

Pestkill reap greater benefits by moving on from mobile forms to full mobile workforce management with Pro Pal.



Southampton based Pestkill take a forward thinking, dynamic and customer focussed approach to pest prevention and eradication.

The need for mobile data

Pestkill have long recognised that their broad, varied portfolio of pest control and cleaning services requires sophisticated data capture.

With services that range from a month long job bird proofing a building to a thorough clean of a holiday home between lets; Pestkill have many industry specific forms.

The benefits for mobile workers of having all their forms available at all times on a mobile device are clear. As are the benefits to the admin department of immediate visibility of that data and not having to manually retype handwritten forms.

Looking for more from mobile

The large boost to operational efficiency provided by simple mobile forms served to underline the imperative for similar benefits in other areas of the business.

"Mobile forms reduced our paperwork burden but did nothing to simplify our scheduling", says Mel Brown, MD of Pestkill, "which was still a tedious, manual process".



"The toxic materials we use in Pest control must be reported to the customer. These can vary in amount, combination and units of measurement (grams, millilitres etc.)", says Mel. "We needed to move to a system with more sophisticated ways of recording those details". "We also wanted a system that joined up all the way to invoicing and integrated with Sage", says Mel, "...and we wanted all that without sacrificing mobile forms customisation".

Seeking the solution

"We looked at several solutions, Pro Pal was the only one that did all we needed and it was competitively priced.", says Mel, "especially as the rugged smartphone they included meant we didn't have to pay for separate mobile contracts for our mobile workers".



A supported trial enabled Pestkill to establish that Pro Pal's functionality and Field Force's customer service were capable of supporting their business.

Bringing it all together

By encompassing all of the core business processes from booking jobs and scheduling, through mobile forms to invoicing and reporting, Pestkill are seeing the data they collect flow faster with less manual intervention.

Mel says "It's had a massive effect on our admin, the office now has more time to focus on sales, marketing and HR. We're all a little bit happier and less stressed now Pro Pal has smoothed our admin process."

"Pro Pal is saving us a lot of administration time, which can be spent furthering our excellent customer service."

– Mel Brown, MD,
Pestkill.