

NORTH CHARLESTON SEWER DISTRICT

Waste treatment plant located in North Charleston, South Carolina

“[Encore] has helped us save fuel by increasing accountability among our employees.”

- Del Whittle,
North Charleston
Sewer District

Profile

The North Charleston Sewer District is a waste treatment plant that processes 27 million gallons of waste per day. NCSO services more than 500 miles with 61 stations and sewage lines that connect the large service area. NCSO is responsible for the transportation and treatment of the waste water in that area.

Challenges

With such a large area to service, it is vital for NCSO to be completely connected. They can't afford to make mistakes due to miscommunication or a lack of accountability for employees. One mistake could create a huge mess in its service area.

Solution

NCSO's purchasing manager, Del Whittle, looked around for a solution that would link the entire workforce and ensure employees were safe at work. Whittle found Actsoft's Encore and he knew he found his answer.

Whittle and NCSO saw that Encore was valuable, easy to use, and a money-saving solution. NCSO uses the software to locate drivers, ensure they are driving at safe speeds, and to know when they have stopped and for how long.



Benefits

Encore has saved money for NCSO by eliminating any uncertainty with what employees are doing while on the clock.

“Since using [Encore] we've seen a decrease in downtime among drivers and overall an increase in accountability,” Whittle said. “We have been able to curb drivers from taking excessive lunches and breaks by us knowing their whereabouts.”

Another benefit Whittle and NCSO saw was the reduction in fuel used by company vehicles. Since employees know their actions are monitored, there was a reduction in inefficient, long routes that would give employees an extra few minutes on the clock each day. Overall Whittle said he's happy with how Encore has helped NCSO.

“We find it very useful, user friendly, and very essential to what we do.” Whittle said.