

Cascade Water Services, Inc.

General contractor headquartered in Hicksville, New York, that specializes in water treatment services

“We have been able to save money in payroll and it has helped keep the employees more accountable with the work hours.”

- Mike Qualters,
General Manager

Profile

Cascade Water Services is headquartered near New York City on Long Island, but has a national presence with employees as far as Orange, California. They are general contractor that performs property maintenance for commercial businesses, mostly consisting of banks and utility companies. Cascade Water has a network of trained personnel to cover their large service area.

Challenges

With such a large area to cover, Cascade Water needed a way to be sure that employees were where they should be at all times and were putting all of their time on the clock to servicing customers. Payroll was also an issue as there was no way to confirm where employees were while claiming hours.

Solution

Cascade Water turned to Encore as their solution. The tracking feature has significantly improved the company's efficiency. With GPS precision Cascade can verify time-card information when it's turned in. There's also an increased amount of accountability to make sure customers aren't being overcharged for services. This is done by comparing each bill to the amount of time employees spend at each site.



Benefits

Encore has saved Cascade Water money and increased efficiency, specifically at the Orange, California, location.

“There are times when we cannot reach the technicians by phone,” General Manager Mike Qualters said. “It's great being able to locate our employees in the field by just looking at the map.”

Since employees know Qualters and other managers can check in on their progress, technicians have been more productive after the addition of Encore. Employees started filling out more accurate time cards since their claims can easily be checked upon. Qualters said overall efficiency has increased thanks to the software.

“It's very likely I'll recommend the solution to another business.”