

Frequently Asked Questions



What is workforce management software?

Workforce management software helps organizations enhance their productivity and profitability via a collection of digital features that help to automate antiquated processes like paperwork, timekeeping, and work order scheduling.

Encore, our flagship solution, helps your business become smarter, more efficient, and more successful – regardless of your company’s size, industry, or the locations of your employees.

For those organizations with field-based employees, Encore empowers deskless team members to spend more time in the field by letting them receive new jobs and complete work orders directly from their devices.

The cost savings and opportunities to increase efficiency and capacity alone for your workforce makes our software worth implementing into your business model.

What features are included in Encore?

Encore offers many different features within a single solution for organizations.

Wireless Forms: Complete your company’s documents in a digital format to increase speed, accuracy, cost savings, and detail.

Mobile Timekeeping: Allow your staff to clock in and out from mobile devices (reducing trips to the office and helping to prevent unnecessary overtime).

Job Dispatching: Schedule or assign work orders/tasks to your employees electronically to serve customers more efficiently and maximize productivity.

GPS Tracking: Monitor the locations of employees, work vehicles, assets, and other valuable equipment.

Mobile Payments (powered by Stripe): Give your employees the means to bill for provided services via mobile devices in the field.

In addition to these core features, our software includes additional solutions to help your business make smarter decisions that are backed by real-time data from your workforce and your customers.

Can Encore exchange data with my existing software?

Encore offers integrations with many different types of third-party software solutions, such as:



Will this platform work for any (or my) industry?

Yes! Encore is designed to work for virtually any industry. Here are some examples of the many types of industries which our software serves:

- Electrical
- Plumbing
- HVAC
- Field Service
- Construction
- Healthcare
- Oil and Gas
- Education
- Transportation
- Utilities
- Professional Service
- Government
- Public Sector
- Paving
- Non-Emergency Medical Transport
- Snow Removal
- Roofing
- Pool Construction and Maintenance
- Construction and Civil Engineering
- Landscaping
- Pest Control

How would Encore benefit my organization?

Our software helps organizations readily see value and an impactful ROI.

Benefits of Using Encore:



Saved time.



Increased efficiency.



Improved productivity.



Expanded customer base.



Enhanced customer experiences.



Reduced operational costs.



Greater security for company property.



Enhanced workforce safety and compliance.



Boosted bottom line.