



## Industry: HVAC

Commercial Repair and Installation

*With offices in multiple states, this HVAC servicing company specializes in repairs and installations for both commercial and industrial customers.*

### CHALLENGES

Prior to finding Actsoft, this company faced daily interference with their business operations. Work tickets and order forms were taking too long to fill out and process, slowing down their workforce's efficiency. The company also needed to verify the lengths of time that technicians had been at a job sites to ensure that all customers received proper care.

### SOLUTION

Encore was the answer to all of the company's workforce management needs. With Encore, management could monitor the exact locations of their technicians and reroute them based off of proximity to new customer locations. Wireless Forms on Encore let them customize their own service sheets, so they could digitally capture the same information they were before, but in a fraction of the time.

### BENEFITS

Since implementing Encore, the company experienced growth in overall workforce productivity, with technicians now able to move between job sites quicker than ever before. They almost immediately began to see an estimated 30% increase in measurable efficiency. GPS Tracking gives supervisors indisputable clarity about employee whereabouts and an ability to check daily stop times per job site. Prior to using these tools, the company had a once-a-week protocol for submitting forms, but now workers send them in as jobs are completed, in near real-time. This has drastically accelerated the company's invoicing procedures. Plus, with the addition of photo capture, these forms have an extra measure of detail to the company's documentation processes.



#### WIRELESS FORMS

Get faster data collection and processing.



#### GPS TRACKING

Improve the accuracy of worker locations.



#### REPORTS

See a bird's-eye view of all workforce activities.

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