

“[Encore] is an extremely valuable tool and Actsoft’s customer service representatives are very helpful.”

- Terri Leberfinger,
Team Leader of
Transport Logistics

Profile

Geisinger Health System is a leading healthcare company and has been in business for over 60 years, employing thousands of dedicated medical professionals. In an effort to provide quality healthcare for the rural northeastern United States, Geisinger is committed to supplying lifelong learning opportunities and education to future caregivers who are an essential part of the Geisinger team.

Challenges

Geisinger needed a solution that would improve efficiency and ease daily business operations. Specifically, they wanted an easy-to-use solution to locate drivers and help manage pick-up and drop-off deliveries. They also needed a way to guarantee drivers received their dispatched jobs in a timely manner.

Solution

After reviewing various business solutions, Geisinger chose Actsoft’s Encore because it can be customized to their business needs. Since Encore is a versatile mobile management solution which also helps to optimize delivery routes and increase productivity and communication with GPS Tracking and Dispatching, Geisinger saw an immediate return, saving on fuel costs and company vehicle preservation.



Benefits

Encore’s Dispatching feature efficiently manages jobs for drivers, enabling the person in charge of couriers to view a specialized dashboard of driver statuses. This tool helps to deliver up-to-the-minute information regarding driver location and proximity to customers. It also helps management dispatch drivers using the most efficient routes when picking up or dropping off deliveries.

Geisinger believes that Encore’s breadcrumb trail feature is truly invaluable. The ability to see detailed travel history on the map helps the company determine if the couriers were where they were supposed to be during business hours.

Actsoft’s Professional Services was also able to help implement new efficiencies for Geisinger:

- Streamlined business with Dispatching
- Reduced number of delayed or missed pickups
- Increased productivity
- Improved overall communication
- Eased management of daily activities

The use of Encore quickly showed a return on investment for Geisinger and helped to increase overall operations.