

“Using [Encore] with ... Wireless Forms has paid off immensely. We have been able to reduce administrative time [and] unnecessary expenses, and verify payroll time submitted. Taking advantage of Actsoft’s Professional Services team made the form-creation process a breeze.”

**- Georgeanna Morrison,
Manager of Administration**

Profile

Appalachian Production Services, Inc. (APS) was formed in 1994 to provide contract production management services for the natural gas and oil industry in Southwest Virginia. Their business operations have expanded into eastern Kentucky, East-Middle Tennessee, West Virginia, and western Pennsylvania.

Challenges

Appalachian Production Services relied heavily on paper forms which had to be scanned or faxed and emailed back to the corporate office. Initially, field workers collected all data manually and then relied on administrative staff to transfer all forms into Excel and Word documents. They urgently needed a way to eliminate the wasted time and errors that came from manual processes. Plus, with a fleet of over 50 trucks, they were looking for ways to maximize efficiency, reduce fuel costs, and reroute field assignments for field employees.

Solution

Actsoft’s Professional Services team created a customized report that automatically collected the combined data from Encore and its Wireless Forms. The report was designed to reflect the Appalachian brand and capture information such as date, time, duration of job, crew members, customer information, job detail, equipment use, etc. Prior to using Actsoft’s Professional Services, this type of information appeared in various documents and had to be manually compiled into one spreadsheet.



Benefits

Recreating paper forms into wireless forms ensured familiarity among the staff and contained the same information as their paper forms. Previously, field workers had to manage excessive amounts of paperwork which had to be manually recorded and usually got lost. Wireless forms helped to eliminate loss of data and time by allowing the field crew to send information digitally to the office, reducing downtime and allowing them to complete more jobs for more clients. The specialized reporting feature also helped Appalachian Production Services to make better future business decisions. Plus, with Encore’s GPS tool, routes could be optimized, customer service increased, and fuel costs were lowered.

“We have reduced administrative time, allowing our field staff to be able to focus on other projects. Based on the GPS feature, we have also been able to reduce unnecessary expenses by being able to verify payroll time submitted to actual hours worked,” said Georgeanna Morrison, manager of administration.