

## Empower Insurance

Automobile insurance company providing coverage to the Fort Worth area of Texas

“[Encore] allows us to keep our field employees on task throughout the day.”

- **Scott Weber**  
System Administrator

### Profile

Empower Insurance is a local insurance provider that specializes in automobile coverage for drivers in the Fort Worth, Texas, area. Their business goal is to provide affordable service to their customers while maintaining a sense of community, which they do by remaining very localized and dedicated to customer service. They offer liability-only and full-coverage insurance options to those in the area, and promise that enrollment can be done in as little as five minutes. Their aim is to always be viewed as reliable, affordable, and easy to manage. They have been named Company of the Year four times by the National Association of Professional Insurance Agents.

### Challenges

Even though Empower Insurance is a hyper-localized provider, they still have around 50 employees in the field. This mix of field appraisers and sales agents is constantly on the go, either evaluating claims made by existing customers or seeking out new potential clients. With so many mobile employees, Empower Insurance needed an easy way to monitor their staff members and make sure they were remaining on task and not misusing company time.

### Solution

Empower Insurance realized that Actsoft suited their needs the most. Implementing this service gave management the ability to keep tabs on all their employees while in the field, in near real-time, from any location.



### Benefits

Being able to monitor field agents' daily schedules removes the burden of proof from employees, in exchange for indisputable accountability. Equipped with GPS-tracking mobile devices, management received verification of each person's trajectory for the day, including how much time was spent at any given location. With this information readily available, management could better police workers so they were maximizing their efficiency and not wasting any of the company's valuable time. As a result, Empower Insurance noticed roughly a 20 percent jump in productivity which, in turn, translated to an increase in revenue by as much as \$1,000 each month.