



**Industry:**  
**Field Service**  
Auto Detailing

*A vehicle body work company that serves customers in the field, repairing damages to car exteriors.*

### CHALLENGES

A vehicle body work company struggled with ways to handle the high volume of data they routinely processed. Their company struggled with their previous mobile resource management software supplier, growing frustrated at the fact that there wasn't a software package available to help them enable change and improve their internal processes.

### SOLUTION

Encore was the solution needed to streamline the company's field-based operations. Our application quickly addressed their overall strategy and internal functionality requirements. Their business needed more than an eye-catching front screen solution; they needed a return on their investment and a software package that was in accord with their internal data analysis expectations and targeted deliverables.

### BENEFITS

Using Encore results in a much faster turnaround of jobs received, dispatched and completed. The company has also increased their field-based workforce by nearly 40%. Our application has drastically reduced their ongoing operational costs, freeing up resources for hiring additional personnel and completing more jobs. Since launching the software, administrators report that service support has been exemplary and has led to dramatically improved target deliverables. The transparency that Encore provides has led to improved customer feedback; customers like knowing when work will be completed, along with photo evidence showing everything was done the correct way.



#### WIRELESS FORMS

Increase quality control with photo captures.



#### GPS TRACKING

Gain greater control over field operations.



#### MOBILE TIMEKEEPING

Boost output with the power to clock in from anywhere.

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