



Industry:
Field Service
Equipment Company

A company that provides car wash equipment and parts to certain locations.

CHALLENGES

A car wash equipment company had five technicians who were constantly on the road driving company vehicles to customers' locations. The business needed a way to monitor their employees, in order to best track hours and travel times. Their existing paper timesheet method of tracking was unreliable, time-consuming, and inefficient. Mobile staff also had to fill out service forms on paper, which were inefficient and easily lost.

SOLUTION

Encore was the answer to all of the company's workforce management needs. With Encore, management could monitor the exact locations of their employees during work hours. Wireless Forms on Encore let them customize their own service sheets, so they could digitally capture the same information they were before, but in a fraction of the time.

BENEFITS

Now that the business can track their vehicles from the office, they can also verify that their employees are always where they should be while on the clock. With this type of monitoring, not only is it streamlining the payroll process for their employees, but it also serves as backup for their clients in the event any of them dispute their bill for services rendered. They can definitively show customers what time technicians showed up, and for how long they were there. Because of this transparency with verifiable information, customer appreciation has increased. Processing paperwork is also a much smoother, faster process than it was previously, with digital forms having saved them countless hours.



WIRELESS FORMS

Faster data reception from the field and fewer delays.



GPS TRACKING

Proof of services rendered for greater accountability.



MOBILE TIMEKEEPING

Reduced overtime costs via remote clock-ins and -outs.

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