



## Industry: Transportation

Long-Haul Trucking



*A trucking service based in the U.S., this company works with customers here and in Mexico, with a fleet managed entirely from a single corporate office.*

### CHALLENGES

Dealing with a large service area that covers the Southwest (a large portion of the nation) and Mexico can be tough, and it caused a lot of hurdles for this company. The biggest concerns were finding a way to make sure customers were serviced on time, all payments were confirmed, and the efficiency of the company was boosted to its maximum potential.

### SOLUTION

The company chose Encore to shore up the company. They turned to its Handset Tracking capabilities to verify employee locations (and arrival and departure times). Additionally, the company now has a way to remotely manage digital paperwork provided by drivers in the field for a more seamless accounting management process.

### BENEFITS

Since implementing Encore, efficiency increased by 20 percent and the company saves nearly \$1,000 per month, but the biggest impact is the accuracy of the reporting feature. Now, they can respond to customer inquiries with accurate information and resolve any customer disputes by showing reports that verify services rendered. Plus, drivers are now more accountable and productive, since managers can see their exact routes taken via Handset Tracking. They can also see reports on timesheet data to verify that unnecessary overtime isn't being worked by their drivers.



#### WIRELESS FORMS

Enhanced customer service capabilities.



#### GPS TRACKING

Increased efficiency by employee drivers.



#### REPORTS

Boosted accountability due to transparency.

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