



Industry:
Transportation
On-Demand Driving Service

Shuttle service that gives locals an alternative to public transportation via handicap-accessible buses they can use to run errands or get to appointments.

CHALLENGES

With so many passengers to safely transport, and a limited operating budget, this company needed a cost-effective means to oversee their employees during working hours and increase customer service volume. With so many customers in their care, they couldn't afford to not increase flexibility for their workforce in the field.

SOLUTION

Encore enabled them to perform all the functions they needed and more. Its high-performance Handset Tracking feature provided extensive visibility into daily activity, including pinpointing all driver locations for increased accountability and flexibility for jobs on the fly. Additionally, it helped expedite dispatching and gave them a reliable means to ensure their staff arrived on time and at the right locations.

BENEFITS

Since implementing Encore, the company's productivity and efficiency have skyrocketed by 50 percent. Because of this, they save hundreds of dollars each month.

With mobile device tracking for employees, dispatchers can review the live locations as service calls come in and decide which driver makes the most sense based on both proximity to jobs and current bandwidth to take on additional passengers.



GPS TRACKING

Insight into current position and workload.



JOB DISPATCHING

Make better-informed assignment decisions.



WIRELESS FORMS

Tangible evidence of tasks completed.

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