

Ace & A Heating and Air Conditioning

Serving the Atlanta, Georgia, area since 1975

Profile

Ace & A Heating and Air Conditioning is a heating and cooling maintenance company located in Lawrenceville, Georgia. Their company specializes in residential servicing of A/C units, but they also offer some light commercial work to businesses in the Lawrenceville area.

Challenges

Ace & A Heating and Air Conditioning faced some difficulties when it came to effective routing for their fleet of service vehicles. The company felt that it could be saving money in fuel expenses if equipped with a tool to allow for driver monitoring. Ace & A Heating and Air Conditioning also wanted to have a better method of rectifying customer concerns by being able to show clients when and where exactly drivers were at any particular time. For especially challenging jobs, or those that were in close proximity to an available service technician in the field, the company also needed a way in which it could route an appropriate employee directly to the proper location without requiring them to come back to the home office first.

Solution

Encore provides intuitive live-view maps of employees in the field, and its unique dispatching technology allows for supervisors in a company's home office to instantly notify their workers of changes in scheduling or new job locations. Supervisor time entry enables employees to clock in via their mobile devices and immediately begin a work day from remote locations. Given all of these available attributes, Ace & A Heating and Air Conditioning saw the software's massive potential for their business.

“[Encore has] been great and very useful. It's come in very handy throughout the day.”

- Mike Owens
Office Manager



Benefits

Ace & A Heating and Air Conditioning witnessed a 20 percent increase in efficiency. The company also reports saving between \$100 and \$500 on a monthly basis from using the software to effectively reroute employees. Dispatching and GPS Tracking have been two of the most instrumental features in Ace & A Heating and Air Conditioning's newfound approach to managing their business, with this tandem being responsible for much of the company's increased productivity.

In addition to saved money and time, Ace & A Heating and Air Conditioning was also able to improve their relations with clients. Now, the company can resolve customer complaints regarding technician whereabouts with documented proof in the form of precise location markers. As a result of their overwhelming successes using Encore to monitor assets and employees, Ace & A Heating and Air Conditioning strongly recommends the solution to other businesses looking for a way to streamline workflows and boost overall yields.