



Use Case: Towing Management

# Improved Dispatching and Accountability with Actsoft

A demand-based towing agency that manages the transportation, storage, and returns of vehicles reported for parking violations.

## Challenges

This company was plagued with problems including long wait times, low levels of accountability, and a colossal amount of paperwork. It needed an affordable solution that did not require hard-mounting a device into a truck. It also needed to eliminate manual order processes, reduce towing response times, and maintain seamless communications between tow-truck operators and its dispatch team.

## Solution

Our solution took their business to the next level for fleet management. The easy-to-use software works with their customized back-end database, via API integration, creating an “automated” towing system that eliminates a lot of intermediaries and unnecessary procedures.

For more information please visit [actsoft.com](https://actsoft.com)



## Benefits

Previously, each driver was assigned orders through a manual rotation dispatch process. Now, our application sends dispatch requests directly to the operators via their mobile devices. Drivers can quickly update the status of vehicle apprehensions, so now the company can alleviate frustrations by relaying up-to-the minute information when asked. They can validate that their operators were on time, preventing negative feedback to the city and improving relationships. And by tracking vehicles, they can save money on fuel by making smarter decisions when assigning new orders. Overall, their average tow response time dropped to 11 minutes, showing more than 50 percent reduction in response time due to our solution.