

United Installers Plumbing

A family owned and operated plumbing company operating in Douglasville, Georgia

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- Josh Reynolds,
General Manager

Profile

Since opening in 2006, United Installers Plumbing has offered the best the plumbing services the industry can offer, while focusing on affordability and reliability. They are customer-centric and any product or service they provide always has the needs of their clientele in mind.

They offer a variety of services for a host of different sectors such as:

- Residential
- Commercial/Industrial
- Sewer & Drain
- Environmental

Challenges

United Installers Plumbing suffered from a logistical nightmare. They had no way of tracking their fleet vehicles as they traveled to and from job sites. They needed a vehicle tracking solution that could pinpoint drivers quickly and efficiently.

Dispatching processes were catastrophic without the visibility they needed. Dispatchers had no way to verify how long drivers actually spent commuting between job sites and it was nearly impossible to create accurate workflows. The inconsistency was leading to poor customer service reviews.

Solution

Encore was installed on mobile devices, allowing them to collect and distribute information that remote workers gather from the field. The software's dispatching functionality and GPS tracking were set up to get United Installers Plumbing back on track, and address many of their major shortcomings as well.



Benefits

Thanks to Encore, it became possible to create balanced workloads, since dispatchers can see what specific employees are working on with a few clicks of a button. According to General Manager Josh Reynolds, the increase in productivity since implementing the dispatching solution has been a 20 percent spike. He said, “Knowing where our trucks are is critical and this solution provides that for us.”

Dispatching saves time and money for United Installers Plumbing by keeping their mobile workforce organized while they're away from the office. Drivers can get to customers faster by following directions from dispatchers who have identified the most logical business plan. The increase in clarity, accountability, and efficiency bolstered profits and increased customer satisfaction.

Now, managers can create geofences and landmarks for certain locations. This creates an automated alert to dispatchers for arrivals and departures from specified locations. The dispatching order screen clearly shows every order they have and the statuses of those orders.