



CASE STUDY: Inspect-All Pest Services



Founded: October 1984 by Marty Lunsford

Areas Served: All of metro Atlanta and surrounding region

Services: Pest control & home inspections

Purchased by Brian & Brandon Lunsford in 2006

1,500% increase in revenue in 9 years

University of Georgia's fastest-growing businesses list for 5 straight years

Over 1,500 A+ online customer reviews

“ PestPac and all of the services we have through WorkWave have helped us grow tremendously. ”

- Brian Lunsford
President

How Digital Transformation Drives Growth & Revenue

Inspect-All Pest Services is one of Georgia's most respected pest control and home inspection companies. Founded in 1984 by Marty Lunsford and acquired by his sons, Brandon and Brian Lunsford in 2006, Inspect-All Pest Services continues to see significant growth. For over three decades, the company has provided excellent pest control and home inspection services to thousands of customers in the metro Atlanta and surrounding region.

In 2006, the Lunsford brothers realized they needed to make a change within their business in order to facilitate growth. They reviewed their daily processes and realized that they needed to move from manually handling administrative tasks to implementing a pest control software solution that would streamline their processes. The same year that the Lunsford brothers acquired their father's business, they implemented PestPac Software.

Growth Since Implementing PestPac:

36
additional
employees

175+
customers
served per
day

2-3
hours saved
per person
each day

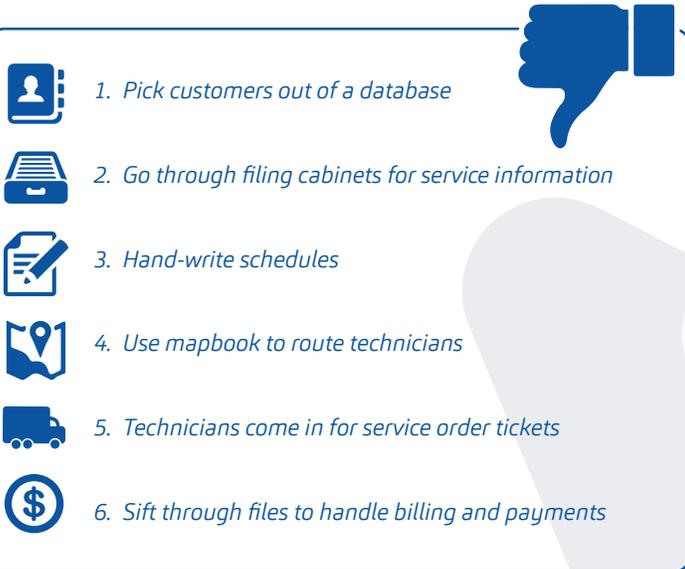
20,000+
additional
customers

A Challenge at First

Inspect-All Pest Services was founded in 1984 and purchased by brothers Brandon and Brian Lunsford – the sons of the original owner, Marty - in 2006.

The Lunsford brothers' extensive pest control experience, professionalism and dedication to customer service has allowed Inspect-All Pest Services to become the award-winning business it is known as today... but it didn't happen overnight. When Brian and Brandon took over their father's business, they saw a need to make their daily operations more efficient as their business began to grow.

The brothers and their 4 employees were handling day-to-day tasks in a manual, tedious and time-consuming way:



-  1. Pick customers out of a database
-  2. Go through filing cabinets for service information
-  3. Hand-write schedules
-  4. Use mapbook to route technicians
-  5. Technicians come in for service order tickets
-  6. Sift through files to handle billing and payments



This allowed them to only serve about 12 customers per day.

The Lunsford brothers knew something had to change so they could spend less time on administrative work and more time focusing on what was most important to them; customer service, marketing and sales.

“ I work from home multiple times a week because everything I do is now online. I can track everything, anytime, anywhere! ”

- Brandon Lunsford
CEO

The Road to Success - Finding the Right Solution to do the Job Right

Brian and Brandon began their hunt for a pest control software solution that could help them effectively manage their business and continue to grow – without worrying about eventually outgrowing the software.

In 2006, Inspect-All Pest Services implemented PestPac software into their business.

Since then, they have moved to running their business 100% digitally and have seen tremendous growth:

20,000+ customers added

36 additional employees

175+ more customers served per day



PestPac offered Inspect-All Pest Services the depth of features and functionality needed to support long-term business growth. Inspect-All Pest Services started by utilizing their PestPac database for client interaction, including contacting customers for appointment confirmations, invoicing and more.

This evolved into utilizing PestPac's scheduling features to streamline management of recurring and one-time service orders.

As Inspect-All Pest Services began to add customers and employees, they saw a need to automate their routing process. They added PestPac's RouteOp and GPS modules, allowing them to efficiently track their technicians and efficiently route each technician's appointments in just a few clicks.

The Benefits of a Paperless Office

One of the biggest keys to moving Inspect-All Pest Services to operating 100% digitally was the introduction of PestPac's mobile app. This intuitive smartphone application allows technicians to maintain their work orders in the field using a device that's already in their pocket.

Since implementing PestPac's mobile app, the staff at Inspect-All Pest Services no longer had to sort through a filing cabinet or waste administrative time manually processing orders created in the field via paper forms. They now capture everything in real-time, digitally...saving time, paper and money.

Inspect-All Pest Services Now Focuses Time and Energy on What Matters Most

Instead of stressing about paperwork, missed services, managing payments and technician accountability, the Lunsford brothers now let PestPac handle the tedious daily tasks for them so they can focus on what matters most: sales, marketing and managing growth.

Even though their business has grown tremendously, the employees of Inspect-All Pest Services, including Brian and Brandon, are able to enjoy a good work/life balance.