will occasionally sell equipment or parts. Handling sales within ARM is as efficient as handling rentals, with each individual line on a rental contract designated as either sale or rental.

Equipment Tracking And Status

Rupp maintains about 7,000 serialized heating and cooling units available for rent or lease. ARM makes tracking the individual units easy and efficient. An equipment usage function within ARM accumulates the year-to-date, prior year, and cumulative revenue, cost, profit, and times rented for each individual unit. A memo feature corresponding to each serialized item lets staff enter text details about an item, such as special operating instructions or service history. A convenient Status Inquiry screen shows the current rental customer and recent rental history. Prior to ARM, it took one full-time staff member to track the location and availability of each piece of equipment. Now, everyone can access an informative inquiry screen offering comprehensive data on an item's availability including: quantity available to rent, quantity on rent, the quantity sublet from others, the quantity on repair, and the resulting quantity available.

Each of Rupp's regional offices has access to ARM and MAS 200 over a wide area network. Each office is setup with a separate accounts receivable division and a separate warehouse code. By designating a separate warehouse for each location, staff can easily determine what is available at each location, and request an equipment transfer to fill an impending need.

Rupp has recently implemented the complete MAS 200 Manufacturing Suite, including Bill of Materials, Work Order, and TimeKeeper. The fact that ARM is completely integrated with MAS 200 makes redundant data entry and exports/imports a thing of the past. Month-end processing, which used to take two weeks to complete, is now accomplished in less than half a day.

Would Rupp Industries recommend BCS and ARM to others? "The ARM team is terrific to work with," says Deutsch, "Their staff takes a personal interest in our success and satisfaction. I would recommend the ARM solution to anyone, although selfishly I'd like to keep them all to myself!"



Over 7,000 serialized units are tracked for maintenance

Blytheco - The Premier Sage Software Business Solutions Provider • National Presence, Local Touch • 1.800.425.9843 • www.blytheco.com

Headquartered in San Antonio, Texas, our firm has specialized in the rental industry and MAS 90 accounting software since 1986.

Since our firm supports over 200 rental companies like yours, you can be assured of our experience and expertise in solving your business problems.

If you need take control of your rental business, we would like to talk with you to see if Automated Rental Management is the right solution for you.



14100 San Pedro, Suite 300
San Antonio, TX 78232
(800) 882-6705
www.arm-software.com