The Pest Control People for London and The South East

ServiceTracker Pest Control Systems

Safeguard is a professional pest and bird control company that covers all of London and the South East.

"We are delighted to have established a first class reputation in providing professional and comprehensive services, tailor-made to meet the needs of your business."

Our Challenge

"Our business has grown rapidly over recent years and our systems hadn't developed in line with this growth. We knew we were doing well, but we had little visibility to our technicians. Their completed paperwork couldn't easily be matched against the original quote and we found it difficult to create invoices quickly.

Our customers were demanding management information which we were not able to readily provide. In short, we needed a way to bring all areas of the business together, ensuring all staff could perform their jobs efficiently within one system and adopt a simple business process flow."

Tim Sheehan, Managing Director

From a Service Managers Perspective

"Before we had ServiceTracker, the only way I knew how well any given technician was doing was by having one-to-one meetings with each of them. This made managing State of Service challenging. All that has changed since we brought ServiceTracker into the business.

Now I can see exactly what's happening out there just by looking at a handful of dashboards and reports. I know straightaway if a technician is falling behind with routine visits, job work or call outs. I can then help them to become more productive and can easily shift their patches to ensure they all have the right level of work to enable them to be successful.

The technicians are very happy as well with no more manual paperwork to complete. It's easy for them to plan their work and complete their reports within an easy-to-use mobile app.

ServiceTracker Mobile

Service Reports never go missing as they are all captured electronically within the system and are emailed to the customer as soon as a visit is completed.

Our larger customers love it, including all our BRC customers as they are alerted to any issues on site immediately and are able to instantly see online a wide range of management information such as EFK trend analysis."

Steve Tiley, Service Manager

Managing New Business

"Managing the work of our surveyors is really important to us. Their work diaries are constantly changing and we needed a simple way to capture the status of all quotes. We created a 13-step quote management business process, right through from raising the initial enquiry to handing over the new opportunity to our service teams. The fact that all areas of the business are working within one system is a huge benefit to us.

We capture the initial enquiry within ServiceTracker as soon as it is received. Surveyors are sent email notifications containing all the information they need. We know the status of each quote at all times and are able to focus our efforts on whatever needs to be done to progress the quote on to the stage where we hopefully win the new business. At this point there is a smooth handover to our service teams as all the information is already on the system and just needs to be converted. The service teams know exactly what has been agreed with the customer and can ensure it is delivered accordingly.

In short, ServiceTracker is the backbone to everything we do. It's very easy to use and has transformed the way we manage new opportunities."

Rosie Gadd, Sales Administration

Invoicing Our Customers

Before ServiceTracker it was challenging to find all the necessary information to confirm all the works had been completed which of course is necessary before raising the customer invoice. Now all I have to do is to look at a list of job and call out schedules which automatically progress to "Complete" the minute the technician finishes the last visit. I can easily check to ensure we have the correct Sage account number, invoice description, value and PO number if required. Then all I have to do is click a button, print the invoices which are then automatically imported into Sage.

We have significantly reduced the amount of invoice queries raised by customers who are now able to check the details of completed works themselves through the online portal or I can email all the details to them, including the completed Service Reports. This in turn has reduced the number of debtor days as invoices are paid more quickly.

Lucy Nunn, Billing Team

Recommendation

I thoroughly recommend ServiceTracker as the system of choice within the Pest Control industry. Once fully deployed, you will see a significant improvement in the way your business is managed. Here are some of the key reasons why:

- Customers are kept informed at all times, are immediately aware of any issues on any of their sites and have full access to everything online
- All staff have full visibility and control of work being carried out within each part of the business
- Staff are happy - the system really works and is built for Pest Control
- Surveyors know the status of all the quotes they are managing
- Work carried out by the technicians get completed accurately on system and is available online immediately

Overall, we have seen a significant return on investment after bringing ServiceTracker into our business.
- Staff productivity has increased by over 35% in all areas of the business
- We are closing 25% more new business opportunities as they never get overlooked and are followed up straight away
- Invoices are getting out the door quicker making it significantly easier to give customers proof of completed works and speeding up cash collection

Tim Sheehan, Managing Director