



Use Case: Commercial Repair and Installation

Streamlined Dispatching and Output with Actsoft

With offices in multiple states, this HVAC servicing company specializes in repairs and installations for both commercial and industrial customers.

Challenges

Prior to finding Actsoft, this company faced daily interference with their business operations. Work tickets and order forms were taking too long to fill out and process, slowing down their workforce's efficiency. The company also needed to verify the lengths of time that technicians had been at a job sites to ensure that all customers received proper care.

Solution

Administrators started using GPS Tracking to see worker locations and run detailed reports with breadcrumb trails for the company to review. Field workers transitioned to Wireless Forms to record all field data collected using a single digital system, which can easily be submitted to the back office for faster processing.

For more information please visit actsoft.com



Benefits

Since implementing our solution, the company experienced growth in overall workforce productivity, with technicians now able to move between job sites quicker than ever before. They almost immediately began to see an estimated 30% increase in measurable efficiency. GPS Tracking gives supervisors indisputable clarity about employee whereabouts and an ability to check daily stop times per job site. Prior to using these tools, the company had a once-a-week protocol for submitting forms, but now workers send them in as jobs are completed, in near real-time. This has drastically accelerated the company's invoicing procedures. Plus, with the addition of photo capture, these forms have an extra measure of detail to the company's documentation processes.