

“I do not want to live without [Encore]. I use it every day to see where my people are and how long they have been at a client site. The accuracy of the stop time at a location has helped us identify issues before they become problems.”

- **Patty Osfola,**  
Director of Operations  
for Home Care

## Profile

Mercury Medical, a comprehensive healthcare company specializing in critical care, anesthesia, and respiratory products and services, has been in business for over 45 years. Recognized for excellence in manufacturing high-quality medical products, Mercury Medical strives to ensure that the transition to premium high-tech patient care is seamless.

## Challenges

Mercury Medical had concerns regarding the operational efficiency of their supply trucks and the personal accountability of field service technicians. Customer service suffered when a field service member did not arrive on time or didn't stop at a scheduled location. To remedy this, Mercury Medical needed a GPS tracking solution that was able to verify an employee's location and ensure that delivery routes were best optimized.

Training operations and end-user functionality was also a large concern for Mercury Medical. They wanted a solution that was easy to use and roll out across their fleet. They felt that a complicated system would not be used and their investment could potentially be wasted.

## Solution

Mercury Medical tried several different GPS tracking solutions; however, Actsoft's Encore solved all of their operational challenges. The tracking software is being used throughout several different departments to ensure maximum employee productivity.



## Benefits

The Human Resources Manager was concerned about implementing Encore, as other solutions they tried were very complicated. After speaking with her dedicated Actsoft project coordinator and implementation specialist, she was able to easily train her team. She feels that having a dedicated support staff to help with implementation and rollout was a key component to the success of the initiative. “Every time I call, the Actsoft staff has been wonderful. They stay on the line with me until all my questions or issues are resolved. They have been so patient and understanding,” said Deanna Russell, HR manager.

Owning the data (secured behind the company's firewall) is extremely beneficial to the Human Resources department. Managers are able to pull history reports, which they use in annual reviews, disciplinary reports, and overall compensation considerations.

Using history reports allows Mercury Medical to better optimize daily routes, maximize fuel efficiency, and improve time management. In one specific instance, after pulling an employee's travel report, the traveled versus scheduled routes differed. Apparently, this employee altered his route to include personal stops, causing higher-than-necessary fuel expenses and slow response times. Policies were then changed to focus on improved accountability.

The home care division uses Encore's detailed history feature to compare activity reports with actual stop times. This allows them to define operational metrics for field services and increase daily productivity. The operations team now knows exactly how much time a particular service requires. The management team can now provide accurate time estimations for deliveries and service orders. By scheduling the technicians accordingly, customer satisfaction has increased considerably.