



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Cost Neutral Pest Control Services

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 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.



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



INNOVATION SAVING YOU MONEY

CUSTOMER SERVICE

An integral aspect of our Customer Service Excellence Accreditation is to identify and structure services that demonstrate a deep and thorough understanding of our Clients and customer's needs.

We aim to deliver these services in a cost effective and professional manner to meet and exceed customers aspirations in terms of both quality and price.

Our Customer Charter is applied to all our service contracts, which sets many challenging targets, one of which requires us to achieve a customer satisfaction rating of over 95% at good or excellent.

We have over many years, based on our experience of industry best practice and in partnership with Clients developed systems and procedures that if adopted, enable us to provide our services at lowest cost without compromise of safety or quality to both Clients and Customers.

COST NEUTRAL

Where fees are already charged for domestic pest treatments, we are able to deliver a cost neutral, fully integrated professional pest service to residents on behalf of a partner council.

With our 'Cost Neutral' service, the council publishes agreed fees for pest control and SDK provides the full 'End to End' service.

No fixed fee is payable but SDK retains the payments made by the customers for their treatments.

In this way, the council provides a full, comprehensive, professional service without incurring costs - hence the title **Cost Neutral**.

Published prices and concessions are agreed prior to commencement of the service with the council retaining control of these charges.

COST NEUTRAL SERVICE INCLUDES

- Taking customer calls and fielding enquiries
- Booking appointments with customers including forward scheduling revisits where required
- Issuing relevant paperwork including preparation notes
- Maintaining online records for all customers for all treatments
- Organising and processing payments where necessary
- Producing up-to-date statistical reporting for clients based on their requirements
- Producing quality statistics in line with established KPI's
- Provision of 'hot-key' call transfer where councils provide a contact number and the call is automatically transferred through to the operations centre at SDK
- E-solutions are provided to all Council Clients free of charge

Delivering The Service Neutralising The Cost

This solution lends itself to bespoke changes to suit councils' preferences and once contact with SDK is established, the customers are able

- to book appointments in 'real-time'
- to schedule or re-schedule future appointments
- to seek advice
- to enquire about on-going treatments
- to process payments

thus easing the demand and burden on the council contact centre.

This model is very successful and is now becoming increasingly popular with organisations looking to reduce pest control service budgets yet maintain a highly professional service.

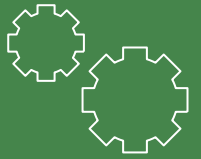
This system delivers to Councils a solution that embraces National Performance Indicator NI14 (reducing avoidable contact).

Depending on current charging rates we can sometimes even reduce the fee contributions customers are asked to pay for treatments.

Our CRM system in many ways replicate those utilised by local authorities, but have been structured and programmed to specifically to meet the needs of our services and Clients and therefore often provide far higher reporting functionality.

In simple terms all administrative duplication and repetition has been removed with SDK Team Leaders controlling and scheduling work for their dedicated group of technicians and allocated council contracts.

All visit and treatments records are kept online facilitating easy access for SDK operators to deal with customer enquiries in a professional and efficient manner. Our online work scheduling enables us to easily re-arrange appointments when requested and new dates can be confirmed whilst the customer is on the phone.



CUSTOM SOLUTIONS

SDK Environmental specialize in creating tailored systems based around the **Cost Neutral** solution.

The standard system can easily be varied to suit individual requirements.

Simply contact us on sales@sdkenvironmental.co.uk and we will be happy to discuss and design a system based around your specification.



WEBSITE

Why not visit our website at www.sdke.co.uk or www.dialapest.co.uk for more information about pest control at SDK and other services we provide



ONLINE ACCESS

SDK / Dial A Pest offers clients and customers the opportunity to book appointments online or to request a call back. In addition, we tailor web pages to individual client requirements to access this service so that booking availability is available 24 hours a day, 7 days a week

