encore

AutoReturn
Reinventing the city and municipal towing industry

Profile
AutoReturn is a towing management company based in San Francisco, California, that manages safe vehicle transportation, storage, and returns once an agency or municipality orders a tow. With a completely automated towing process (from dispatch to release), AutoReturn has taken the pain out of the towing process.

Challenges
The towing industry was plagued with problems including long wait times, low levels of accountability, and a colossal amount of paperwork. AutoReturn needed an affordable business solution that did not require hard-mounting a device into a truck. They also needed to eliminate manual order processes, reduce towing response time, and have seamless communications between tow-truck operators and the dispatch team.

Solution
Actsoft's Encore took AutoReturn to the next level for fleet management. The software works with their customized back-end database, creating an "automated" towing system that eliminates a lot of intermediaries and unnecessary procedures.

"Before [Encore], the average response time was 27–28 minutes, costing the city a lot of money. Now with our fully automated system, we have reduced our response time by more than 50 percent. We average only 10–11 minutes for response time and that means less downtime for the city."

- John Pendleton, CTO

Benefits
Actsoft's Encore sends dispatch requests directly to the tow-truck operator via a handheld communication device. Previously, each driver was assigned orders through a manual rotation dispatch process.

Automating order status has become the wireless communication between the fleet and main office dispatch. Truck drivers change the status on their wireless devices while a dispatcher monitors the process flow to ensure vehicles arrive safely.

Police officers did not know when the tow-truck operators would arrive at a vehicle site, causing resentment and frustration. By updating the status for order accepted and time arrived, AutoReturn can validate that their operators were on time, preventing bad feedback to the city and improving relationships with the police officers.

By utilizing the "Closest-to" feature, AutoReturn saves money on fuel expenses and improves client relationships by providing fast and efficient service to the city and municipality. AutoReturn's average tow response time dropped to 11 minutes, showing more than 50 percent reduction in response time due to Encore.