



Industry:
Plumbing
24/7 Full-Service Maintenance

In business for nearly 100 years, this trusted company provides 24/7 plumbing services to commercial and residential customers alike.

CHALLENGES

This company's plumbers can be called on for an emergency job at any time during the day or night; therefore, they take their mobile devices active at home after their scheduled shifts to have them on hand whenever calls come in. However, the owner noticed flexibility and reaction time to these jobs was dangerously low, and was heavily impacting customer service and the number of jobs that the company was able to service. They wanted a way to track their workers' positions at all times to help ensure proper use, and they wanted something cost-effective and easy to use.

SOLUTION

Encore was a perfect low-cost solution that provided the company a way to easily track their plumbers during working hours and improve accountability.

BENEFITS

Encore was the only cost-effective solution that offered didn't require a monthly contract or installation fees. Employee accountability increased immediately because they knew management was monitoring their locations. To boot, since they specialize in emergency services, response time is very important. Now, finding the nearest available plumber is easier than ever. Their improved dispatching means response times are faster, customer satisfaction is higher, and they're saving more money. On top of all that, they were able to increase the transparency of their estimated service times and exceed customer expectations for a fully-optimized customer experience which leads to increased revenue and returning clients.



JOB DISPATCHING

Increased flexibility for workers.



GPS TRACKING

Improved response times for emergency calls.



ALERTS

Get in-the-moment updates about worker activity.

Learn more about our solutions at workforce.actsoft.com/encore