

Allstate Exteriors

Roofing company located in London, Ohio

“[Encore] is an eye opener.”

- Reggie Conley,
Project Manager

Profile

Allstate Exteriors is a full-service roofing company that has served the Central Ohio area for more than 14 years. They offer a range of both residential and commercial roofing services, including inspections, maintenance, repairs, and replacements.

Challenges

Covering the large Central Ohio area from two offices was an issue for Allstate Exteriors. The vast service area is made up of highly urban, highly rural, and suburban areas. Allstate Exteriors needed a way to improve communication between the office and field and help in dispatching jobs to workers in the field.

Solution

Allstate Exterior started using Encore and immediately saw improvements to the way their operation ran. Allstate Exterior uses the entire suite of tools to keep tabs on staff and work crew vehicles.



Benefits

Since using Encore efficiency has risen at least 20 percent for the company. Reggie Conley, project manager at Allstate Exteriors, said the experience since starting to use the service has been an “eye opener.”

“We thought we had a handle on our crew and tracking our vehicles until we got [Encore],” Conley said. “Now we realize exactly what is going on with the transparency it provides.”

Conley and Allstate Exteriors are pleased with the results they’ve gotten with Encore. They use the software to know the location of workers. The GPS tracking comes with a ‘stop’ report that lets management know where vehicles are stopped for an extended period of time and if it is at the work site. Conley has also used the Landmarks feature to see if a location on the map that appears on his screen is a current job site.

“I use the reports to collect information. I also use the application to track staff to better route them to potential work.”

Conley said he would definitely recommend Actsoft to friends and other managers of businesses.