

Quality Tire

Utah's largest Michelin OTR tire dealer

“Actsoft’s [Encore] has greatly increased the efficiency of our service calls. Their Professional Services team went above and beyond to make sure our experience was top notch.”

**- Melissa Cornelius,
Mobile Operations
Coordinator**

Profile

Quality Tire is Utah's trusted source for medium duty and commercial truck, off road, light truck and passenger, industrial, farming, ATV tires, and additional services.

Challenges

Quality Tire had to monitor the locations of service drivers, manage paperwork, and send forms from the field to the office. The biggest challenge they faced was not knowing the location of service drivers and what they were doing. Processes were very time consuming and consisted of excessive phone communication and a lot of unnecessary paperwork.

Solution

Actsoft's Professional Services team used Encore's Wireless Forms feature to craft a simple, yet powerful document for field technicians. It contained important information about each job, and field workers were able to attach photos to a form, get customer signatures, and track where job-related activities took place. Additionally, the reporting feature was an easy way to view key performance indicators on a specialized dashboard.



Benefits

Encore helped to streamline efficiencies for Quality Tire. Recreating paper forms ensured familiarity among the staff and contained the same information that they were already used to. Wireless forms eliminated loss of data and time because the field crew could now send information instantly to the office, reducing downtime and increasing productivity. The specialized reporting feature also helped them to make better future business decisions.

Because the Wireless Forms provide time-stamped GPS locations, they can track and review daily work easier. “My experience with working with the Professional Services team was and still is a very pleasant experience. In the future, I feel our company will benefit immensely due to all the products that Actsoft has to offer,” said Melissa Cornelius, mobile operations coordinator.