

“We’ve discovered huge savings and increased productivity using Actsoft’s Professional Services team ... Wireless Forms and custom reports [have] provided a system to track our employees so we can maintain our vehicles and manage time efficiently in the field and in the office.”

**- Shannon Stevenson,
Santo Propane**

Profile

Santo Propane is a locally owned and operated propane company that delivers to the residents of Hood, Erath, Parker, Palo Pinto, and Somervell counties of Texas.

Challenges

Santo Propane needed a way to streamline their process of dispatching field calls to drivers. Previously, customers would have to call the office and the administrative assistant would log all calls into a spreadsheet. Periodically throughout the day, she would have to call the drivers to let them know about scheduled jobs. Santo Propane urgently needed a way to save money and time on processes. Not only was scheduling difficult, but their outdated method also meant they had to wait until the end of the week to enter deliveries.

Solution

Actsoft’s Professional Services team worked with Santo Propane to create custom wireless forms and reports using Encore. This provides a system in which drivers spend a shorter period of time in the office, and the staff is able to complete other duties in a timely manner. By knowing where drivers are at any time during the day and by using instant messaging capabilities, Santo Propane is able to maximize time in the field and increase revenue because they are able to fulfill more jobs.



Benefits

Utilizing the Wireless Forms feature, Santo Propane now has complete visibility into their daily processes and is able to view their data all in one place. Now they see a much quicker turn-around of data. They spend less time on the phone relaying job orders and directions to drivers. Plus, with their improved workflow, they are able to maintain their vehicles and save money on costly repairs and service.

“Actsoft’s Professional Services team has benefitted our company by providing us with products to help increase our efficiency. They were professional, responsive, extremely helpful, and very knowledgeable when fulfilling our business needs.”

– Shannon Stevenson, Santo Propane