



Pest Control

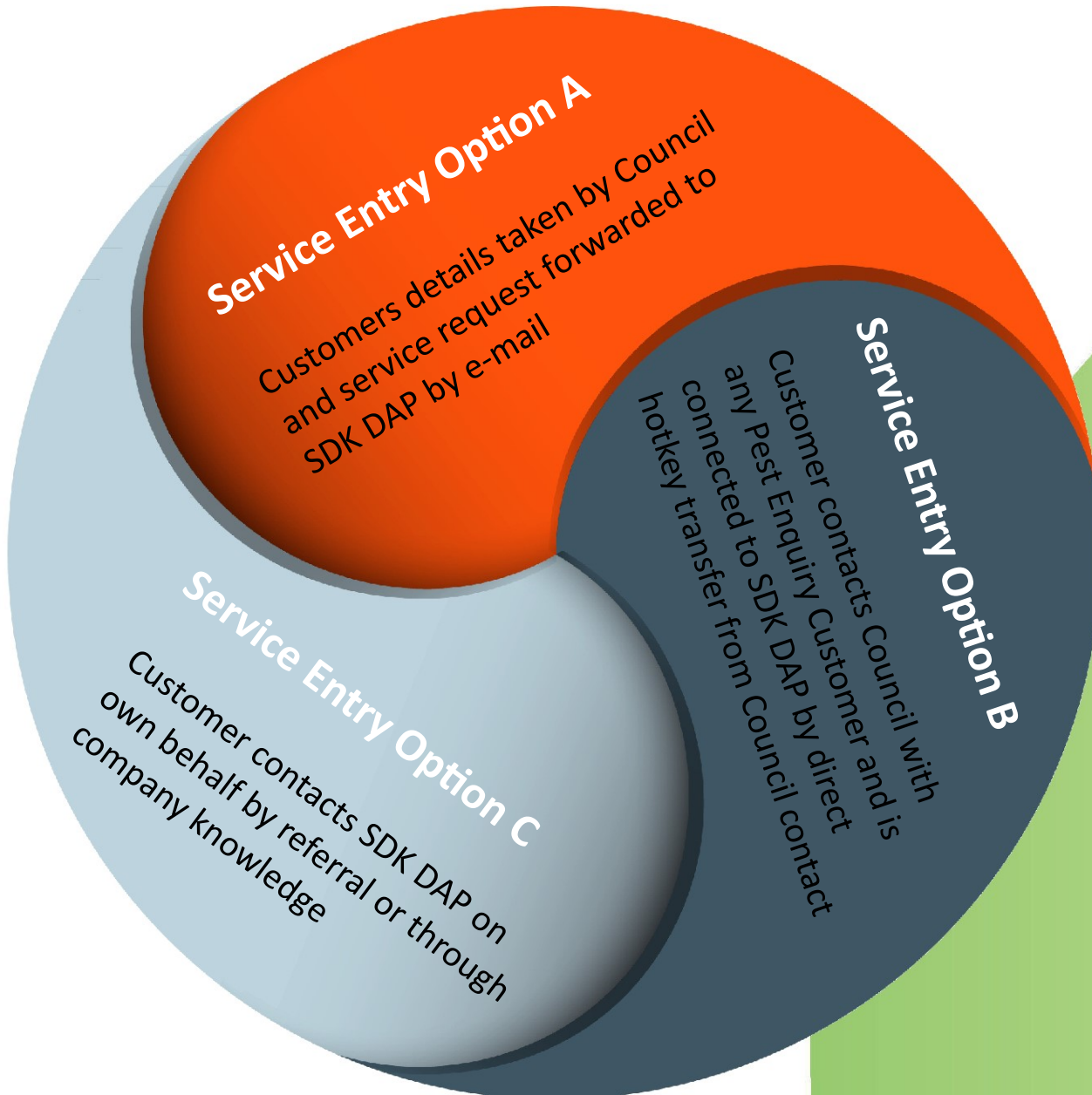
Process Flow

Local Authority Externalised Domestic Pest Control

Pest Control

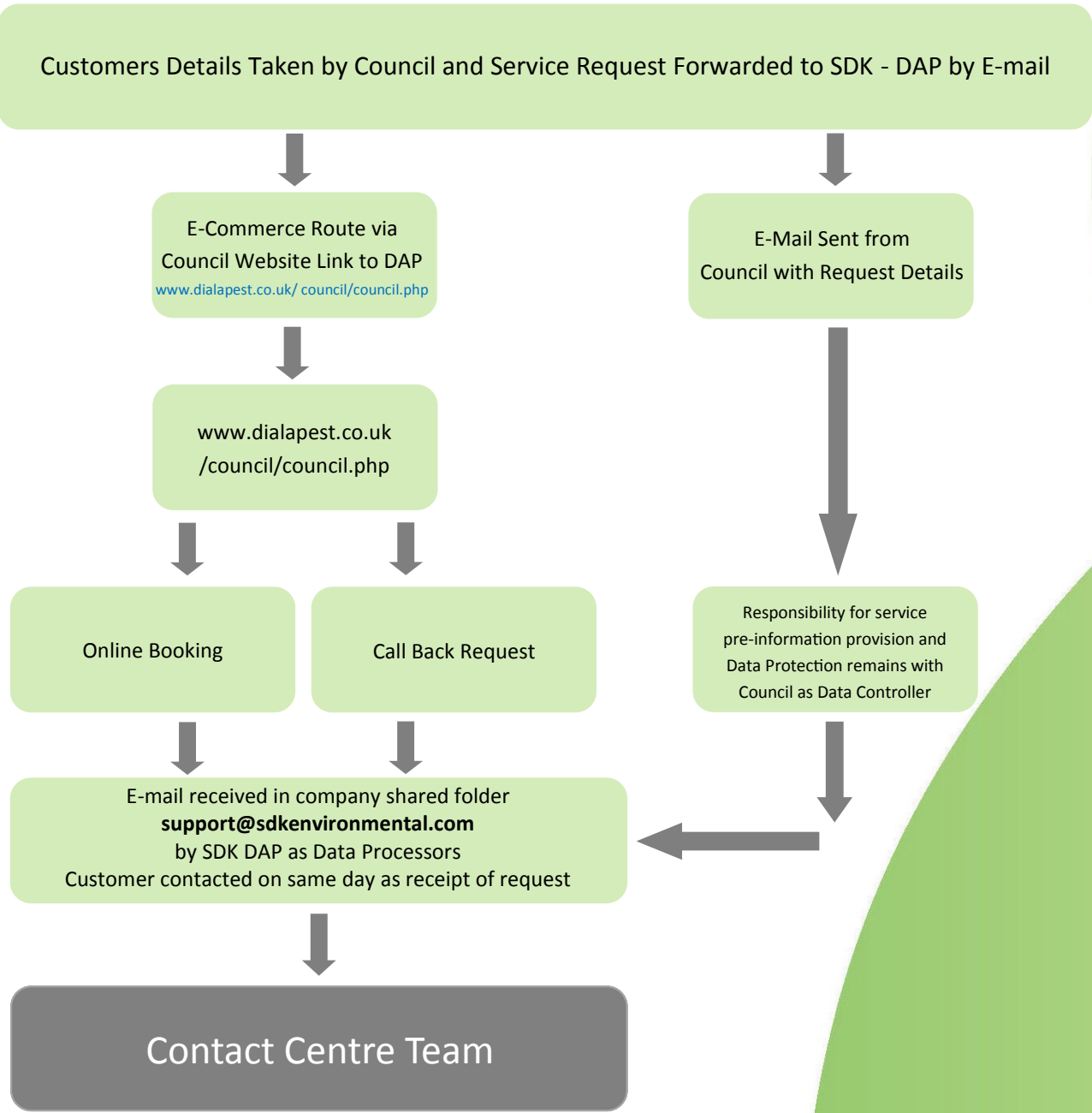
Local Authority Externalised Domestic Pest Control Solutions Detailed Process Flow

Click on White Text to Follow the Process Flow



Pest Control

Local Authority Externalised Domestic Pest Control Service Entry Option A



Pest Control

Local Authority Externalised Domestic Pest Control Service Entry Option B

Customer Contacts Council With Any Pest Enquiry

Customer Connected to SDK DAP by Direct Hotkey Transfer from Council Contact Centre to Unique Council IVR
Demo Number : 08444 828 333

- Arrives at Optioned IVR
- Legally Required Pre-Information Provided
- Customer Selects Service Required
 1. Listen to Legal Statement
 2. For Wasps
 3. For Other Pests
 4. Change or Cancel a Booking
 5. Report Pest Problem to Environmental Health

- Options 2 to 4, Customer Call Received at SDK Paignton Office
- KPI Call Answered Within 2 Minutes
- Office Open 08.30 – 17.00 Seven Days a Week

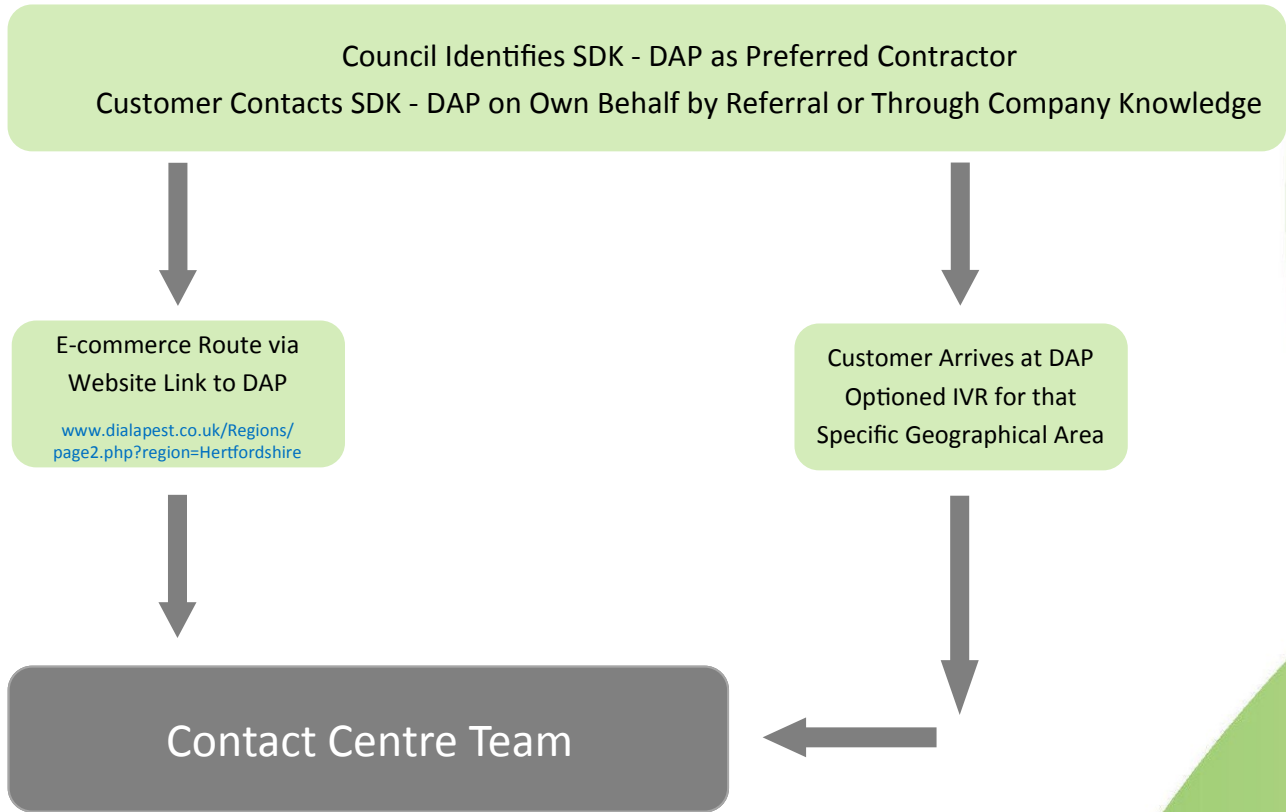
Contact Centre Team

Option 5
Call caller automatically returned to Council provided DDI number for Environmental Health

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Service Entry Option C



Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Contact Centre Team

Contact Centre Team

Agent gives Advice Creates Customer Record,
Gives Quote and Makes Booking (if required)
Schedules Initial Appointment and Re-visits

Customer Opts for Pre-Payment

If Customer Selects Pay On-site,
Details Entered on Technician Sheet

Use of Satellite Tracking to Identify Vehicle
Locations and to Provide Emergency Responses

Answer Customer Enquiries on All Treatment Matters,
Resolve Customer Broken Appointments and Re-schedule,
Issue Transfer of Poison Liability Letters and Update CRM

Area Team Leaders Check Appointments for Their
Technicians Treatment Diaries for the Next Day and Send
Electronically to Secure Office 365 Account Before 16.00

Once Booking Made, Customers Telephone Contact Centre
Directly to Enquire About Treatment or Change Appointments

Return to Start

Customer Booking Information

Call Transferred PCI Payment Team via Secure
Line with Call Recording Turned Off

PCI DSS Payment Team

Client Support Team

Data Processing Team

Pest Control

Local Authority Externalised Domestic Pest Control

PCI DSS Payment Team

PCI DSS Payment Team

Incoming Calls Received from
Call Centre Where Customers Elected to Pre-Pay

Incoming Calls Received from
Customers on Secure Payment Line where
Customers Elected to Pay On Day of Treatment

Payment by Debit or Credit Card Taken
Customer Given Authorisation Code

Refund Payments for Cancelled Treatments

CRM Updated and Payments Batch Reconciled

Cash and Treatment Sheets Reconciled
Cleared from Technician Suspense Account

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Data Processing Team

Data Processing Team

Data Clerks Receive and Update CRM with Each Treatment Record and Status Daily Using Technician Day Sheets

- Changes to Appointment Times and Dates
- Confirms Additional Re-visits Required
- Treatment Status - Warranted or Not
- Failure to Treat - Create Refund Request
- Record Timeliness - Appointment Times Met?
- Officer Treatment Hours Worked and Travel Time
- Daily Mileage Breakdown

- Treatment Sheets Returned to Head Office
- Treatment Sheets Scanned
- Treatment Sheets Posted to Customer Record on CRM for Reference and Health & Safety Compliance
- Refer to Data Protection Procedures for Retention Requirements for Each Data Set

All Service, Customer Feedback and Marketplace Data Entered onto CRM System for Future Analysis

- Customer Feedback Processed
- Information Scanned
- Information Attached to Customer Record
- Responses Entered on Database for Analysis

Marketing Team

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Marketing Team

Marketing Team



All Service, Customer Feedback and Marketplace Data Entered onto CRM System by Data Processing Team for Future Analysis and Market Research



- Customer Quality Cards Completed and Returned
- Telephone Survey Customer Satisfaction Feedback
- Staff Reported Customer Feedback
- Client Officer Feedback
- Staff Performance Auditing
- Secret Shopper Results



- Customer Journey Mapping Testing
- Partner Interface and Performance Monitoring
- Market Testing and Trend Analysis of
 - ◆ Data
 - ◆ Price Comparison
 - ◆ Reviews and Feedback
- Contract and Operational Financial Targets Met



- Interaction With Performance Management Team



Performance Monitoring Team

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Technician Team

Technician Team

Technician Receives Next Day's Work

- By Accessing Secure Office 365 Account or
- By Synchronisation to Secure, Company Supplied PDA

- Technician Plots Best Route - Minimising Travel Time
- Uses Itinerary Planning from Company Supplied Satellite Navigation Unit to Maintain Agreed Appointment Slots and Accommodate Any Customers Identified Special Needs
- New Treatment Sheets Prepared and Added to On-going Treatment Records Ready for the Next Day

Completed Documentation Returned to Local Office, including

- All Completed Treatment Records
- Initial Customer Signed Copies
- Any Cash Received
- Documentation Placed in Self Sealing Envelope Along with Copy of Day Sheet

Technician Completes Day Sheet and Treatment Report Summary on PDA or Office 365 and E-mails to Head Office

Data Processing Team

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Client Support Team

Client Support Team

- Direct Line Access to Council Staff Avoiding IVR's
- Discounted Pest Services Available for All Council Departments and Property
- Free Insect Identification Service
- Professional Pest Surveys
- Proven Specialist Procedures for Block Treatments, Parks and Open Spaces
- Professional Witness Statements

Contact Centre Team

Technician Team

Client Reporting

- Reports Extracted from CRM System
- Statistical Reporting
- KPI Compliance Reporting
- Customer Satisfaction Reporting
- Call Hold Times Reporting
- Customer / Client Compliance Reporting
- Contract Compliance Meetings / Minutes Recording

Data Processing Team

Performance Monitoring Team

Marketing Team

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Performance Monitoring Team

Performance Monitoring Team

Performance Monitoring

- Staff Audits
- Treatment Audits
- Performance Reviews
- Health & Safety Monitoring
- Contract Compliance
- Staff Appraisals
- Valuing Diversity and Equal Opportunities Training
- CRB and Driving Licence Checks
- Call Recording Monitoring
- Staff Support and Technical Guidance
- Staff Capacity Planning

Vehicle Satellite Tracking Monitoring

- Extract and Daily Review of Hours Worked
- Drive Time Working Compliance
- Vehicle Speed Monitoring
- Financial and Environmental Impact Analysis
-Mileage Driven
- Timeliness Monitoring
- Appointments Timekeeping Verification
- Lone Worker Compliance
- Mobile Pesticide Store Security Compliance
- Workflow Capacity Planning Verification

Customer Complaint Handling

- Complaints Investigated in Accordance with Documented Complaints Procedure
- Where Front Line Officer Has Been Unable to Resolve Customer Concerns, This is Escalated to Formal Complaint

Return to Start

Pest Control

Local Authority Externalised Domestic Pest Control Customer Booking Information

Customer Booking Information



E-Mail



Post



- Confirmation of Appointment Details
- Pest Species Factsheet
- Confirmation of Fees
- Confirmation of Statutory Rights
- Confirmation of Right to Cancel
- Service Information
- Treatment Terms & Conditions
- Pro Forma Invoice (If Applicable)

[Return to Start](#)



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Since its inception over 25 years ago, SDK Environmental Limited has been one of the UK's leading providers of pest control and animal warden services.

With its head office in South Devon and its operational centre in Berkshire, SDK provides services to a wide range of corporate clients throughout the Midlands and Southern England.

All our systems and procedures are drawn from industry best practice; we have witnessed, tailored and improved our services to meet operational and customer needs. We continue to invest intellectually and financially in new technology and implement any innovations we identify that will deliver proven benefits to our performance or customer service.

Head Office:

Acorn House, Aspen Way, Yalberton Industrial Estate, Paignton, TQ4 7QR

Home Counties & London Office:

Unit 9, The Business Village, Wexham Road, Slough, SL2 5HF

www.dialapest.co.uk

www.sdke.co.uk



Dialapest is a trading name of SDK Environmental Ltd
Registered in England No. 03988788
Registered Office: Sigma House, Oak View Close, Edginswell Park, Torquay TQ2 7FF
Registered Carrier of Controlled Waste. Licence Number: DEV 233510