

“[Encore] allows us to keep track of what’s going on in the city with all of our employees and [it] gives us peace of mind.”

- Paul Tindall,
IT Services Coordinator

Profile

In the city of Grenada, Mississippi, the managing of all public services and employees that perform them is done by the city. The city oversees public maintenance, the fire department, street sweepers, and garbage trucks.

Challenges

With many services across the city, management needed a solution to monitor its employees across several fields of work. Accountability, especially for public employees and services, is a must. Making the most of every day with each employee was a need for the City of Grenada.

Solution

Actsoft’s Encore was the solution the city needed. The workflow management software gives the city an inside look into the activity of its workers.



Benefits

Since using [Encore], the city has seen an improvement in efficiency and accountability. The improvements have taken the city’s performance to the next level.

“We utilize [Encore] to keep track of the whereabouts of the city’s employees,” Paul Tindall, IT services coordinator for the City of Grenada, said. “We have improved accountability by identifying workers who are not performing up to standards and identifying incorrect behavior such as being out of city limits during work hours.”

In addition to increased accountability, creating reports for employees is easier and the city can build a profile for its workers.

“We use reports on driver behavior to make sure we know what our employees’ regular performance [looks like]. We can identify and correct poor employee work behavior based on the reports we set up with Actsoft.”