

Case study

Terminix



At a glance

Industry: Field Service

Market: Pest Control

Application: Work Order Management

Product: Intermec CN2B mobile computer

Terminix Gets the Bugs Out with New Intermec CN2B Mobile Computers

Terminix, the world leader in pest control, develops customized solutions to help customers keep their homes and offices free of pests and termites. Terminix operates more than 800 branch service centers throughout the U.S. It employs 6,000 technicians nationwide that make more than 15 million annual visits to their customers' homes and offices offering a 100 percent satisfaction guarantee.

In order to help manage customer service records and optimize workers' time during service calls, Terminix previously used DOS-based mobile computers that were large and awkward to handle. Recently, Terminix implemented new units from Intermec Technologies featuring increased capabilities, larger storage capacity and faster processor speeds.

"The older units were in the field for approximately four years," said Richard Cherry, Chief Information Officer for Terminix. "It was time to upgrade our platform. Ultimately, we decided

on Intermec CN2B mobile computers due to positive feedback from the technicians along with the product's capabilities. Intermec has the best solutions on the market for our needs."

Ensuring Technician Satisfaction and Enhancing Productivity

When Terminix evaluated the different mobile computers on the market, the company solicited input from technicians at three service locations. They were asked to evaluate a variety of units and provide feedback on their experiences. After testing the products, technicians praised the CN2B's durability, capabilities and functionality.

"The CN2B is a smaller unit that offers increased flexibility, comfort and durability when compared to other models," said Cherry. "Our technicians work in a variety of climates and locations so durability is a big issue for us."

Technician productivity is also enhanced because of the CN2B's ability to communicate with company systems from remote locations. Unlike previous models, the CN2B is able to interface with the technician's "Smart Truck" to achieve connectivity to the company network. Because of this, technicians no longer have to return to the branch whenever additional services are added to their daily schedules. They can simply communicate with the CN2B while in the field to download the electronic information needed to perform these services.

Ensuring Compliance and Reducing Overtime Costs

The new CN2B units also help Terminix comply with industry regulations designed to protect workers and the environment. For example, recent legislation passed in California mandates that workers must take a meal break after every

five hours of work. New features implemented on the CN2B make it freeze for a 30-minute period preventing the technician from performing additional work until after taking a meal break.

In addition to helping Terminix maintain regulatory compliance, the unique functionality of the CN2B also helps the company better manage overtime. Once workers complete eight hours of work, they are asked to confirm that they are authorized by management to work overtime. This helps Terminix manage the amount of overtime employees work.

Improved Customer Satisfaction

The new system also contributed to an increase in customer satisfaction by equipping technicians with the ability to access account information and respond to questions about account status.

To-date approximately 2,400 of the 6,000 total units have been rolled out, the remainder of the units will be deployed by the end of next year. Additional enhancements are also planned following the deployment of all units. The upgrades will enable technicians to capture customer signatures and interface the units with mobile printers so that service tickets can be printed and given to customers.

"Ultimately, the functions of the CN2B enable us to enhance our value proposition for both customers and technicians," said Cherry. "We want to do all we can to keep our customers satisfied one hundred percent of the time, and the CN2B helps us do just that."

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