

# Comtec Wash Systems

Car wash equipment supplier located in Arvada, Colorado

“[Encore has] been beneficial for us in making us much more efficient and reliable for our customers.”

- Management,  
Comtec Wash Systems

## Profile

Based in Arvada, Colorado, northwest of Denver, Comtec Wash Systems is a family-owned and -operated business that assists prospective car-wash owners in the process of starting up a new business. Their goal is to relieve entrepreneurs of the many frustrations that come with getting a new company off the ground and running. The company also supplies car washes in Colorado, Nebraska, and Wyoming with equipment for their businesses, and has a team of knowledgeable technicians available for both installations and repairs.

## Challenges

Comtec Wash Systems has five technicians who are constantly on the road driving company vehicles to customers' locations. The business needed a way to monitor these trucks' activity in order to best track workers' hours and travel time. Their existing paper timesheet method of tracking was unreliable and more time-consuming than they liked. Mobile staff also had to fill out service forms on paper, which was inefficient and easily lost.

## Solution

Encore was the answer to all of Comtec's vehicular needs. Management can monitor the exact locations of their vehicles and view a breadcrumb trail by running a report of the trucks' histories. Wireless forms can be used to customize their own service sheets, so they can digitally capture the same information they were before, in a fraction of the time.



## Benefits

Now that Comtec can track their vehicles from the office, they monitor that their employees are always where they should be while on the clock. The company knows exactly how much to pay each worker, since their times behind the wheel and at job sites are being recorded. They set up each customer's location as a landmark for simple reporting and, using geofences, can get alerts when employees arrive at and leave job sites. With this type of monitoring, not only is it streamlining the payroll process for their employees, but also serving as backup for their clients in the event any of them dispute their bill for services rendered. Comtec can definitively show customers what time technicians showed up, and for how long they were there. Because of this transparency with verifiable information, customer appreciation has increased.

With the introduction of Wireless Forms, the office no longer has to endure the burden of illegible handwriting from technicians trying to quickly fill out forms and move on to the next job. So processing paperwork is a much smoother, faster process than it was previously, meaning that billing can be expedited and mistakes are mitigated. According to Comtec, digitizing these forms has saved them "countless hours" on paperwork.