



Industry:
Field Service
Fire Protection Equipment

A full-service fire protection company offering installation, service, tenant improvements, and fire alarm system designs.

CHALLENGES

A fire equipment company had operational and personnel issues that were costing them thousands of dollars per year. They had no visibility into their workforce, which they felt caused a lax attitude in the field. Employees were not keeping accurate hours and could not be held accountable for work, which caused customer satisfaction to decline. The company needed a solution GPS tracking software but required timekeeping capabilities too that could integrate with different third-party solutions.

SOLUTION

Encore was able to provide for the company's business needs by streamlining their payroll processes, adding employee accountability, and improving overall time management of their field service technicians.

BENEFITS

Encore provides the company with visibility to improve business processes and increase insight into the field. In addition, the landmark feature allows management to view the amount of time service technicians spend at the office versus working in the field. Using GPS Tracking in the application has saved money in fraudulent operating costs. Previously, payroll was a difficult and costly process, as service technicians would guesstimate their hours worked, write them down, and submit to payroll for manual processing. By using Encore's Mobile Timekeeping feature, staff select one button to begin or end their workdays. All data is sent to the office for integration with their accounting system, streamlining the payroll process.



WIRELESS FORMS

Decreased time spent on paperwork.



GPS TRACKING

More accurate depictions of operations in the field.



MOBILE TIMEKEEPING

Integration with payroll systems for greater ease of use.

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