

## Ferza Group

International trucking and transportation company based in El Paso, Texas

**“It’s great being able to show our customers a report with the time and location to confirm we were at the site so we get paid accurately.”**

**- Bea Fernandez,**  
Operations Manager

### Profile

Located in El Paso, Texas, Ferza Group has been in the transportation industry since 1985. Through its sister company, Transportes Internacionales, the company services customers around the nation and many in Mexico as well. Both Ferza and Transportes Internacionales are managed through one corporate office with a shared traffic department.

### Challenges

Dealing with a large service area that covers the Southwest (a large portion of the nation) and Mexico can be tough. Making sure customers were serviced on time, all payment were confirmed, and the efficiency of the company was boosted to its maximum potential, were all concerns for Ferza.

### Solution

Ferza chose Encore to shore up the company. Bea Fernandez, operations manager at Ferza, said they use the GPS-tracking capabilities to verify arrival and departure times. Ferza also now has a way to remotely monitor driver behavior for safety, and keep track of the wear and tear of vehicles to schedule maintenance.



### Benefits

Since using Encore, efficiency increased by 20 percent and Ferza saves nearly \$1,000 per month, but Fernandez said the biggest impact is the accuracy of the reporting feature.

“The historical reporting feature allows us to respond to customer inquiries with accurate information,” Fernandez said. “We’ve also been able to resolve any customer disputes by showing customers our data reports. We can show how long our staff was on site. This also helps with keeping track of our employees’ hours for payroll.”

Drivers now take the quickest route available rather than taking a long path that would earn them an extra few hours, since managers at Ferza can see the routes taken. They can also see if any drivers have an unusual number of hours on the road and now have a way to ensure the company isn’t being taken advantage of. Fernandez said overall Ferza is pleased with Encore and will certainly recommend Actsoft to friends and business owners.