



**Industry:**  
**HVAC**  
Residential Maintenance

*This local HVAC company specializes in residential installation and repairs, but also offers some light commercial maintenance.*

### CHALLENGES

This small company faced difficulties with effectively dispatching its technicians to new jobs. They also wanted a better method of rectifying customer concerns by being able to verify their technician locations at any time. And for especially challenging jobs, they needed a way to route an appropriate employee without requiring them to come back to the home office first.

### SOLUTION

Encore provides intuitive live-view maps of employees in the field, and its unique dispatching technology lets supervisors instantly notify workers of changes in scheduling or new job locations. They also began to use Mobile Timekeeping to let employees clock in using their mobile devices and immediately begin a workday at job sites, rather than start at the office.

### BENEFITS

The company immediately saw a 20 percent increase in efficiency along with a monthly saving of \$100–500 through effective routing. Job Dispatching and GPS Tracking have been two instrumental features in their new approach to management. In addition to saved money and time, the company has significantly improved relationships with their clients. Now, they can resolve any complaints regarding technician whereabouts by running reports that show exact locations and times, so there are no questions. As a result of their overwhelming successes using Encore to monitor technician activities, this growing HVAC company strongly recommends the solution to other businesses looking for ways to streamline workflows.



#### JOB DISPATCHING

Direct workers to job sites quickly and efficiently.



#### GPS TRACKING

Verify worker locations when on the clock.



#### MOBILE TIMEKEEPING

Record actual hours worked without dispute.

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