



Industry:
Healthcare
Pharmaceutical Supplies



A delivery company that transports pharmaceutical supplies to individuals, assisted living facilities, and retirement homes.

CHALLENGES

Without a workforce management software, a pharmaceutical transport company had no way to know where their employees were during daily work. They also had issues with inefficient dispatching of new work orders to their staff.

SOLUTION

The company sought a solution to strengthen accountability and Encore was exactly what was needed. They used the Closest-To feature within Encore to verify which employees were nearest to new delivery locations, as well as many of its other features to manage their entire workforce, keep a close eye on personnel, and gain a clear view into general operations.

BENEFITS

Encore not only increased accountability among employees, but their company was also able to use it to leverage information from their GPS Tracking history to help settle a dispute with a former employee. Encore helped the company verify that the employee did not make a delivery that was supposed to have been made. The employee claimed to have tried to make a certain delivery, but the location was closed. However, with Encore's GPS Tracking and location histories, it was confirmed the employee hadn't gone anywhere near the location. The employee was subsequently let go and filed an improper termination case. The company won the case in court due to the GPS data Encore provided.



CLOSEST-TO

Identify the nearest employee to a new job.



GPS TRACKING

Reduce downtime and increase accountability.



JOB DISPATCHING

Digitally reassign available employees on the fly.

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