



Industry:  
**Professional Service**  
Contract Security Service

*A contract security service that has built up its business and clientele, which includes Fortune 500 companies, rapidly in a short period.*

### CHALLENGES

The leadership team at this reputable security company wanted to replace officers' paper-based reporting processes to boost the speed and quality of the information provided to clients. A primary concern was also enhancing the officers' safety. Because they work on client premises, the solution had to be mobile; it also needed to be digital, as the company was looking for something to reduce its carbon footprint. Finally, implementation needed to be done without a major investment in infrastructure.

### SOLUTION

Encore proved to be the most flexible, robust, and cost-effective solution available. The company's officers began using their mobile devices to collect data, take photos, create reports, and send them all to supervisors and clients.

### BENEFITS

With Encore in place, the company's administrators now have greater insight into their workers' activities, and it's relayed to them in near real-time. A drastic improvement in customer relations can be seen thanks to their ability to provide clients with richer, timelier reports. Officers' safety is kept front of mind and is enhanced now that their current locations are trackable. And workplace efficiency is at an all-time high, thanks to the elimination of redundant tasks (made possible by Encore's API integration capabilities).



#### WIRELESS FORMS

Improve the data-collection process.



#### GPS TRACKING

Keep workers safer by monitoring locations.



#### REPORTS

Provide clients with verification of services rendered.

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