

**“It helps to be able to communicate while on site. It’s easier to have sales and services both know what’s going on without needing to make an additional call.”**

**- Wes Dittman,**  
Service Manager

## Profile

Since 1969, Anderson Air Conditioning has been helping Southern California businesses build, maintain, and service their heating, ventilation, and air conditioning systems (HVAC). Dave Anderson started the company as a residential company that has grown to focus in commercial and industrial services. Based in Orange County, California, Anderson Air Conditioning provides services for small and large businesses around the country.

## Challenges

Anderson Air Conditioning wanted to become a paperless company and keep up with the times and become greener. For a company that was trying to gain a national presence, paper forms held Anderson Air Conditioning back.

## Solution

Encore and its Wireless Forms allow Anderson Air Conditioning to cut back on paper forms and track a growing fleet of employees nationwide.



## Benefits

Wireless Forms made it easier for Anderson Air Conditioning to ensure filing was done error free. Using Wireless Forms eliminated problems with sloppy handwriting. Also, they cut paper usage in half, save money, and are great for the environment.

Wireless Forms also reduced downtime created by the need to send paper forms and wait for a response. Anderson Air Conditioning uses Wireless Forms to receive timesheets instantaneously from technicians in the field and can easily verify the accuracy of the forms. Encore’s Wireless Forms can also be used for repair requests so they can almost instantly get the request and reply with a quote.

Wes Dittman, service manager at Anderson Air Conditioning, said the biggest difference he saw was in the improvement of customer service. Technicians can directly talk to a contact or even check out a report request and the company knows exactly what happened with customer service calls.

Dittman found great value in the benefits Encore and its wireless forms created, he also noted working with Actsoft’s customer service representatives was a pleasure.

“The customer service is awesome,” Dittman said. “No one drops the ball on Actsoft’s end.”