



Case Study

Arab Pest Control

Questions About Service Are No Longer Bugging This Company

Profile

ARAB Pest Control is a service company that has been in business since 1929. They operate branches throughout the United States and service both residential and commercial customers. Their Evansville branch has been in business since 1965 and has approximately 11 mobile workers. On any given day, ARAB Pest Control makes 10-12 client stops and takes a tremendous amount of pride in customer service. The name Arab Pest is viewed as a standard of excellence and the Evansville branch sought new ways to uphold this level of service.

Challenges

Before learning about Comet Tracker, ARAB Pest Control had challenges fulfilling their goal of providing outstanding customer service. Too often, accounts receivable met payment refusal based on the perception that minimal (or no) time was spent on site. ARAB Pest Control had no way of verifying the actual time spent per client. Often, services occur when the customer is not present, so it was important to have proof. If a solution were in place to clearly validate the time on site, these issues could be resolved quicker and with less finger pointing. Accounts receivable also faced challenges in field data collection, most specifically the time it took to translate into existing systems. Additionally, ARAB Pest Control needed to know where their technicians were so that they could dispatch the closest truck to a job, and what and their driving speeds were, to satisfy safety and fuel consumption concerns.

Benefits

Comet tracker is a staple in ARAB Pest Control's success in achieving the high levels of customer service they desired. Using Comet Tracker, they can provide accurate reports of stop time and easily resolve disputes. By utilizing the "Closest To" feature, ARAB Pest Control can provide prompt responses to urgent client calls by sending the closest technician to the job. This eliminates unnecessary travel and fuel costs. Speeding disputes have also been resolved using the data provided by Comet Tracker in the individual tracking reports. ARAB Pest Control has experienced an immeasurable boost in the quality of their customer relations, reduced unnecessary travel and decreased hefty fuel expenses.

“ [Comet Tracker] is insurance for our reputation and safety. ”

~Jerry Ranks, Transportation Supervisor

