

Metro Fire Equipment

Single source for fire protection and prevention

“[Encore] helped make us a better company and really improved our level of operational efficiency.”

- Theresa Sprickerhoff,
Employee Relations

Profile

Metro Fire Equipment is a full-service fire protection company offering installation, service, tenant improvements, and fire alarm system designs for the state of Arizona since 1972. As a family-owned business, Metro Fire Equipment prides itself on customer service and quality work. When reliability matters, Metro Fire Equipment is there.

Challenges

Metro Fire had operational and personnel issues that were costing the company thousands of dollars per year. They had no visibility into their fleet, which they felt caused a lax attitude in the field. Employees were not keeping accurate hours and could not be held accountable for work, which caused customer satisfaction to decline. Some key accounts required GPS tracking of their vendors, but Metro Fire did not have a business solution to support those requests. Metro Fire needed GPS tracking software, but wanted time keeping capabilities that could integrate with QuickBooks.

Solution

Actsoft was able to assist Metro Fire's business needs with Encore. By implementing the service, Metro Fire streamlined their payroll process, added employee accountability, and improved the overall time management of their field-service technicians.



Benefits

Because Metro Fire did not have a way to monitor their service technician's activities in the field, they had to trust the employees to be at scheduled locations and to invoice accordingly. Encore provides the visibility needed to improve business processes and increase visibility into the field. Metro Fire was able set up operational metrics based on the software's travel history feature and view time spent at a specific location to improve service operations. In addition, the Landmarks feature allows the management team to view the amount of time service technicians spend at the office versus working in the field.

Lack of employee accountability was causing a financial strain on Metro Fire. An employee activity log was submitted for services performed on an account, but a spot check using Encore showed that employee did not service the account documented, as he was at different location. A separate incident occurred when an employee submitted per diem and expense reimbursement for multiple travel days; Encore showed that the employee traveled only one day. Previously, Metro Fire would have paid these expenses without question. Utilizing GPS tracking in their new service has saved money in fraudulent operating costs.

Payroll was another difficult and costly process, as service technicians would “guesstimate” their hours worked, write it down, and submit to payroll for manual processing. By using Encore's wireless clock-in/out feature, technicians tap one button to begin and end their workday. All timekeeping data is sent to the office for integration with QuickBooks, creating a more streamlined payroll process. Metro Fire now pays their service technicians for hours actually worked versus a “guesstimate” of hours.