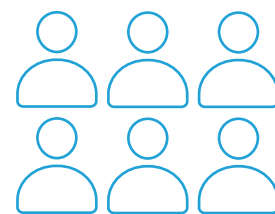# allGeo Field Workforce Automation and ThermoKing Reseller

Sign-up for trial

Overview of the Customer

A 200 employee ADP customer, the largest national reseller of ThermoKing commercial-grade refrigeration and APU systems.

Business Challenge

As a national leader in providing ThermoKing systems, the customer faced challenges in managing their field workforce.

The need for a precise and efficient time and attendance solution became paramount, particularly for their team working in various locations across the country. Operational inefficiencies arose from outdated time-tracking methods, leading to discrepancies in attendance reporting, payroll inaccuracies, and a lack of accountability in the field. The client required a solution that not only tracked time but also ensured data accuracy with GPS and geofencing capabilities, integrating seamlessly with their existing payroll systems through ADP.

200+
Employees

Objectives

The primary objectives for the customer included:

- ☑ Implementing a custom time and attendance system tailored for their field team.

- ☑ Ensuring accurate tracking of attendance through GPS and geofencing.

- ☑ Streamlining payroll processes by syncing with ADP and accounting for various work conditions.

- ☑ Enhancing accountability and real-time communication among field personnel.

Solution Implementation

To address these challenges, allGeo collaborated with ADP to deliver a comprehensive, end-to-end time clocking solution. The solution encompassed the following capabilities:experienced significant improvements in their operational processes:

GPS & Geofence Time Clocking

Enabled accurate clocking in and out for field teams at thousands of customer sites. This ensured each employee's location was verified, reducing the chances of time fraud.

Automatic Provisioning of Customer Sites

Simplified the setup process for new job sites, allowing for rapid deployment without extensive manual input.

Live Map Feature

Provided a real-time map for the operations team to monitor field personnel's status and communicate promptly, enhancing operational efficiency.

Travel Logging

Implemented both automatic and manual logging of travel activities, ensuring a complete record of employee movements.
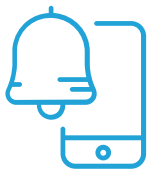
GPS History Trail Reports

Offered insights into employee locations over time, aiding in assessing efficiency and compliance

Automated Reminders

Delivered automatic reminders for lunch breaks and job completion notifications, promoting best practices in work habits.

Event Alerts

Ensured immediate notifications for critical issues, such as unresponsive devices or prolonged attendance at a site, allowing for quick intervention.

Time Report Editing

Enabled easy corrections of time clock reports to fix any identified errors, ensuring payroll accuracy.

Payroll Integration

Provided payroll-ready information that integrates directly with the customer's ADP account while accommodating varying wage rates based on geography (home state versus away state) and length of work sessions, including break deductions.

Salesforce Integration

Pulled customer information from Salesforce, the CRM of record, into the allGeo platform for efficient work order assignment and management.

Results

The deployment of allGeo's field workforce automation solution proved transformative for the organization. Key results included:

Increased Accountability

With precise tracking of field operations, employees demonstrated improved accountability.

Enhanced Payroll Accuracy

The integration with ADP allowed for error-free payroll processing, significantly reducing payroll discrepancies.

Operational Efficiency

The live map and communication features improved team coordination and responsiveness, leading to heightened productivity.

Employee Satisfaction

The automated reminders and streamlined processes contributed to a more organized work environment, positively affecting employee morale.

Conclusion

The allGeo Field Workforce Automation solution addressed the unique challenges faced by the ThermoKing national reseller, transforming their field operations into a more efficient and accountable system. By leveraging GPS technology and seamless integration with ADP and Salesforce, the customer not only improved operational effectiveness but also enhanced clarity and morale among field staff.

About allGeo

allGeo is a leading provider of field service management for mid-size & enterprise businesses to achieve excellence in field service operations by providing tools to improve operations & payroll processes. The allGeo platform helps businesses create custom field service workflows using products & tools such as Scheduling, Time Clock, Tracking & Monitoring, Mileage, Dispatch Messaging, Mobile Forms, Events based alerts, and Reporting.

Examples of workflows include - Time tracking using geofence and pay rate logic for Payroll, QR and Geofence sites for jobs tracking, Lone worker safety with E911 integration, Electronic Visit Verification (EVV) for home health care, and Field Inspection using QR / mobile forms. The allGeo platform integrates with your CRM, ERP and payroll systems to enable easy flow of data from the field to your back office systems.

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