



Industry:
Field Service
Street Sweeping

A parking lot sweeping and common area maintenance company that services commercial locations.

CHALLENGES

A street sweeping company needed to know the precise locations of their workforce, and also wanted a way to ensure customers had been serviced in a timely and effective fashion. The company's team of employees was constantly answering questions about scheduled service, running back to serviced properties for photo documentation, and frequently experiencing reports of deficiencies.

SOLUTION

The street sweeping company turned to Encore to keep tabs on their employees, set and verify schedules, and optimize the overall efficiency of operations.

BENEFITS

With Encore, the company saves money, increases efficiency, and eliminates any concerns on servicing. A customer of the company once claimed they had not been serviced and wanted a refund. After a quick 30-minute session, the company found two reports that represented what they wanted, allowing them to take a screenshot of the property in question and find a report that showed an accurate arrival time and evidence that a tech stayed on-site for one hour. This proved that they had covered the entire property, all in one simple report. With Encore, the company estimates it's increased efficiency by 50% and saves as much as \$3,000 per month. Their managers are able to confirm on-site attendance from a desktop, as well as provide route maps and time information to clients, verifying their presence.



WIRELESS FORMS

Digital proof of rendered services saves time.



GPS TRACKING

GPS monitoring of staff enhances productivity.



JOB DISPATCHING

More work can be done daily via digital orders.

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