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Encore

Segments	Industry	Solution Category
<input checked="" type="checkbox"/> SMB	<input checked="" type="checkbox"/> Construction	<input checked="" type="checkbox"/> Asset Tracking
<input checked="" type="checkbox"/> Mid-Market	<input checked="" type="checkbox"/> Financial	<input checked="" type="checkbox"/> Barcode Scanners
<input checked="" type="checkbox"/> Enterprise	<input checked="" type="checkbox"/> Healthcare	<input checked="" type="checkbox"/> Cameras – Dash
<input checked="" type="checkbox"/> Strategic	<input checked="" type="checkbox"/> Manufacturing	<input checked="" type="checkbox"/> Cameras – Video
<input checked="" type="checkbox"/> SLED	<input checked="" type="checkbox"/> Oil & Gas	<input checked="" type="checkbox"/> Etc...
<input checked="" type="checkbox"/> FED	<input checked="" type="checkbox"/> Retail	
	<input checked="" type="checkbox"/> Transportation & Logistics	<input checked="" type="checkbox"/> Per SFDC Partner Teaming
	<input checked="" type="checkbox"/> Etc...	

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Overview

Encore is a cloud-based workforce management solution designed to help businesses manage their field workforce more efficiently. It enables organizations to dispatch jobs, track employee locations, collect field data through mobile forms, and manage timekeeping all from one centralized system.

Industry context

Many industries rely heavily on **mobile employees and field operations**, which creates challenges including:

- Paperwork delays
- Lack of real-time workforce visibility
- Inefficient dispatching
- Timekeeping inaccuracies
- Difficulty documenting field activity

Top reasons to choose

T- Mobile & Encore

- Reliable 5G connectivity for real-time workforce communication
- Mobile-first platform designed for smartphones and tablets
- Seamless integration between mobile devices and workforce management tools
- Simplified deployment and device management
- Scalable platform supporting companies of all sizes

Value pillars

Operational Efficiency.



Digitize paper processes, automate job assignments, and reduce manual data entry across field operations.

Workforce Visibility



Gain real-time visibility into worker locations, job progress, and field activity through GPS tracking and dashboards.

Productivity & Cost Reduction



Improve productivity with automated scheduling, mobile timekeeping, and streamlined workflows that reduce wasted travel and administrative time.

Segments and verticals

Segments: SMB, Mid-Market, Enterprise, Strategic Accounts, SLED, and Federal

Verticals:

- Construction
- Transportation & Logistics
- Utilities
- Field Service
- Government / Public Sector
- Healthcare
- Oil & Gas
- Landscaping
- HVAC / Plumbing / Electrical
- Professional Services

Buyer concerns and needs



Decision Maker #1 – Operations Manager

Quote: “I need to know where my technicians are and who is closest to the next job.”

Need: Encore provides GPS tracking and job dispatching tools to assign work to the nearest available worker and monitor job status in real time.



Decision Maker #2– Field Service Director

Quote: “Our technicians still fill out paperwork that gets lost or comes back incomplete.”

Need: Encore replaces paper forms with digital forms that capture photos, signatures, and job data directly from the field, reducing paperwork.



Decision Maker #3– CFO / Finance Leader

Quote: “Overtime and inaccurate time tracking are costing us money.”

Need: Encore mobile timekeeping allows workers to clock in/out remotely with GPS verification to improve payroll accuracy.



Decision Maker #4 - IT Director

Quote: “We need a platform that integrates with our existing systems.”

Need: Encore integrates with many third-party applications to streamline data sharing and reduce manual data entry.

Elevator pitch

Encore is an end-to-end workforce management platform that helps organizations manage mobile employees, dispatch jobs, track assets, and capture job documentation from the field. It replaces paper processes with mobile tools that improve productivity, accountability, and operational visibility.

Competition and value differentiators

- End-to-end workforce management platform
- Mobile-first design for field teams
- Real-time visibility into field operations
- Flexible digital forms and workflow automation
- Integrations with accounting and payroll systems
- Scalable solution for many industries

- Competitors often require multiple separate operational tools.
- Many competitors adapted desktop software for mobile use.
- Some competitors lack integrated GPS workforce visibility.
- Competitors often offer limited form customization.
- Many platforms require manual data transfers.
- Competitors typically specialize in single industries.

Challenges & opportunity

Challenge: Customers rely heavily on paper processes.

Opportunity: Show how digital forms and mobile workflows reduce administrative overhead and errors.

Challenge: Limited visibility into field operations.

Opportunity: Demonstrate GPS tracking and real-time job monitoring capabilities.

Challenge: Perception of high cost.

Opportunity: Highlight ROI through improved productivity, reduced paperwork costs, and better workforce utilization.

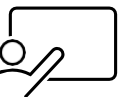
Expert advice – keys to selling

- Focus on operational efficiency improvements
- Demonstrate real-time workforce visibility
- Highlight paperless workflows and compliance benefits
- Show ROI through reduced admin time and improved dispatch efficiency

Key features of the “solution”

- GPS Workforce Tracking
- Job Dispatching and Scheduling
- Wireless Digital Forms
- Mobile Timekeeping
- Fleet and Asset Tracking
- In-App Messaging
- Mobile Payments
- Reporting and Analytics

These features allow businesses to manage their workforce and operations from a centralized platform accessible via mobile devices and web dashboards.



Conversation starters



Job Dispatching & Workforce Visibility

Persona: Operations Manager / Field Operations Director

Conversation starter: *“How are you currently dispatching jobs to your field employees, and how easy is it to see job progress once they leave the office?”*

Response: Many organizations we work with initially rely on phone calls, text messages, or paper work orders to manage dispatching. With Encore, dispatchers can send jobs directly to a worker’s mobile device with all the job details, directions, and required forms. Managers can then monitor job progress in real time and quickly respond to schedule changes or urgent service requests.



Field Documentation & Job Completion Records

Persona: Service Manager / Field Service Director

Conversation starter: *“What process do your technicians use to document work completed in the field, and how often do forms come back incomplete or delayed?”*

Response: Encore replaces paper forms with digital forms that technicians complete directly on their mobile devices. These forms can include required fields, photos, signatures, and notes, ensuring that critical documentation is captured before the job can be completed. This helps eliminate lost paperwork and ensures consistent documentation across every job.



Time Tracking & Payroll Accuracy

Persona: Finance Leader / CFO / Controller

Conversation starter: *“How confident are you that your current time tracking and job documentation accurately reflects the work completed by your field employees?”*

Response: Encore helps organizations improve payroll accuracy and reduce administrative overhead by allowing employees to clock in and out directly from their mobile devices. GPS verification and automated time tracking help ensure time entries align with actual work activity, while digital job documentation provides a clear record of services performed.



System Integration & Technology Simplification

Persona: IT Director / Technology Leader

Conversation starter: *“What systems are you currently using to manage field operations, and how well do they integrate with your existing technology environment?”*

Response: Encore is designed to integrate with many business systems and provides a centralized platform for workforce management. By consolidating dispatching, workforce tracking, digital forms, and timekeeping into one solution, organizations can reduce complexity while improving visibility across operations.

Objection handling



“Objection #1”

“It’s too expensive.”

Response

Encore reduces operational costs by eliminating paper processes, improving workforce efficiency, and reducing administrative time. Many organizations see productivity gains by automating dispatch, timekeeping, and field documentation.



“Objection #2”

“It seems too complex to implement.”

Response

Encore is designed to be easy to deploy with mobile devices and integrates with many existing systems. Field employees simply download the mobile app and can begin using forms, timekeeping, and dispatch tools immediately.



“Objection #3”

“We already use another solution.”

Response

Encore provides a unified platform that combines dispatching, forms, GPS tracking, and timekeeping in one solution. Many companies adopt Encore to consolidate multiple tools and gain better operational visibility.



“Objection #4”

“Our employees may struggle with new technology.”

Response

Encore is built for mobile devices and designed for simplicity. Field workers can easily receive jobs, complete forms, and clock in/out from their smartphones or tablets.