



ROUTE OPTIMISER

Plan. Fulfill. Manage in the cloud.

Rentokil Initial Pest Control Protecting People. Enhancing Lives.

Rentokil Initial provides services that protect people and enhance lives. They protect people from the dangers of pest-borne disease, the risks of poor hygiene or from injury in the workplace.

They are one of the largest business services companies in the world providing Pest Control, Hygiene and Workwear services ; operating in over 60 countries.

As part of their ongoing commitment to improved customer service they have recently (early 2016) implemented their SERVICE+ Service Management system, which has the DPS Route Optimiser engine integrated, into their Pest Control

business in Australia. This is in addition to 15 other countries supporting over 1,400 technicians and their customers. DPS RouteOptimiser has been used as part of an ongoing Strategic review of Sites and Resources, in addition to ensuring excellent Customer Service to Rentokil Initial Clients. DPS have worked with Rentokil Initial from 2001, initially offering Consulting services on Territory design and planning and since 2010 as a supplier of the Optimising engine in the in-house Service Management system Service+.

Testimonial: Jon Wilkinson, Operations Excellence Director

"We have implemented our Service+ system, including the inbuilt Route Optimiser scheduling system, into our Pest Control operations in Australia with some significant benefits to our business.

We have improved our Customer service KPI for "On Time Service" by 10%, increased our Productivity per Technician by 8%, increased our Technician Portfolio revenues by >5%, reduced driving distances by over 12% and consequently improved our overall profitability, and customer satisfaction.

Having the inbuilt "Route Optimizer" from DPS was completely critical to this success."



The results in Australia have been excellent with just some key headlines of : -

- Improved "On Time Service" to customers
- Increased "Productive Visits" per Technician per day
- Reduced "Non Productive" visits per day through better Service Quality
- Reduced levels of "Missed Services" to customers reducing service credits

www.rentokil-initial.com

