



Bed Bugs

Improved workflow and productivity from TomTom WORK helps beat the bugs

Seamless transfer of customer instructions to its mobile technicians, lower mobile 'phone bills and reduced mileage, and the ability to take on more jobs in a day are just some of the benefits from the TomTom WORK vehicle management solution introduced introduced by Bed Bugs Limited.

The Company

One of the world-leading authorities on the problem of bed bugs

Established in London in 2005 by biologist David Cain, Bed Bugs Limited is now a world-leading authority on the growing problem of bed bugs in the urban environment and the UK's only specialist in dealing with it. Based in Battersea, its operations are focused on the Greater London area within the M25, although it can provide its service throughout the UK. Most customers are private householders but commercial organisations, such as hotels, also use the service. A team of highly trained field technicians delivers the solutions in a very discreet and effective way. The company also provides advice and education to local authorities, medical bodies and the public.

The Challenge

5,000 call-outs/year require efficient job allocation

Bed bug infestations can spread rapidly and customers require and expect the problem to be eradicated quickly and effectively. With the company handling up to 5,000 call-outs a year, finding an efficient job allocation system was vital.

Availability of technicians was uncertain

Most visits are to private homes and customers expect an accurate arrival time for the technician. Prior to installing the system this was not always possible because the precise location of each technician was often not clear and this also made it more difficult to ascertain their availability to take on the next available and nearest job.

Relaying information verbally caused errors, costs, distraction

Customers orders to deal with an infestation had previously been relayed by mobile phone to the technician on the road. This involved unnecessary discussion time whilst driving both for the technician and the administrator back at base. This also incurred significant cost as well as impacting on the effective handling of new enquiries. Relaying information verbally also involved the potential for error between listening and writing it down.



The Solution

WEBFLEET.connect links Outlook and WEBFLEET

When appointments for technicians are received at the Beg Bugs office they are recorded in the Outlook calendar, part of the Microsoft Office package. Using the Outlook.connect software developed by specialist integrator Connectfleet, Bed Bugs was able to establish a direct link between Outlook and WEBFLEET.connect, the system's API portal, which enables details, including customer addresses, to be transmitted direct to each technician.

Communication with text messages – no paper records

This is done through the TomTom WORK Compact fully-portable navigation device in each technician's vehicle with the information delivered as a text message. Because there is no limit on the amount of information that can be sent, the office is able to provide complete details, including the full nature of the problem, any past history and specific details of which the operative needs to be aware, such as parking arrangements. This information is simultaneously transmitted to the GO unit and to the technician's PDA to ensure that it has been properly received. And it also avoids the technician having to keep and consult paper records.

Easy job reporting, providing accurate arrival times, clear picture of workload

When the technician arrives at a job he is able to advise the office by a simple tap of the GO unit touch screen that he is on site. On completion he can again tap the screen to show that the job is complete and the system automatically provides directions to the next location by the most suitable route. This enables the office to identify precisely the time spent on a job and correlate this with the quoted figure. Because the Compact solution includes a tracking capability and can calculate journey times very precisely, Bed Bugs is able to provide customers with accurate arrival times and they can be kept better informed should a delay occur. The unit is also portable, so no installation is required, and this provides added flexibility to allow the technicians to use different vehicles where necessary. When appointments are put into Outlook they are colour-coded to identify which technician has been allocated the job. This enables Bed Bugs to obtain a clear picture of the workload and redistribute its resources if required. A wide range of useful management reports can also be produced through WEBFLEET, with the Dashboard covering up to 15 Key Performance Indicators, which provides information at the fleet operator's fingertips that is useful to improve day-to-day business performance.