

“Working with Professional Services has allowed my staff to perform daily tasks without the need for paper copies on hand. We’ve discovered huge savings and improved productivity. Plus, the ability to email and send documents once they are completed to customers or staff members allows us to be as efficient as possible.”

- Ken Drummond,  
Comfort Pest Control

## Profile

Comfort Pest Control proudly offers over 14 years of experience in pest control and removal services in Dunkirk, New York, and surrounding areas.

## Challenges

Comfort Pest Control needed a wireless solution for some of their job-order reporting. Previously, they had to manually enter data for annual reports and update online calendars after each job. Comfort Pest Control urgently needed a way to get a good search record for all tasks performed and a quick solution to streamline processes. Their existing processes meant they spent more time creating reports, and they needed a way to go paperless.

## Solution

Actsoft’s Professional Services team worked with Comfort Pest Control to create customized wireless forms using Encore. Now, they can search and sort reports and other data that they rely on for their daily activities. By being able to find data all in one place, Comfort Pest Control can maximize time in the field, increase revenue, and stay organized, letting them focus on pest control rather than having to slow down processes to complete time-consuming paperwork.



## Benefits

Using Wireless Forms, Comfort Pest Control now has complete visibility into their daily processes and can view their data all in one place, in near real-time. By having all document data consolidated, which they can search and sort, they have saved hours a day and have also improved communication with customers. Now, they see a much quicker turnaround of data. With Wireless Forms they can send documents via email to customers and office staff, greatly improving customer service and time in the field. They have seen an immediate ROI by being able to provide pest control to many more houses in a day.

*“Actsoft’s Professional Services team has benefitted our company by providing us with products to help increase our efficiency. They were professional, responsive, extremely helpful, and very knowledgeable when fulfilling our business needs.”*

– Ken Drummond, Comfort Pest Control