



The Right Choice

Industry leaders choose to work with Service Pro because of ServSuite software's capabilities and its customer service.

Industry leaders — specifically, presidents of the National Pest Management Association (NPMA) — make important decisions all the time. One of those many decisions, which has proven to be worthwhile and fruitful, is choosing to use ServSuite software from Service Pro to help operate their businesses as efficiently and effectively as possible. They're



Johnson

reaping the benefits of the software's rewards.

Johnson Pest Control, which Ray Johnson started in Sevierville, Tenn., in 1984, used another software for 19 years before switching to ServSuite 10 years ago. The company needed to make the switch because the old software was antiquated and customer service lacked, says Johnson, past president of the NPMA (2011-12) and Tennessee Pest Management Association. He evaluated his options, researched ServSuite, and talked to people who used it.

"Service Pro is very attentive to customer service, which means a lot to me," he says.

To Johnson the three most important aspects about ServSuite and Service Pro are:

1. Customer service teams. "We have a designated support team that reduces our wait times and

addresses issues promptly. We've received immediate assistance when we've needed it."

2. Mobility. The company has implemented the software's mobile app, allowing all of Johnson's technicians to use iPads in the field. "It's really streamlined and shrunk the amount of paperwork. There's no retyping or rewriting."

3. Digitized files. The company has taken advantage of the print-to-mail function. "You click a button and send the bill right to the customer. We don't have to buy stamps and envelopes or go to the post office. It's cut the amount of time we took to send statements in half.

"They're good people," Johnson adds about Service Pro. "It's a family operation that cares about its customers. We're not just a number."