



Industry: Healthcare

Medical Transport

A non-emergency medical transport service that takes patients to and from appointments.

CHALLENGES

Because of the nature of their business, a non-emergency medical transport company's customers habitually relied on the company as their primary mode of transportation to and from regular medical appointments, making punctuality key. They needed a way to quickly find drivers' locations whenever a customer called while waiting for their ride to pick them up. And since customer safety is a major concern, they also wanted to be able to monitor for safe driving practices.

SOLUTION

Encore was the ideal solution. Now, all of their drivers are equipped with mobile tracking devices, so the office is always able to determine where each employee is at any given time during working hours. They're also able to monitor important driving habits for safety and efficiency.

BENEFITS

Now, when customers call to find out where their driver is, the company can quickly pull up the location, while the customer is still on the phone, and let them know how far away their ride is. In addition, the history of every drive is recorded and stored. This is helpful in the event of any future complaints regarding punctuality and driver behavior, including speeding and hard braking. The system in place now lets the company interact with customers in a more efficient way, helping them provide definitive responses in a much quicker time than before.



WIRELESS FORMS

Remove paperwork delays and costs.



GPS TRACKING

Monitor the near real-time positions of employees and vehicles.



JOB DISPATCHING

Change and assign new rides on the fly.

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