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The effects of the September 11 attacks reached deep into U.S. security concerns, well beyond the military services. After the September 11 attacks, the Department of Homeland Security realized the national food supply needed added protection. New regulations were issued requiring tighter monitoring of the food chain. This impacted everyone from food manufacturers to restaurants to grocery stores; all needed tighter controls.

These controls extended to the pest control industry, where baits, chemicals, traps, and other devices are used to keep the food supply safe from infection. These companies found themselves in a new role, helping their clients comply with new regulations. That means more paper work, documentation, and opportunities for new business. At the same time, pest control companies were looking for ways to increase efficiency while meeting these requirements. That's where the Pegaso comes in.

Andy Deering, vice president of sales and support for ServicePro.net, a supplier of pest-control software, says automation is the key to meeting the new requirements. "Pegaso makes it easy. It scans bar codes on bait traps and pest control in facilities to make sure there are no infestations," he said. "Then you have all the data needed to create the documentation required by the government."



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In the past, technicians kept their records on papers that could get easily lost or misdelivered. They also had to commute back and forth to the office every day, picking up papers from the

offices, wasting valuable time and gas miles. Service Pro and Pegaso eliminate the paper hassle, wasted time, and wasted money. With Pegaso, service technicians can track where they go, what they monitor, deliver instructions, and generate reports.

Here's how it works:

Companies in the food chain – processors, grocery stores, restaurants - engage a pest control company. Traps, baits, and chemicals are applied as needed by a technician. Each of these items are identified by a barcode at the location and on the application..

Service technicians are issued a schedule electronically to their Datalogic Pegaso™ mobile computer. The schedule lists each client and every location at that site. The technician arrives on site and gets to work inspecting each application. Using the Pegaso, bar codes at each location and application are scanned. Automatically a date and time code is stamped to the activity. The technician enters notes regarding what was found directly into the Pegaso mobile computer. At the end of the route all the information is ready to generate a report..

“This gives the plant peace of mind that they are actively defending themselves against infestation, and gives regulators proof the plant is following their requirements,” Deering said. “The best thing about it is we provide accountability and tracking in a paperless electronic environment.”

Automating pest control technicians can save over \$8,000 per technician and increase efficiency to allow four technicians to do the work that used to take five technicians. This adds an additional \$32,000 in annual savings based upon industry standard wages. Deering said the time a technician spends driving to get paperwork and filing reports is about two hours per day. Now, workers can spend those two hours completing additional stops while saving their companies gas money. With savings like that, Pegasos pay for themselves in about five months.

Service Pro looked at other manufacturers of mobile computers, and even had customers test different brands. But in the end, “Every customer picked the Pegaso. Datalogic won the test. Pegaso just processes faster and has a more durable feel. The service technicians love the rugged feel,” said Deering.

The durability has proved priceless on the job.

“These guys are in dirt and mud and sand, they're not just in a warehouse scanning bar codes,” he said. In the pest control industry, you have to put materials where the pests are. That means in crawl spaces, underground, in dark and dirty locations where equipment will get banged around, dropped in mud, caked in dirt, or sprayed with liquids. The industry requires a very rugged mobile computer.”

With Service Pro and Pegaso, the pest control industry is moving into the 21st century, and companies who embrace automation are reaping benefits from increased sales. “Pegaso is a major selling point”, Deering said. When two providers are competing for business, being able to show you scan bar codes,generate

reports, and prove what date and time a service is provided puts potential clients and their regulators at ease. That seals the deal for automated companies and they win hands down.

“It’s giving the end customer more information to prove they have monitoring and proof of service. They can show someone was looking for pests and bugs,” he said. “Sanitation is the number one concern.”

Customer

Massey Services

Industry

Pest Control

Application

Remote Field Inspection Technicians

Country

USA

Datalogic Business Solution**Datalogic Products**

Pegaso™

Datalogic Partner

Service Pro