

## Canteen

National vending machine operating company headquartered in Charlotte, North Carolina

**“It’s brought nothing but value for us and become a very good tool from our logistics and customer service side.”**

**- Bill Joering,**  
District General Manager

### Profile

Canteen is a national vending machine company offering vending, office coffee services, and dining services. Since 1929, Canteen has expanded its network to cover more than 200 locations in 48 different states. Founded on the three core tenets of integrity, customer focus, and innovation, Canteen has grown to become a multi-billion-dollar company and gained membership to the North American Division of Compass Group (the leading food service management and support services company).

### Challenges

Canteen struggled with monitoring their vehicles and employees. Unable to actively track their trucks and the employees driving them, Canteen could not verify whether their workers were where they had been dispatched to. Managers also didn’t know whether vehicles were moved outside of business hours. If employees were using vehicles when they weren’t authorized to do so, it could result in lost or stolen equipment.

Excessive vehicle idling coupled with the costs of damaged vehicles, plus unnecessary overtime, totaled in over \$106,400 in costs for the company. That, combined with employees taking longer-than-necessary routes ensured that Canteen needed a reliable method to track employee behavior.

### Solution

Actsoft’s Encore solution provided Canteen with an answer for the money they lost from misuse of their vehicles and employee behaviors. It enabled the effective management of resources, while providing detailed reports on the statuses of the items they tracked.

Employee driving behaviors were also tracked. Actsoft’s software monitors aggressive driving behaviors, idle and stop times, and vehicle positions in near real-time. Managers are now able to schedule reports to be pulled manually or automatically sent when a violation occurred.



### Benefits

Encore enabled Canteen to curtail costs associated with the misuse of their vehicles. Two stolen vehicles were quickly recovered, saving Canteen \$52,000 in lost equipment. It helps employees to be more aware of their time spent idling, which reduced instances of it by 10 percent, saving the company \$10,800. Canteen’s implementation of Encore also assisted in the reduction of negative employee driving practices. Canteen saw a 90 percent reduction of accidents in company vehicles, a nine-month period of no accidents, and a savings of \$47,000 in vehicle accident penalties.

In a first-year analysis of their cost to use the software with 85 vehicles on the road versus the savings from overtime, excessive idling, accident reduction, and stolen vehicle recoveries; Canteen ended up saving a total of \$158,000! Canteen’s district general manager, Bill Joering, relayed the impact the software had on their company: “It’s brought nothing but value for us and become a very good tool from our logistics and customer service side.”