

# Abbey Road Home Care Services

Private home care health service provider in Mattapan, Massachusetts

“The immediacy of the information we’re getting is amazing.”

- Management  
Abbey Road Home  
Care Services

## Profile

Abbey Road Home Care Services is a private health service provider that offers one-on-one home care and case management services in the greater Boston area, specializing particularly in elderly care.

## Challenges

With at-home care services, many of Abbey Road Home Care’s employees are frequently out of the office, making regular patient house calls. The company needed a way to make sure its staff was where they were supposed to be and that the amount of time reported with each patient was accurate.

## Solution

For Abbey Road Home Care, Encore was the right answer to fulfill their business needs. The GPS functionality of the software lets them know where their staff is at any time during business hours. Plus, they integrated the timekeeping feature to record workers’ hours to feed directly into their payroll.



## Benefits

With Encore in place, Abbey Road Home Care was able to increase their efficiency by roughly 50 percent. The ability to track their mobile staff helps the company sort out the employees that aren’t fulfilling their responsibilities, or who may be misreporting information. It also helps them quickly address and resolve client complaints, particularly customers reporting that no one showed up to their residence to provide care. The tools give Abbey Road Home Care the ability to definitively determine whether the home-care specialist arrived as intended, see just how long they were there, and even give customers a status update if the employee is en route.

On top of that, an official record of workers’ times spent with clients is fed directly into the company’s payroll software. So, not only is the payment guaranteed to be accurate based on services rendered, but the time spent processing payroll hours was reduced, awarding them a significant financial savings each month.