



**08444 828 321** Local Rate  
5p per minute

**03444 828 321** Basic Rate  
Mobile Friendly

not 24 hour

## Supplemental Service Solution

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](http://www.dialapest.co.uk)

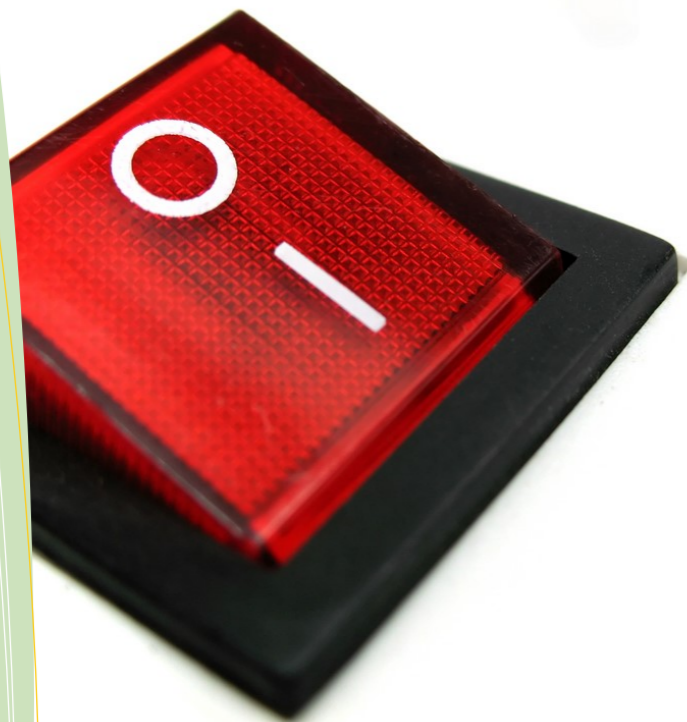
[www.sdke.co.uk](http://www.sdke.co.uk)



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







#### SUPPLEMENTAL SERVICE INCLUDES

- Switch On, Switch Off based on pre-arranged requirements
- 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
- 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
- No long term commitment, No fee

## 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.

Our aim is 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.

#### SUPPLEMENTAL SERVICE

Planning your resource to cater for all events can be a costly business and often causes inefficiencies in your service provision.

We have developed a flexible support model, designed specifically to supplement a council's resources whilst complementing the services they provide.

This risk free proposal follows extensive market research and discussions with new and existing clients.

It offers a flexible, simple and straightforward, yet uncomplicated bolt-on support service that can integrate seamlessly into existing services, deliver immediate cost savings with the potential to generate retained income.

## Supplementing Your Resource Complementing Your Service

### We believe the SDK Supplementary Service

is particularly useful to cover for:

- Staff holidays
- Sickness
- Workload peaks
- Seasonal
- Unexpected or unplanned occurrences

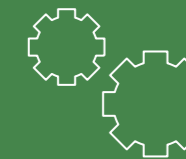
It allows any council to continue to provide a full service without backlogs and without recruitment costs.

This is a 'switch-on, switch off' service designed to dovetail with existing arrangements.

It is ideal for any organization looking to restrict pest control budgets and maintain a consistent permanent resource through the peaks and troughs of pest control.

Predicting the world of nature is a difficult task and our Supplemental Service covers those times when it catches you out.

- is simple and quick to implement, without the need for a full tender exercise
- is compliant with standing orders
- delivers immediate cost savings with the potential to generate retained income
- does not require any lump sum or service entry fee, or requirement to enter into a long term non determinable commitment
- does not require a guaranteed minimum work volume
- allows the council to remain free to allocate workloads as it determines in the best interests of the service
- is designed to ensure that there will be no requirement for an increase in council provided administrative or supervisory support



#### CUSTOM SOLUTIONS

SDK Environmental specialises in creating tailored systems based around the **Supplemental Service** solution. The standard system can easily be varied to suit individual requirements.

Simply contact us on [sales@sdkenvironmental.co.uk](mailto: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](http://www.sdke.co.uk) or [www.dialapest.co.uk](http://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

**Book Now**