



Industry:
HVAC

Commercial and Residential Service

A family-owned and -operated HVAC servicing company that specializes in both residential and commercial properties.

CHALLENGES

For years, this HVAC company relied on an honor system when it came to monitoring their employees' hours, so they had no way to verify that the hours being reported were actually actively spent at job sites. This meant that they were potentially paying more than they needed to, particularly in overtime hours, if an employee decided to be dishonest or if they simply made a mistake recording their time.

SOLUTION

Mobile Timekeeping with Encore was the fix this company needed. With GPS-stamped punches that could be recorded from actual job sites, they were able to give employees the means to punch in from anywhere and record it digitally using their mobile devices. Reports can be generated to verify when staff members arrived at job sites and how long they were there.

BENEFITS

Now that they have digital records of each employees' time spent at job sites, they can use the reports generated to verify timesheet accuracy. This helps to guarantee that workers aren't paying out more (or less) than they should be. Knowing that the company is able to accurately track this information also helps keep the staff honest. Plus, knowing the near real-time locations of technicians lets management assign new work orders more effectively. This record of everyone's locations also transcends from timekeeping to customer service. If there are ever disputes that arise and customers file complaints about employees' punctuality, management can easily and definitively corroborate the information and handle the situation accordingly.



REPORTS

See exactly where and when punches happened.



GPS TRACKING

Monitor employee locations while working.



MOBILE TIMEKEEPING

Keep accurate counts of hours worked.

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