

# All Systems, Inc.

Commercial and residential HVAC business in Cumming, Georgia

“[Encore] makes a major difference in how we do our jobs daily.”

- Alex Crawford,  
Vice President of IT

## Profile

All Systems, Inc. is a family-owned and operated HVAC company servicing both commercial and residential properties in the north-Atlanta suburbs. Their business philosophy is centered around establishing long-lasting relationships with their customers by offering quality work at affordable prices. Their technicians are not commission-based employees, which eliminates unnecessary parts replacement that can be common in other companies. Trust, in all aspects of running their business, is extremely important to them.

## Challenges

All Systems, Inc. was using an honor system when it came to their mobile employees submitting timesheets. They had no way to verify that the hours being reported were actually actively spent at job sites. This meant that they were potentially paying more than they needed to, if an employee decided to be dishonest or if they simply made an honest mistake recording their time.

## Solution

Incorporating Encore into daily operations was the solution for All Systems. With GPS tracking they can see their employees' current locations in near real-time, all of which are stored for reporting purposes. Reports can be generated to verify when staff members arrived at job sites and how long they were there.



## Benefits

Now that All Systems, Inc. has digital records of each employees' time spent at job sites, they can use the reports generated to verify the accuracy of timesheets submitted. This helps to guarantee that they aren't paying out more (or less) than they should be. Knowing that the company is able to accurately track this information also helps keep the staff honest. Being able to track their staff in near real-time also gives management the ability to best assign new work orders as they come in, based on proximity.

This record of everyone's locations also transcends from timekeeping to customer service. If there are ever disputes that arise and customers file complaints about employees' punctuality, management can easily and definitively corroborate the information and handle the situation accordingly.