

“[Encore] has saved us over 40-plus hours a week in payroll processing alone. It equates to an entire person’s salary!”

- Deborah Kosierowski,
Service and Installation
Manager

Profile

Located in San Antonio, Beckwith Electronic Engineering Company is an industry leader in life safety, security, and communication systems. For 50 years, they have brought innovative solutions to customers in the healthcare, education, commercial, apartment/condo, restaurant, senior housing, government, and hotel industries.

Challenges

Beckwith has a large fleet of service technicians and installers that travel 24 hours a day to service their clients’ business needs. Knowing where each staff member is located is crucial to the growth and vitality of their operation. In addition, payroll for their fleet had become an operational nightmare. Beckwith’s technicians and installers completed paper timesheets that were kept until the end of the pay period. At the end of each pay period, the office staff collected 150–200 timesheets with inaccurate data, illegible handwriting, or incomplete information. The office staff would attempt to contact the field staff to correct the information, manually calculate the hours worked, and then input the data into a back-end payroll system. Beckwith needed a mobile management solution that could handle GPS tracking and wireless timekeeping.

Solution

Encore provided the most cost-effective MRM solution for Beckwith. The GPS tracking feature provides clear visibility into their fleet while the wireless time clock eliminates the paper payroll process and increases overall productivity.



Benefits

Beckwith had multiple processes and programs in place. Incorporating another business tool into their current operational system was not a decision that came easy. Encore was the most user-friendly and easy-to-use business solution that provided GPS tracking and electronic timekeeping. “A major factor in our decision was how well the field staff would take to a new process, and it is so easy for them to use,” said Deborah Kosierowski, service and install manager. Upon rollout, Beckwith noticed an immediate increase in employee accountability. The technicians understood that they would be monitored without being inconvenienced or intruded upon by the management team.

The GPS tracking, breadcrumb trail, and “closest-to” features in Encore have improved Beckwith’s customer response time and saved money on fuel expenses. Utilizing the GPS and breadcrumb trail features eliminates overlap in service schedules, increasing daily productivity. For emergency service calls, the GPS tracking and “closest-to” features allow Beckwith to visually identify the closest available technician and send them to the site without interrupting overall operational flow.

The wireless time clock feature has streamlined their payroll process and has made it easier to manage for both field and office staff. With a simple click of a button, service technicians and installers can clock in and out from the field without completing any paperwork. Encore records the time and sends it back to the office instantly for payroll processing. The office staff no longer has to gather paperwork or call to verify information. “It is a win-win for us all. We love the fact that we no longer have to calculate hours manually. The math is already done and it is accurate. The guys in the field love it because they are actually getting paid for all of the hours they work,” said Kosierowski.