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- Lynn Martin,
Executive Assistant

Assist Wireless

Cellphone providers for low-income individuals, headquartered in Kennett Square, Pennsylvania

Profile

Assist Wireless provides and distributes cell phones to low-income individuals and families through the Life Line program. They set up tents in specified areas and cater to everyone who uses their services. Assist Wireless is headquartered in Pennsylvania, but has many locations around the country.

Challenges

With many different locations, Assist Wireless had an issue keeping everyone accountable. It was a challenge to make sure each employee was where they needed to be at the right time.

Solution

Encore was a quick fix for Assist Wireless and is a perfect fit. They use it to verify where each of their field agents is at all times. This not only keeps them updated with where all their employees are, but also allows the office to have a feel for which locations are taken care of and which may need additional attention. The Oklahoma branch of Assist Wireless uses the tracking feature to ensure that employees on the clock are spending their time actually distributing the phones.



Benefits

Encore increased accountability among employees; since they know their locations are tracked, they make sure they're always where they need to be throughout the day. The simplicity of the solution made integration easy for Assist Wireless.

“I love the ease of the application and the online portal,” Lynn Martin, executive assistant at Assist Wireless, said. “Due to the nature of the business I am always having to make changes to the users on the account and [Encore] makes it so simple to do.”