



08444 828 321 Local Rate
5p per minute

03444 828 321 Basic Rate
Mobile Friendly

not 24 hour

Telephony Control Solutions

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.

TELEPHONY CONTROL

SDK is proud to partner with Syntec Telecom Systems who provide IVR and associated services to clients in the UK, Europe, North America and currently switches over 50 million minutes per annum.

Using their web interface, we route the numbers dialled by our clients and customers to any target destination telephone number and change the terminating number to meet business requirements. This powerful solution enables SDK to deliver seamless telephonic integration linked to clients own contact centres.

It allows management of all switching requirements and, if necessary, route callers from any IVR option back to any client-provided DDI number, all at first contact. To achieve this, clients can select a preferred option and instruct their IT Department - we do the rest.

EXAMPLE NUMBERS

We have set up some example numbers for you to call to hear how our telephony solutions can help you.

Why not try them for yourself?

Demo Pest Control Services
08444 828 333

Demo Dog Warden Services
08444 828 328

Minimise Call Queues

Maximise Customer Service

OUR MESSAGES

We have taken great care to research the messages we use and ensured that they have been approved by our company solicitors. In addition, we have taken into consideration the opinion of trading standards to ensure full compliance with the lawful trading requirements when delivering services to the public, including

- distance trading regulations
- rights to cancel and obtain full refund
- seven day cooling off period
- requirement for terms and conditions
- confirmation of who we are
- our contact details
- data protection statement
- privacy policy
- advisory statement of call recording

and much more that may not be recognised as legal requirements by many providing such services. We undertake this as part of the service to protect and enhance our clients' reputations.

We retain a bank of local rate non geographic numbers that can be allocated to a new client within seconds and welcome and guidance messages tailored to each customer's own individual requirements, subject to compliance with lawful trading obligations.

HOW WE DELIVER

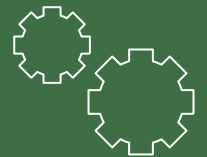
This simple, yet sophisticated, delivery model ensures that we retain telephony control at network level and even a temporary system problem at our call handling destination isn't a problem.

Our systems can re-route inbound calls in a matter of seconds which is integral part of our overall company contingency and disaster recovery plan. We are therefore able to commission and engage external call centre partners to provide us with overflow or emergency support, whilst retaining full real time control of call routing and switching.

Client options include

- Hotkey Transfer - Program a "hotkey transfer" within the system for agents to transfer calls
- Client IVR Option - Add an option to Clients own initial IVR e.g. "Press 1 for Pest Control"
- Alternatively, simply issue the unique number we have allocated to you to your customers

Our solutions are in accordance with National and Local Government National Performance Indicator 14 - reducing avoidable contact.



CUSTOM SOLUTIONS

SDK Environmental specialises in creating tailored systems based around our **Telephony Control** solutions. The standard systems 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

