



**Industry:**  
**Field Service**  
Lawn Care and Landscaping

*A company that provides lawn care and landscaping services to residential and commercial customers.*

### CHALLENGES

A landscaping and lawn care company realized that their manual work order scheduling, inventory management, and paperwork processes were costing them far too much time and money. Their previous scheduling process involved accepting customer requests by telephone and then physically handing the necessary paperwork to their landscapers. Their previous manual inventory management process resulted in shrinkage, disorganization, and long wait times for completed forms.

### SOLUTION

Encore enabled the landscaping and lawn care company to streamline each of these processes using a single software solution. The work order scheduling process was revolutionized, as customers could now submit new requests on a secure webpage with Encore's Public Wireless Forms feature. Then, dispatchers could digitally assign each work order to

landscapers who were already in the field. Using Encore's Wireless Forms capability, workers were also able to conduct inventory and complete documents and checklists on their mobile devices.

### BENEFITS

Digitizing work orders, inventory, and forms helped the business improve their customer service, as both landscapers and clients had an easier, quicker, and more convenient way to complete documents and ensure the right tools were on hand at the right locations. Transforming back-end processes and paperwork allowed the company to accept new business, complete jobs faster and save time, payroll and fuel each day.



#### WIRELESS FORMS

Digital forms enhance cost savings and time efficiency.



#### GPS TRACKING

Tracking vehicles, employees, and assets improves insight.



#### MOBILE TIMEKEEPING

Remote timekeeping empowers staff to do more each day.

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