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- Bob Hale,  
President

## Profile

In Loganville, Georgia Medical Transport provides health-related transit services to Georgians in need, with a dispatch center that coordinates their fleet of vehicles. They service the eastern Atlanta area as far east as Athens and north as Whites County.

## Challenges

With a large area of ten counties, two sizable urban areas, and nearly 1,000 square miles to cover, Georgia Medical Transport has to be on top of their entire organization. They needed a solution to help keep track of when their drivers were on the clock, to know the location of all their vehicles, to monitor vehicle treatment, and to ensure the safety of their patients.

## Solution

Georgia Medical Transport chose Encore for all their needs in asset management.



## Benefits

Since Georgia Medical Transport began using Encore, they have streamlined their daily tasks. Bob Hale, president, said use of the management system increased efficiency by about 30 percent.

“[Encore] has increased our routing efficiency tremendously,” Hale said. “Not having to call the drivers to verify their locations has saved tons of time.”

The company uses Encore to verify the location of vehicles, which assists with scheduling and routing upcoming calls from customers.

“We also utilize the history feature to verify driver pickup times to resolve any complaints or disputes,” Hale said. “We use the Actsoft system all day long and love it.”