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- Kenny Rogers,  
Automation Supervisor

## Profile

Based out of Dallas, Texas, Air Performance Service, Inc. has provided industrial and commercial heating, ventilating, and air conditioning (HVAC) services since 1983. They specialize in air performance and carry out routine maintenance on air machine equipment. In the last 30 years they've worked to build lasting customer relationships while providing efficient, reliable services to maintain high, professional operation standards in the HVAC industry.

## Challenges

Daily operations demanded a huge amount of forms be sent and received between several Air Performance offices in Texas. They needed a way to streamline processes and reduce the paper count, since information was getting lost or mixed up with so many documents changing hands. They also needed a way to monitor employee movement to ensure people in the field weren't misallocating time or resources.

## Solution

Encore's GPS Tracking and Wire Forms have made the biggest impact for Air Performance. They dispatch between 300 and 400 forms weekly, each tailored for a specific department. System administrators and field workers use forms for inspection, inventory, and tracking items sold, so they create forms reflecting a variety of different information. The intuitive organization options the forms provide make it easier to create unique forms for each office. They use GPS technology for tracking the routes workers take between job sites. They've also scheduled idle reports to alert decision makers of whenever employees are stopped longer than ten minutes.



## Benefits

According to Automation Supervisor Kenny Rogers, “[Encore is] definitely helping our business.” The forms help managers retrieve data immediately and without long, convoluted paper trails. Errors are reduced and information is better organized for instant access and examination. GPS technology helps them save money because they can choose the most direct routes for drivers to take. They can also monitor how long employees are idle and that saves gas, keeps vehicles in better shape, and increases worker accountability. Encore has increased Air Performance Service, Inc.'s process efficiency by 50 percent, by removing paper trails and showing decision makers where employees are throughout the day.