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- Nubia Casler,  
Owner

## Profile

Focusing in compliance, assessment, corrective action, and regulatory agency reporting, CRG Texas Environmental Services specializes in environmental issues. With several teams of experienced professionals dedicated to mobilizing the necessary materials and equipment to address environmental needs, they excel at problem-solving in the Texas area.

CRG stays abreast of the latest technology, software, and environmental equipment, in addition to ever-changing federal, state, and local regulations, to provide a variety of client-specific consultations.

## Challenges

CRG administrators were struggling with a lack of clarity and employee accountability. They needed a way to maintain constant awareness of employee locations and travel directions; without it, they routinely dealt with major lapses in productivity. Not having the data they desired, there was no way to create an efficient workflow. They didn't have the information needed to accurately predict when employees would arrive to, and depart from, job locations. Customer service feedback was starting to become negative because of the inconsistent trends.

## Solution

Encore provided the solutions to the unique business pain points they faced. GPS tracking was put in place to monitor the locations of their field employees without having to rely solely on what employees report.

Additional features Encore provides to make life easier for dispatchers at CRG Texas Environmental Services include:

- The ability to view where a worker is on the “live view” map, in addition to the direction and speed of travel
- Worker locations in relation to job sites
- Pulling a user's route history at any given time to view a “breadcrumb trail” of the locations they visited throughout the workday



## Benefits

Encore provides benefits for CRG in a multitude of ways. They can now use location data to validate their billing hours, as well as record the exact amount of time employees spend in the field. With Encore, CRG can monitor the locations of their employees to improve transparency and accountability. The data the software provides makes it possible for CRG to accurately bid for contracts as well. There was even an instance where they used Encore's location data to document the position of a field employee in a court case.

Thanks to Encore, efficiency at CRG Environmental Services increased by a whopping 20 percent. According to owner Nubia Casler, the service has been a smash hit. “[Encore] is great, and it has really helped our business processes tremendously.”