

“This is the coolest stuff I’ve seen. It’s easy to navigate. I’ve personalized it with my company logo, added the unique vehicle IDs, and watched the previous night’s trip history.”

- Andy Coolidge,
Owner

Profile

In Birmingham, Alabama, Sweeping Beauty hand picks large items, maintains cleanliness around trash dumpsters, replaces liners, empties trash receptacles, and removes illegally dumped bulk trash items. They have been in business since 2010.

Challenges

Before using Actsoft, Coolidge was concerned with the location of his workforce. He wanted a way to ensure customers were serviced in a timely and effective fashion.

“Our team was constantly answering questions about scheduled service, running back to the property for photo documentation, and responding to emails,” Coolidge said. “It was very meticulous and we had reports of deficiencies almost nightly.”

Solution

Coolidge now uses Encore to keep tabs on his fleet, to book and verify schedules, and to optimize the efficiency of the company.



Benefits

With Actsoft, Sweeping Beauty has been able to save money, increase efficiency, and eliminate any concerns on servicing. By using Encore, Coolidge saw an improvement almost immediately.

A customer of the company claimed they had not been serviced by Sweeping Beauty and wanted a refund. “After a quick 30 minute session, I found two reports that represented what I wanted,” Coolidge said. “I took a screenshot of the property in question, which is now covered with little yellow dots, and found a report that showed our arrival time at about 9:45 and that we stayed onsite for one hour. I sent both reports and haven’t heard a thing in response! We were on site for an hour. We covered the entire property, and I can now prove it with one simple report.”

With Actsoft’s Encore, Coolidge estimates Sweeping Beauty increased efficiency by 50 percent and saves as much as \$3,000 per month.

“I’m able to confirm on-site attendance from my desktop. I’ve provided route maps and time information to clients, verifying our presence. [The money saved] will delay the purchase of an additional vehicle. I’ll certainly say it’s exactly what you promised, showed in the demo, and it saved me the hassle from a challenging client.”