

“[Encore] allows me to collect more accurate payroll data resulting in saving us thousands of dollars per year. It has completely eliminated keyed entries and unnecessary errors.”

- Dennis Snead,  
Operations Manager

## Profile

Shamrock was founded as a grassroots industrial services and wastewater treatment company. Today, Shamrock operates as the premier, full-service environmental service company in the southeastern and mid-Atlantic region of the United States. The company has invested significant capital in facilities; equipment; safety programs; training; regulatory compliance; new technology; and the dedicated, talented employees of Shamrock.

## Challenges

Shamrock had technicians that worked in the field for weeks at a time. Each employee submitted a written timesheet that had to be manually entered into a back-end accounting and payroll system. Shamrock was looking for a business solution that had GPS tracking and wireless time entry that could be integrated with their accounting software. In addition, Shamrock wanted to verify the employee's identification when clocking in via photo capture, collect job site location, assist with asset tracking, and collect specific task information for more accurate billing and invoicing.

## Solution

Encore, with its Wireless Forms, met all of Shamrock's business requirements and was able to exceed their expectations, since Actsoft does not require a long-term service contract. The ability to use their existing BlackBerry devices did not require a large initial investment or a lot of training for field technicians, allowing them to roll out quickly and easily.



## Benefits

Encore's ability to integrate with Shamrock's back-end accounting system, Solomon, was the most important component for the success of this account. Actsoft worked with multiple departments including IT, accounting, and human resources, to ensure that all of the system requirements were ready for implementation. "Quality personnel is the most important asset a company can have and Actsoft has provided us with amazing quality and support," said Dennis Snead, operations manager. The system integration with Solomon allows Shamrock to wirelessly obtain and download all of the company's pertinent data without the hassle of manual data entry.

Wireless data collection completely transformed the way Shamrock manages business and its field technicians. "Actsoft has made a huge difference in our daily operations," said Snead. Using Encore, an employee wirelessly clocks in, captures his or her photo on the job site, and receives specific tasks for the job. Shamrock imported landmarks of job sites to ensure that employees clock in from the job site and not from a hotel or from home. "We saw clear change in employee accountability almost immediately," said Snead.

Asset tracking was also a large concern for Shamrock, as heavy equipment and machinery required a large capital investment. They needed a system that could collect data, but also hold employees accountable for usage. If a large piece of equipment is required, the technician uses a wireless forms to collect the mileage, hourly readings/status, job site location, and employee ID along with photo capture for asset tracking. These new processes helped job costing/ estimates and invoicing become more accurate, and has improved cash flow for Shamrock.