

# Quality Mechanical Solutions

Boosting staff answerability and streamlining workflows

“[Encore] helps the technicians to complete their ticket work on site, allows them to move on to the next jobs faster, and saves them time on getting paper work back to us in the office.”

- Angel Griffin,  
Office Assistant

## Profile

Quality Mechanical Solutions is a heating, ventilating and air conditioning (HVAC) repair and installation business headquartered in Marianna, Florida. Serving the Southwest Georgia and Northern Florida regions since 2008, the company offers its services to organizations in the commercial and industrial sectors alike.

## Challenges

Prior to finding Actsoft, Quality Mechanical Solutions faced difficulties that interfered with their day-to-day business operations. Work tickets and order forms that had to be completed by technicians in the field were taking too long to fill out and process, slowing down their workforce's efficiency. The company also needed to verify the lengths of time that technicians had been at a job sites to ensure that all customers received proper care. These issues pooled together to form a void in maximized productivity that wasn't being filled, and in response, Quality Mechanical Solutions set out to find a solution that could put its workers in better positions to succeed.

## Solution

Using a live view map that Encore displays, users can see logged times and locations of where workers are, and run detailed reports based on these pieces of data for their company to review.

Employees in the field can also transition all of their paper work documents onto a single digital system. Encore can provide a method for custom-built forms to be completed and submitted to a company's home office via a worker's mobile device, and they can then be processed for billing or storage in the solution's digital archive.



## Benefits

Quality Mechanical Solutions experienced growth in overall workforce productivity, as its technicians were now able to move to job sites quicker than ever before. The company's return on investment with these two products has been so good that they report seeing an estimated 30% increase in measurable efficiency. Intuitive GPS tracking technology has given supervisors clarity about employee whereabouts, and an ability to check daily stop times per job site.

Prior to using these tools, the business also used to have a once-a-week protocol for submitting forms, but now they are able to send them in as jobs are completed in real time. This has drastically accelerated the company's invoicing procedures. The software allows employees in the field to take pictures and digitally attach them to work tickets, which has added an extra measure of detail to the company's documentation processes.