encore

Industry:
Field Service
Electronic Engineering

A security systems and communications company servicing multiple industries, such as healthcare, education, and agriculture.

CHALLENGES

A business had a large workforce of service technicians and installers that traveled 24 hours a day to fulfill their client's business needs. Knowing where each staff member is located was crucial to the growth and vitality of their operation. Their technicians and installers completed paper timesheets that were kept until the end of the pay period, and each time, office staff collected 150 to 200 timesheets, sometimes with inaccurate data, illegible handwriting, or incomplete information.

SOLUTION

Encore was the most comprehensive solution for the company. Its GPS Tracking feature provided clear visibility into their personnel's locations, while its Mobile Timekeeping tool eliminated the paper payroll process and increased overall productivity.

BENEFITS

Upon initial roll-out of Encore, the company noticed an immediate increase in employee accountability. Technicians understood that they would be monitored during working hours. The GPS Tracking, Breadcrumb Trails, and Closest-To features in Encore improve the company's customer response times and help save them money. Eliminating overlap in service schedules also increases daily productivity. For emergency service calls, Encore allows the company to visually identify the closest available technician and send them to the site, without interrupting overall operational flow. Mobile Timekeeping on Encore has streamlined their payroll process and has made it easier to manage for both field and office staff.

CLOSEST-TO
Enhance accuracy and customer service.

GPS TRACKING
Increase accountability with location reporting.

MOBILE TIMEKEEPING
Save time and money through payroll integration.

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