

Ingles Markets

National supermarket chain headquartered in Black Mountain, North Carolina

“We’re so big and spread out that [Encore] helps us keep track of what’s going on when we can’t be there.”

- Becky Abreu,
Maintenance Supervisor

Profile

Ingles Markets has more than 200 grocery stores, supermarkets, and pharmacies located across the Southeast. Founded in 1963, Ingles has expanded out of North Carolina, into South Carolina, Virginia, Tennessee, Georgia, and Alabama.

Challenges

With more than 200 locations across six states, there are many drivers, vehicles, and technicians to keep track of throughout the course of a day. It was a challenge for Ingles Markets to stay on top of all locations and employees.

Solution

Encore was a perfect solution for the stores. The tracking features of the software excited the company’s executives; they felt it would help take their stores to the next level.



Benefits

Since using Encore, Ingles Markets increased efficiency by as much as 20 percent and they save up to \$500 per month.

“Because we span over six states, [Encore] helps us locate our employees faster and easier,” Becky Abreu, maintenance supervisor of Ingles Markets, said. “It helps keep our employees from roaming where they shouldn’t be.”

One of the biggest benefits Encore provides Ingles Markets is the ability for workers to create a mobile office accessible from anywhere on the road.

“We use [Encore] for technicians to clock in and out from the field and to verify their location,” Abreu said. “We also use maintenance alerts set up to notify us when we need to renew tags for our vehicles.”

With a large amount of trucks, it’s great for Ingles Markets to be able to automate the maintenance of its fleet. Abreu said she would certainly recommend Actsoft to friends and business owners.