

Safeguard[®] Pest Control gets Pen Control



Safeguard is a professional pest and bird control company that covers all of London and the South East.

Established in 1986, Safeguard Pest Control is a professional company that specialises in all forms of domestic and commercial pest control, bird control plus specialist cleaning services. Over the years the company has been effectively tackling all types of pest problems and infestations over a broad spectrum of industries. Safeguard has a first class reputation for providing a professional and comprehensive service, tailored to the needs of its clients.

Like many service companies, Safeguard kept their client and job information on a bespoke Microsoft Access database. Over time however, the amount of data on the system slowed it to a snail's pace; it was time to look elsewhere.

JobFlow ticked ALL our boxes.

Office Manager Pennie Gadd is clear why Safeguard chose JobFlow; "Because we had been established for so long and knew our business, we could be very specific with potential system suppliers about our requirements. One which narrowed the field was the need to leave printed paperwork with the client, in line with the Government's COSHH (Control of Substances Hazardous to Health) directives. We looked at several options, choosing JobFlow because it ticked ALL of our boxes, which neither of the others did".



Information in one place

In addition to meeting all of the company's requirements, Pennie noticed that, unlike the previous Access set up, JobFlow kept all of the information she needed in one place, accessible through all elements of the system. "There is no need to open separate files, everything you need is easily accessible through JobFlow so when we have a client on the phone, we can process their call from a single system, enabling us to deal with requests quickly and efficiently".

Smooth installation and great support.

We were really pleased with John and Clive from DMS. The system install was quick and seamless, with no downtime for the business. They trained our staff quickly too. JobFlow doesn't need much instruction, it is fairly intuitive and has simple to follow screens. For the times we have had questions, DMS has always been at the end of the phone to help us through.



Minimal change for operatives.



Because JobFlow can be used with a digital pen for data input (other options are available), the Safeguard workers in the field saw little change from their previous system. This meant no change in client service; clients still sign and keep a worksheet for their records. Now though, Safeguard receive a digital copy immediately, so clients will see invoices arriving sooner for the work!

The future's bright.

Safeguard could see that the Access system they had was not going to be a suitable option for further growth. "JobFlow is scalable and will grow with us" says Pennie. "Adding operatives, clients or office users is simple to do and doesn't put a strain on the system which has huge capacity. To make things even more efficient, we are working with DMS to provide a portal where our clients can view worksheets and place orders directly with us over the internet. As other companies using JobFlow have experienced, this will increase information flow to our clients, with 24/7 access, and reduce phone calls, allowing us to spend more time developing our service".