



### Reliable Reporting

Several years ago, Billy Tesh, owner of Pest Management Systems in North Carolina, wanted more capabilities and mobile opportunities. In 2006, his company switched to ServSuite.

"Service Pro was willing to retrain our employees and explain the new processes," Tesh says. "They made it as easy as you can make it. They were very accommodating."

Tesh likes ServSuite's capability to produce daily and ancillary reports, as well as build excellent routes — on all of which he relies.

"If I get a call at home, I can go online right then to schedule a technician," he says. "ServSuite has all the components to take care of business."

Like Johnson, Tesh likes the ability to digitize files.

"We're 95 percent paperless, and by March, we expect to be 100 percent paperless," he says. "There's no need for filing cabinets. We're a green company for the most part. But being green isn't just about how you kill bugs, it's how you run your company."

Tesh is also excited about the overall performance of ServSuite's database management — generating



Tesh

reports about productivity and inventory, as well as those with valuable components derived from GPS information, which, in turn, helps grade technicians and gauge customer satisfaction.

"Service Pro listens to us to make our database management better," Tesh says. "It's a relationship."

### Scanning for Success

Bernie Holst, president of Horizon Pest Control in New Jersey and president of NPMA in 2006-07, has been using ServSuite since its inception



in the 1990s. Holst likes the program's ability to track billing and customer payments, provide information via GPS and allow technicians to input data via handheld devices. Holst's company is also starting to use the software's bar code scanning ability: When technicians service an account, they use a handheld device that recognizes each bait station and records information pertaining to each one.

"It allows us to see where there's more pest activity," he says. "The information is completed in

our system in the office after each scan. We used to have someone enter that type of information manually into a computer."

Holst, who was named the Pest Control Operator of the Year in 1996 by the New Jersey Pest Management Association, is also excited to use the GPS feature so he can see his vehicles and where the technicians are.

"If I get an emergency call, I'll know the closest person who can take care of that, and let customers know how long it will take for a tech to reach them,"

"They're continuously improving the product, and they care about people. I stay with **Service Pro** because I know Dick Deering and his family are right there for us."

— **Bernie Holst, president**  
Horizon Pest Control

he says.

Holst likes working with Service Pro because it's a family-owned business.

"They're continuously improving the product, and they care about people," he says. "I stay with Service Pro because I know Dick Deering and his family are right there for us."



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