



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

End To End 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 through 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.

END TO END

For an agreed fixed fee, SDK will provide a comprehensive, professional pest control service for a specified range of pests from the initial enquiry through to completion of treatments.

The range of pests to be treated are agreed in advance and programmed into the online pricing matrix available to all SDK operators. Pests outside the fixed fee will be available for booking at negotiated client discounted rates as part of the provision of our **End To End** Solution.

The service provides for full statistical reporting for time periods requested by the client and these can be easily modified to suit an individual council's requirements.

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



END TO END SOLUTION 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

Our End To End Solution Is Only The Beginning

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
- process payments where necessary

thus easing the demand and burden on the council contact centre. This successful model is very popular with councils looking to retain tight control on pest control budgets yet maintain a highly professional service. This system delivers a solution to councils that embraces National Performance Indicator NI14 (reducing avoidable contact).

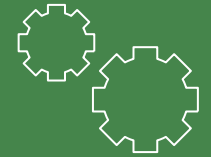
Our **End to End Solution** is just the beginning of providing a full, professional and cost-effective pest control service.

Our CRM system has been structured and programmed to specifically meet the needs of our clients and provide far high reporting functionality.

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 specialises in creating tailored systems based around our **End To End** 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

