



Use Case: Residential Maintenance

# Increased Efficiency and Savings with Actsoft

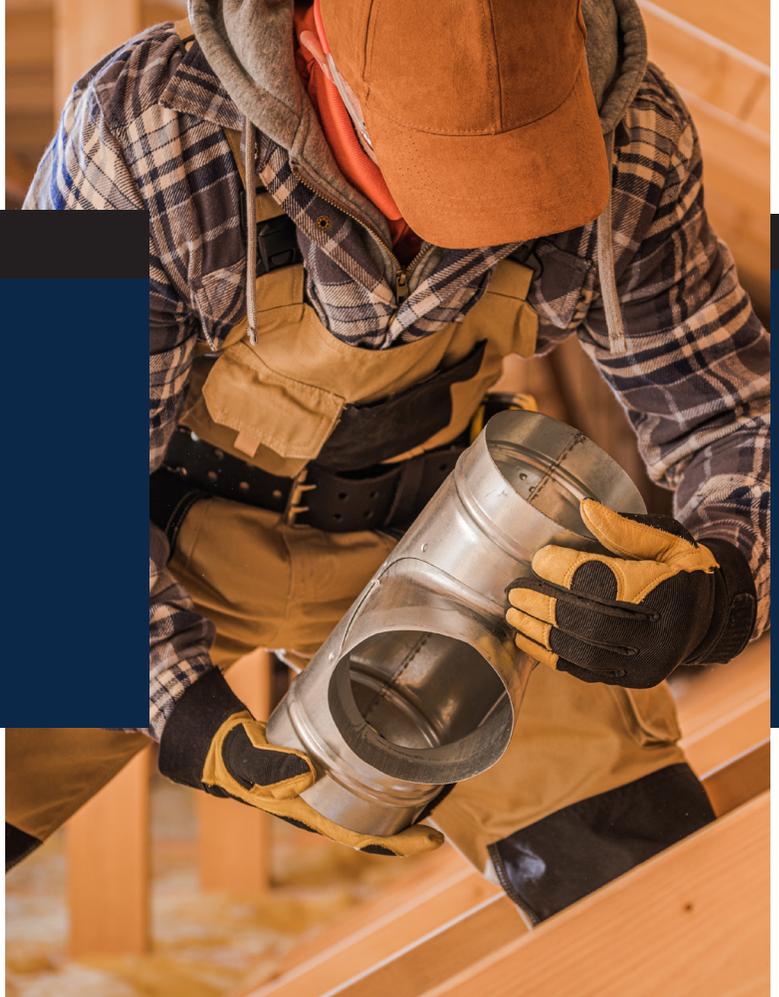
This local HVAC company specializes in residential installation and repairs, but also offers some light commercial maintenance.

## Challenges

This small company faced difficulties effectively routing its fleet of service vehicles. They knew they could save money in fuel expenses with proper driver monitoring. They also wanted a better method of rectifying customer concerns by being able to verify their technician locations at any time. And for especially challenging jobs, they needed a way to route an appropriate employee without requiring them to come back to the home office first.

## Solution

Actsoft provides intuitive live-view maps of employees in the field, and its unique dispatching technology lets supervisors instantly notify workers of changes in scheduling or new job locations. They also began to use Mobile Timekeeping to let



employees clock in using their mobile devices and immediately begin a workday at job sites, rather than start at the office.

## Benefits

The company immediately saw a 20 percent increase in efficiency along with a monthly saving of \$100–500 through effective routing. Job Dispatching and GPS Tracking have been two instrumental features in their new approach to management. In addition to saved money and time, the company has a significantly improved relationship with their clients. Now, they can resolve any complaints regarding technician whereabouts by running reports that show exact locations and times, so there's no question. As a result of their overwhelming successes using Actsoft to monitor assets and employees, this growing HVAC company strongly recommends the solution to other businesses looking for ways to streamline workflows.

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