



Industry:  
**Healthcare**  
Medical Transport

*A non-emergency medical transport company that takes patients to appointments and other types of medical consultations.*

### CHALLENGES

A non-emergency medical transport company faced a variety of struggles, such as needing a way to make their drivers more accountable to stricter schedules. Patients making it to appointments on time remained a vital necessity for their business model, as it would help them retain existing customers and expand to new ones alike via word-of-mouth. The company also needed a way to verify that their drivers were staying safe while transporting persons to and from appointments in order to truly keep clients safe.

### SOLUTION

GPS Tracking on Encore allowed the company to create customized landmarks and geofences that could assist in monitoring worker activity. Its Job Dispatching feature was another valuable tool that enabled the company to make more patient drop-offs daily with nearly instant rerouting via digital notifications.

### BENEFITS

Since their implementation of Encore, the company sees growth in both productivity and saved revenue (10% in measurable efficiency and anywhere from \$100 to \$500 per month in cash savings). With the app's GPS display of employee positions to monitor activity, the company has also witnessed a boost in overall worker punctuality. With Job Dispatching, they're also serving more customers daily and digitizing their outdated processes.



#### ALERTS

Be informed of employee activity in the field.



#### GPS TRACKING

Improve accountability through greater transparency.



#### JOB DISPATCHING

Do more deliveries with proximity-based rerouting.

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