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- Anthony Agrusa,  
Owner

## Profile

Located in Palm Beach County, North County Plumbing provides repairs and installations for plumbing jobs with a service area that spans from Melbourne, Florida, to Miami. The 24-year-old company offers sewer and drain clearing; pipe inspection; backflow installation, certification, and repairs; and a number of other plumbing services. North County Plumbing offers live dispatching at all hours for emergency service needs.

## Challenges

With a large service area across South Florida and a commitment to 24-hour live response, North County Plumbing has to keep on top of its entire fleet at all times. Technicians take their vehicles home with them, so it was important for management to know who was supposed to be on the clock and if each employee was at the correct spot. For any unexpected service calls, North County Plumbing needed a quick way to get a technician to the job.

## Solution

The management team found the solution they needed in Encore. The GPS tracking capabilities allow management to see where each vehicle is at all times. With every technician assigned a vehicle, management can easily view which vehicles are in use at any given time.

For overnight and emergency calls, or any other new job received, North County Plumbing can use their live view within Encore to locate the nearest available technician to the job and quickly dispatch it to them.



## Benefits

North County Plumbing saw an increase in the efficiency of their daily processes since implementing Encore, but the money the solution saved was more than just a few dollars a day, simply by being able to add another job or two.

“[Encore] has also helped us recover a work truck that was stolen,” owner Anthony Agrusa said. “It was great to be able to provide the police with an exact location of where the truck was at the time. That made recovering the truck much easier.”

Agrusa’s company saved thousands of dollars by recovering the stolen vehicle and has an added step of security for their fleet since many vehicles are kept in residential areas as opposed to locked in a lot or a garage. Agrusa is happy Encore keeps an eye on his valuable equipment and he says it’s simple to use.

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