

“It’s been a great system and has helped out our organization tremendously.”

- Mitch Ledbetter,
Operations Manager,

Profile

The Lenoir City Utilities Board (LCUB) serves Lenoir City, Farragut, Knoxville, unincorporated northern Loudon County, and unincorporated west Knox County. LCUB provides electric, gas, water, and wastewater services throughout the Tennessee Valley.

Challenges

With a workforce spread out across the Tennessee Valley, LCUB needed a way to track a fleet of vehicles that serviced different parts of the area throughout the day. With remote areas to cover, safety was a concern for drivers; the ability to easily dispatch a worker closest to a new job site was a top priority as well.

Solution

Actsoft’s Encore was the solution LCUB needed; its tracking and dispatch features quickly took their job performance to the next level.



Benefits

Since using Encore, LCUB Operations Manager Mitch Ledbetter estimates a saving of around \$1,000 each month.

“We monitor the daily whereabouts of our drivers and track our full fleet of vehicles,” Ledbetter said. “We’ve used the dispatching feature to determine who the closest worker is to a location. It’s saved a lot of time.”

In addition to saving time and money, safety concerns have been reduced at LCUB. LCUB uses the software to keep track of vehicle mileage and they can easily keep an eye on wear and tear of vehicles.

One of the biggest surprise benefits for LCUB was the ability to resolve contentions with customers.

“We’ve been able to rectify disputes regarding [whether] a customer was actually serviced, or if our vehicle was speeding. We have all of the information, so we always know what actually happened.”

Ledbetter said he is pleased with Encore’s use for LCUB.

“Not only will we recommend Actsoft to friends and business owners, but we have [already] recommended Actsoft to others.”