

“After installing [Encore], I saw a significant decrease in fuel consumption as my employees no longer took the ‘scenic route back to the office’ while on the clock.”

- Preston Theye,
General Manager/Owner

Profile

Roto-Rooter, residential and commercial plumbers, provides full-service plumbing maintenance, repair, and clogged-drain cleaning, 24 hours a day, seven days a week. Trusted and recommended since 1935, Roto-Rooter is the premier provider of plumbing services in Roebuck, South Carolina. Specializing in emergency services, they stand by their estimates and guarantee their work, while providing the best customer service possible.

Challenges

Roto-Rooter’s plumbers can be called for an emergency job at any time during the day or night; therefore, they take their company vehicles home after their scheduled shifts. The owner noticed fuel consumption was slowly increasing and was concerned that employees were using company vehicles and equipment for personal use and/or side jobs. He wanted an in-vehicle GPS tracking device that was cost-effective and easy-to-use.

Solution

Actsoft’s Encore was a perfect low-cost, in-vehicle solution that provided Roto-Rooter a way to easily track vehicles during non-working hours, and improve accountability among employees.



Benefits

Roto-Rooter looked into various in-vehicle solutions, but after receiving quotes for monthly costs, contract requirements, and installation fees, the owner felt that in-vehicle GPS tracking was out of his budget range. Actsoft’s Encore was the only cost-effective solution that offered him the option of not having a monthly contract and did not require installation fees.

After installing Encore, Roto-Rooter saw a significant decrease in fuel consumption. “[Encore] streamlined the fuel consumption-to-job ratio because my employees no longer stopped off at home for personal reasons or took an ‘unauthorized break’ during their shift,” said Preston Theye, general manager/owner. Employee accountability increased immediately because they knew management was monitoring their vehicles.

Encore has improved operational efficiency for Roto-Rooter. Specializing in emergency services, response time is very important. Locating the nearest available plumber has never been easier. Roto-Rooter set up landmarks on the map for all employees free for the emergency service calls. This process has improved response times and increased customer satisfaction — while saving fuel.

Driver safety and vehicle maintenance are two important components in Roto-Rooter’s daily operation. Encore monitors driving habits, such as true speeds and hard stops, that cause unnecessary wear and tear on vehicles. They set up maintenance alerts to monitor oil and tire changes to avoid any potential down time. Monitoring their company vehicles allows Roto-Rooter to both keep their vehicles on the road, and keep their word that they will be there when needed.