



**Industry:**  
**Utilities**  
Multi-County Utility Service

*Servicing multiple municipalities, this utility company provides electric, gas, water, and waste-water services for both residential and commercial customers.*

### CHALLENGES

With a workforce spread out across several towns and cities, this utility company needed a way to track its workers in the field. Since each worker was responsible for handling different services throughout the day, it needed to maintain greater insight into its widespread workforce, ensure the safety of its staff, and make better decisions when dispatching workers to new jobs.

### SOLUTION

GPS Tracking and Job Dispatching with Encore was exactly what the team needed to get consistent visibility into the daily activities of their team and to efficiently stay on top of new work order priorities.

### BENEFITS

After implementing Encore, the company was able to reduce monthly expenses by \$1,000. By monitoring the whereabouts of employees, dispatchers can now make better decisions when assigning new jobs, allowing them to take on even more work in a given day. Additionally, safety concerns are lower than ever, since administrators can receive completed digital safety checklists nearly instantly and stay on top of compliance.

An added side effect they weren't expecting? Now they can better solve any customer disputes, since the software provides tangible evidence of staff locations and services rendered. Conversely, in the event employees don't fulfill their responsibilities, management is better-equipped to address that.



#### WIRELESS FORMS

Tangible evidence of services rendered.



#### GPS TRACKING

Better insight into employees' locations.



#### JOB DISPATCHING

More well-informed decision-making.

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