

“[Encore] is a very user-friendly solution and it helps us know if vehicles are being driven properly and safely.”

- Ted Barrett,
Operations Manager

Profile

RX Express Pharmacy is a closed-door pharmacy in Northern California that delivers medical supplies. They provide these materials to individuals, assisted living facilities, and retirement homes.

Challenges

Without a fleet-tracking software, RX Express had no way to track deliveries or know where drivers were. They had an issue with keeping track of drivers' mileage.

Solution

Barrett was looking for a way to strengthen accountability among drivers and deliveries and Encore provided exactly what he needed. While it wasn't the first solution Barrett came across, he said it is the best he's used.

RX Express uses the “Closest-to” feature within Encore to verify which driver is nearest to a new delivery location. They also use it to manage the entire workforce, to keep a close eye on drivers, and to gain a clear view of the entire fleet's activities.



Benefits

RX Express increased its efficiency since switching to Actsoft and Barrett said it's been “a 100 percent turnaround.” Encore not only improved accountability among drivers, but RX Express was even recently able to leverage the telematics information from their GPS history to help settle a dispute with a former employee.

“[Encore] helped us verify that a driver did not make a delivery he was supposed to make to a group home,” Barrett said. “The driver claimed to have tried to make the delivery, but the location was closed. Thanks to the tracking software and his location history, it was confirmed he did not go anywhere near the location.”

The driver was subsequently let go and later filed a case that he was improperly terminated. RX Express won the case in court in part due to the GPS data the Encore software provided.

“I would absolutely recommend Actsoft to friends and fellow business owners.”