



## Industry: HVAC

Residential and Commercial HVAC

*A residential HVAC-maintenance company that eventually expanded into commercial and industrial services.*

### CHALLENGES

This HVAC-installation and -repair company needed to find a way to modernize their processes and reduce their carbon footprint by going paperless. For a company that has been growing exponentially, paper forms were holding them back and preventing them from efficiently expanding as quickly as demand warranted.

### SOLUTION

Encore and its Wireless Forms tool gave this company the freedom to eliminate its dependency on paper forms and expedite tasks far more efficiently and cost-effectively. Plus, with an ever-growing workforce employees nationwide to monitor, Encore's GPS Tracking capabilities gave the company the means to oversee all of its operations from anywhere.

### BENEFITS

Wireless Forms changed the way field data was collected, speeding up the process and eliminating errors due to missing information or poor handwriting. Plus, it drastically reduces the amount of paper the company uses, both saving them money and benefitting the environment. The switch to digital forms also eliminates excessive downtime that previously took place between the time of data collection and delivery of forms to the home office. Plus, they never have to risk losing potential business by taking advantage of the Public Wireless Forms option, which allows customers to submit work order requests 24/7. And with accurate tracking of technicians in the field, dispatching new work orders has never been easier; assignments are given based on both availability AND proximity.



#### WIRELESS FORMS

Speedier, more accurate data-collection.



#### PUBLIC FORMS

Collect work order requests 24/7.



#### GPS TRACKING

See worker locations for improved dispatching.

Learn more about our solution at [workforce.actsoft.com/encore](http://workforce.actsoft.com/encore)