



Industry:
Professional Service
Auto Insurance Provider

An insurance company that provides limited-liability and full-coverage options for drivers, with enrollment that can be done in as little as five minutes.

CHALLENGES

Even though this company is a hyper-localized provider, they still have around 50 employees in the field daily. This mix of field appraisers and sales agents is constantly on the go, either evaluating claims made by existing customers or seeking out new potential clients. With so many mobile employees, the company needed an easy way to monitor their staff members and make sure they were remaining on task and not misusing company time.

SOLUTION

Encore suited their needs above any other solution on the market. Implementing this service gave management the ability to keep tabs on all their employees while in the field, in near real-time, from any location using its native GPS Tracking feature.

BENEFITS

Being able to monitor field agents' daily schedules removes the burden of proof from employees, in exchange for indisputable accountability. Equipped with GPS-tracking mobile devices, management receives verification of each person's trajectory for the day, including how much time is spent at any given location. With this information readily available, management can better police workers to maximizing their efficiency and not waste any of the company's valuable time. They can even use the Mobile Timekeeping feature to ensure all hours are being recorded accurately, from customer locations. As a result, the company has experienced a roughly 20-percent jump in productivity which, in turn, translated to an average increase in revenue of \$1,000 each month.



WIRELESS FORMS

Streamline data collection from the field.



GPS TRACKING

See the locations of all field workers.



MOBILE TIMEKEEPING

Add an extra level of accountability to timesheets.

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