



Services Provided: Residential and commercial pest control including mosquito, roach, bed bug and termite services, as well as wildlife removal

Founded: 1985

Areas Served: Atlanta, Columbus, Augusta & Savannah, GA and surrounding region

WorkWave Products: PestPac by WorkWave, RouteOp



ABOUT ACTIVE PEST SERVICES

Active Builds a Customer-Centric Service Strategy With PestPac by WorkWave's End-to-End Suite of Offerings

For more than 30 years, Active Pest Control, a premier innovative leader in the residential and commercial pest control industries. Since adopting PestPac, Active has been able to increase the number of customers served and complete jobs faster, all while enabling a paperless office. Today, Active has close to 60,000 customers, 12 offices and receives over 750 calls per day.

Appointment Scheduler

Thursday, September 14, 2023

September

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Quick Links

Customer

Calls

Sales Center

Tasks

PestPac Today

Appt. Scheduler

Closed Won Queue

Location History

Technicians

All Branches

P. Collins

T. Walker

K. McDonald

B. Kensington

M. Logan

P. Harrison

K. Marlowe

J. Rodriguez

M. Barnes

Scroll

Select

Tech Regions

All

Framingham

GP Techs

Mass/Tick

Sales

Termite

Select

Search

Daily View

	A. Smith	C. Jones	F. Davis	M. Joseph	D. Richards
6:00 AM	Termite at West 80th St. - 6:00 AM Start			Termite at 200 9th Ave. - 7:00 AM Start	
7:00 AM					
8:00 AM			Termite at 64 B St. - 8:00 AM Start		
9:00 AM					
10:00 AM					
11:00 AM					
12:00 PM					
1:00 PM					
2:00 PM					
3:00 PM					
4:00 PM					
5:00 PM					
6:00 PM					
7:00 PM					
8:00 PM					
9:00 PM					

Click a Button to View Orders

Unscheduled

Tech Only

Date Only

Tech & Date

Technician: A. Smith

Work Date: 9/14/23

Appointments: 2

Total Value: \$616.00

Production Value: \$616.00

Start Time: 6:00am

End Time: 6:00pm

Duration: 8

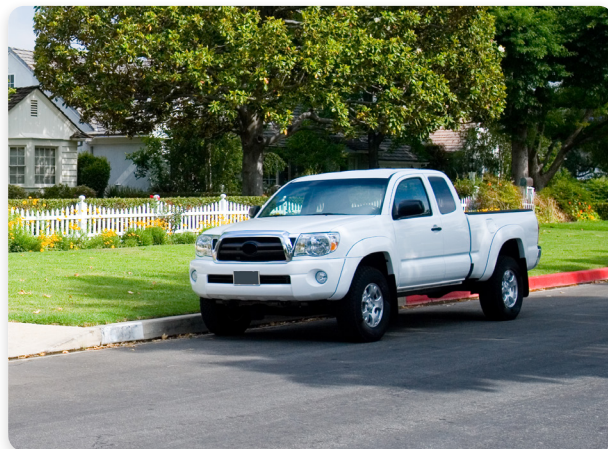
Map Route

See Optimized

Quick Optimize

THE PROBLEM

Continued growth, escalating administrative costs and the need to service more with less became too much to handle without supporting technology and efficient processes. It was often a struggle to answer a call, schedule a service, take a payment in a timely manner and avoid a queue of waiting customers. Additionally, due to the growth of the fleet maximizing technician time, keeping technicians accountable and safe became leading initiatives.



“Before PestPac, streamlined call centers and moving to a paperless environment, **we were essentially duplicating services and labor.**”

THE SOLUTION

To better focus on customers, Active took a different approach than other pest control companies in structuring their business. Consolidating their administration tasks into one office, adopting a paperless environment and implementing the range of PestPac's integrated solutions allowed them to service more customers with less cost and employees, while also helping increase their revenue.

All paperwork, proposals and contracts are either scanned in at the office or uploaded directly from the PestPac Mobile app directly into PestPac, saving hundreds of hours of labor. Adopting a “one call resolution” policy using PestPac, call center reps can set up service orders instantly and complete a call in less than 3.5 minutes. With the mobile app, all service orders and customer information can be accessed by the technicians. With this information at their fingertips technicians can stay customer focused, offer new services and receive signatures right from their mobile device.

THE RESULTS



Over
5% INCREASE
in signed contracts



Reduced
time-to-schedule to
3.5 MINUTES



SAVED HUNDREDS
of hours of labor by
streamlining



IMPROVED DRIVER
safety scores from
1.5 down to 0.37

To learn more about how PestPac can help you increase your productivity and streamline your business, visit pestpac.com or call (800) 992-1423 today!