



CASE STUDY



If you have 15-16 users making \$16,000-\$100,000 a year, and you can save time for each one, even a 2% return is a benefit.



Steve Womack,
Neighborhood Health Care - Texas

Neighborhood Health Care

Breathing Life Into Customer Service

PROFILE

Neighborhood Health Care is very dedicated to their customers. Their employees travel daily to customer's homes assisting with healthcare needs. The company has been in business for over 11 years in the Harlingen, Texas area. Licensed and certified professionals offer assistance to their customers in English and Spanish. Neighborhood Health Care supports general nursing care, physical therapy, home health aid, and much more to their clients.

CHALLENGES

Neighborhood Health Care was facing issues with field professionals who had delayed response times due to using beepers to communicate with dispatch. The company needed a way to track their employees, get an immediate response, and know where the employee was located so they could accurately assess which employees were available and closest to the customer in need.

SOLUTION

Neighborhood Health Care chose Actsoft's Comet Tracker Lite, a version of Comet Tracker, because it was a "good solution" for their needs. They were impressed with the fact that Actsoft used the GPS system on the phone to track their employees.

BENEFITS

With Comet Tracker Lite, Neighborhood Health Care tracks their employees without an application installed on the phone resulting in zero interference at the customer's home. This benefit has proven itself to be invaluable to the company and its clients while the employee is assisting with their healthcare needs.

Quicker response times have been shown by being able to route the closest person to their customer via phone. This feature enabled them to experience fuel savings and lower maintenance costs due to unnecessary wear and tear on their vehicles.

The use of the product has quickly shown a return on the investment and made their customer service unparalleled in the industry.