



Industry:  
**Healthcare**  
Medical Technology

*A company specializing in medical devices and other types of high-tech patient care options.*

### CHALLENGES

A medical tech company had concerns regarding their operational efficiency and the personal accountability of field service technicians. Customer service suffered when a field service member did not arrive on time or didn't stop at a scheduled location. They required an employee tracking solution that was able to verify the whereabouts of staff and ensure that proper delivery routes were being taken. Training operations and end user functionality were also a large concern; the company wanted a solution that is easy to use and easy to implement.

### SOLUTION

Encore solved many of their operational challenges. They used it used throughout several different departments to ensure maximum employee productivity.

### BENEFITS

The company's human resources manager was able to easily train her team on the Encore solution. Owning the data (secured behind the company's firewall) is extremely beneficial to their department. Managers are able to pull history reports, which they use in annual reviews, disciplinary reports, and overall compensation considerations. Using historical reports in Encore allows them to improve time management. They're able to see how many jobs each of their employees regularly complete and identify new ways to maximize their availabilities.



#### WIRELESS FORMS

Digital paperwork from the field is nearly instant.



#### GPS TRACKING

Visibility on employee positioning helps improve output.



#### REPORTS

Work order data helps increase accountability.

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