PESTCONTROL MANAGER: USING IPAD FOR AUTOMATED SCHEDULING & TREATMENT REPORTS

CUSTOMER:

Crystalkil Pest Control Services

LOCATION:

M25 Area, Greater London, UK

EMPLOYEES & CLIENTS:

31 Pest Controllers, over 4,000 Clients

REQUIREMENT:

To replace obsolete tech with a new scheduling and reporting tool for pest control visits

SOLUTION:

To introduce Pisys PestControl Manager Cloud-Based Field Inspection Software + iPad App

RESULT:

➢ Better treatment reports

➢ Better collaboration with clients led to increased trust

➢ A more user-friendly system for technicians and clients

➢ Time savings: reduced administration, automatic scheduling and emailing of reports

➢ Money savings: no need to purchase consumables, simplified technology

➢ Cross-selling opportunities: improved treatment reports highlight required actions at clients' premises

BACKGROUND

Crystalkil is a leading provider of pest control services to the food & healthcare industries and the public sector in the Greater London Area.

The company introduced Pisys PestControl Manager for scheduling pest control visits, compiling treatment reports and communicating with their clients.

CHALLENGES

For more than a decade, Crystalkil had been using Digital Pens to complete treatment report forms at inspection sites. When Digital Pens were discontinued, technicians were no longer able complete the forms. A replacement system was required urgently.

SOLUTION

Crystalkil commissioned Pisys to create a new pest control system using iPad technology.

Now, pest control visits are now scheduled centrally, saved to the cloud and pushed to pest control technicians automatically.

Technicians now use iPads to view upcoming jobs, fill in treatment reports at the site and send them automatically to the customer and the office.

All reports are saved automatically, shared by email instantly and are accessible from anywhere.

RESULTS

- **An easy to use electronic system to automate scheduling and improve communication between office, field technicians and Crystalkil clients.**
- **More legible and precise treatment reports including photos, emailed instantly to client management.**
- **Treatment reports are read by client management, instead of paper reports getting missed or lost.**
- **As a result, clients contact Crystalkil more frequently for advice or additional treatments, which has resulted in better customer relationships, more respect and increased opportunities for cross-selling of services.**
- **Time and money savings admin and consumables.**

Pisys

THE STORY: iPADS & PISYS PESTCONTROL SOFTWARE INTRODUCED AT CRYSTALKIL

THE CLIENT: CRYSTALKIL

Cystalkil provide pest control services throughout the M25 area around London – helping their clients keep on top of recurring pest control inspection visits and helping with their fight against pests such as mice, rats, cockroaches, wasps and bedbugs.

Crystalkil employ 30 plus pest control technicians, who look after 4000 plus customers' needs. The whole operation is co-ordinated from their offices by fully trained Operators, who liaise between client companies and pest control technicians.

The company is certified and regularly inspected to ISO 9001/14001 and OHSAS 18001 Standards. They adhere to H&S regulations, such as COSHH, and treat risk assessments as an integral part of their day-to-day working.

THE OLD SYSTEM: PHONE SIGNAL + DIGIPENS

Every time a Crystal technician visits a client site, a treatment report is completed. This report details all work undertaken, chemicals used and findings regarding pests and associated health & safety issues.

Up to 2018, Crystalkil used paper pads and DigiPens to complete treatment report forms at the inspection site: paper copies (for which pads on special paper had to be purchased) were left with the client, while DigiPens captured the technician's handwriting in digital format and transmitted it via mobile phones back to the Crystalkil head office.

Michele Sabey – General Manager for Crystalkil who has been with Crystal for 31 years, looks back:

"The old DigiPen system – also written by Pisys – was working well for us. It was cutting-edge when it was created over a decade ago. But DigiPen technology was becoming outdated. Pens were no longer easily available to purchase or reliable.

I got an email saying that Pisys were going to switch off the service soon. **That's when we**

realized there was a major problem. We researched other suppliers to find an alternative way of creating treatment reports, but none of them were exactly right."

EVOLVING TECHNOLOGY: CLOUD SOFTWARE + iPAD APP

Michele continues: "During a phone call discussing the future, Pisys suggested that they look at developing a solution for us, based on our existing way of working.

We were keen to explore this further. Pisys offered us something that would work for us.

> **" Pisys created a cloud-based Field Inspection Software + iPad App that fitted our existing way of working, but used new technology".**

We were able to continue using the same forms we were used to; except they are now completed on iPad instead of paper pad."

WORKING WITH THE NEW SYSTEM

How does a typical day of working with Pisys PestControl Manager look like?

Michele explains: "On a typical day, office-based operators input all new work received from surveyors into the Pisys PestControl system. The job is issued directly to technicians' iPads and put into their diaries.

Once a job has been set up in the system for the first time, follow-up visits can be scheduled automatically using pre-defined frequencies.

COSHH and Risk Assessments for each site are created on the system when a new job is set up by filling in iPad forms. Technicians review these Assessments before every visit.

The system also saves the initial surveyor's report, a site plan, and a list of allowed pesticides

with each job, which helps technicians prepare for their visit.

Then they carry out the work, complete the treatment report on iPad and it goes straight to the client and into Crystal's system.

> "Pisys PestControl Manager is an amazing system.
>
> It's done everything we asked for and more."
>
> **Michele Sabey GM, Crystalkil**

If there are queries to be resolved, the operators are also informed – and they get in touch with the client to provide further assistance."

Pisys PestControl Manager helps to ensure that only approved treatments and chemicals are used by technicians, which they choose from a dropdown list. The list of approved treatments is maintained centrally and viewed by technicians at each visit.

Daily contact with technicians is not necessary, as they receive their scheduled work on iPad, and send the reports back via email.

Still, Crystal choose to see technicians every month – they come for a meeting, and for training.

SWITCHOVER

Initially, the switchover meant – to use Michele's words – "a lot of blood, sweat and tears: 30 plus iPads were purchased and set up, and for the first 2 weeks, Crystalkil ran a dual system. Then, the DigiPens system was switched off by Pisys."

"Like with any change, there was some reluctance from our technicians, and clients were complaining because they wanted paper reports. But once everyone started using the system, they realized how user friendly it was. They are very positive now."

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To prove the point, Michele asks around the office: "Is there anything you would change about the Pisys system?" The answer is a resounding 'No' from all operators. The conclusion is: "It's all positive."

THE BENEFITS: LIKE NIGHT AND DAY

Introducing a new system brought an opportunity improve the quality of Crystal's treatment reports. A period of intense report writing training began.

The new treatment reports are much more detailed and include photographs. They are also printed rather than hand-written – which makes them so much easier to read.

"It's a completely different standard of reporting – like night and day", says Michele, and she quickly rattles off more benefits of the new system:

"The new system enabled us to:

- give more detailed feedback to our clients
- communicate directly with key client personnel via email – instead of just leaving a paper report at the inspection site
- simplify our technology
- save on admin – we don't have any paper files any more
- save money on phone and paper costs
- ensure technicians only use approved chemicals."

CROSS-SELLING OPPORTUNITIES

Crystalkil surveyors often get leads from technicians when an additional treatment is required for a customer.

Surveyors can now look at all past treatment reports for the customer. They go to a sales meeting better informed and better prepared. Better results are achieved.

IMPROVED REPUTATIONS ALL AROUND

Clients benefit from Crystalkil's improved service, too.

Michele explains: "With the old paper system, a anybody at the client's premises could sign off a treatment report and put it straight into the paper filing system without the manager ever knowing.

Now, the report is emailed to the manager, they see it immediately and if there's an issue, they can phone us straight away and ask us for more advice.

Previously they often weren't even aware they had that issue. Many issues could even be prevented with better cleaning or maintenance.

Before, these clients could go years without realizing they had an issue. They were paying for our service, but the information got lost in their own paper system.

Now, any queries are recorded on the system. It enables us to make the most of every opportunity, and the client gets to see every single report

We get a much more positive response from the client, we are better respected, because we are working together.

It helps clients improve their own services, too."

FUTURE PROOF

All in all, Crystal are delighted with the new technology they are using. After the initial steep learning curve, the system is running well for them, and Crystalkil know that they can easily add more iPads when their team expands.

Whatever happens, their data is stored safely, and the Pisys support team are on hand to help.

THE FINAL VERDICT

In conclusion, the Pisys PestControl software has streamlined the work routines of Crystalkil personnel – office-based operators, surveyors and technicians in the field. It has made communications with clients quicker, more precise and more informative thanks to better legibility, the ability to attach photographs and unlimited space for writing in details. It has improved Crystalkil's reputation with their clients and has opened up cross-selling opportunities.

Michele concludes: "Pisys PestControl Manager is an amazing system. It's done everything we asked for and more."

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To find out how a Pisys system could help you, please do not hesitate to get in touch.