

140 years of ice. Built for what's next.

Arctic Glacier blends tradition with innovation—using real-time insights and managed services to deliver premium ice with precision and reliability.

Arctic Glacier

arcticglacier.com

- North America's premier provider of high-quality, premium ice products.
- Founded in 1882, they evolved from a small icehouse to an industry powerhouse.
- Continually invests in technology, talent, and sustainable practices to create value for customers and support communities.

Challenges

- Disjointed IT systems slowed operations and decision-making
- Outdated tools strained IT and increased downtime
- Strict compliance required better monitoring and controls

Solutions

- [Lumen® Dedicated Internet Access \(DIA\)](#) provides fast, reliable connectivity with real-time data access
- [Lumen® Managed Network Services](#) provides 24/7 IT support for end users and centralizes network monitoring
- Lumen® CPEaaS delivers hardware upgrades with no upfront cost

Results

- Faster, smarter distribution with real-time monitoring
- 24/7 IT support and reliable connectivity across nearly 100 sites
- Top-tier food safety, passing 8+ audits/year
- Scalable operations with data-driven forecasting



Nearly 4x

More automated operations

65K+

Customers served across North America

\$1-2 million

Estimated annual cost savings from automation

LUMEN®

Challenge

Too cool for old school

For over 140 years, Arctic Glacier has been a trusted name in ice. But legacy systems couldn't keep up with today's demands. Outdated, disconnected tech slowed everything—from orders to manufacturing.

"Real-time connectivity is crucial," said Doug Saunders, Chief Information Officer at Arctic Glacier. "It impacts everything. Managers need data at their fingertips to run operations smoothly."

In Carson, California, Plant Manager Sharon Cooper sees the impact daily: "Customers call saying they're out of ice. With real-time data, we know exactly when to act."

While speed matters, safety remains non-negotiable. "We undergo eight audits a year to prove our product's safety," said Plant Engineer Rick Graves. "We've never failed an audit."

To stay ahead, Arctic Glacier is modernizing—bringing real-time insight, efficiency, and safety into one connected system.

Solution

Breaking the ice on digital transformation

Arctic Glacier partnered with Lumen to connect nearly 100 sites under one IT system, giving teams faster access to data and streamlining operations.

"We're building a foundation that gives our users quick, efficient access to the information they need," said Doug Saunders.

Smart sensors now track ice levels and equipment performance, while handheld devices and direct customer communication streamline distribution. Food safety is reinforced through advanced filtration and sensor-based monitoring.

Lumen also provides Customer Provided Equipment as a Service (CPEaaS), helping Arctic Glacier update their aging infrastructure and stay current without large upfront costs.

"Lumen is the backbone—from connecting our teams to the systems and technology that power our business," added Saunders.

“Lumen is the backbone that allows us to deliver high-quality ice products efficiently and reliably—so our customers never run out.”

— Doug Saunders
Chief Information Officer, Arctic Glacier

Results and Future Plans

Built to chill. Engineered to scale.

Arctic Glacier has boosted efficiency and cut costs through their collaboration with Lumen.

AI tools like the Glenn Glacier virtual assistant increased order automation from 16% to 60%, reducing 400,00 annual calls and saving up to \$2 million per year.

Distribution became faster and more precise with real-time ice monitoring—supporting timely deliveries to over 65,000 customer locations, even during peak demand.

Lumen Managed Services provide 24/7 support and reliable IT connectivity, freeing internal teams to focus on innovation rather than troubleshooting.

With scalable systems in place, Arctic Glacier now uses advanced analytics and weather forecasting to make faster, data-driven decisions and stay ahead of demand.

Lumen Solution Set

- [Lumen® Dedicated Internet Access \(DIA\)](#)
- [Lumen® Managed Network Services](#)

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