



CASE STUDY: McCloud Services

Leading IPM Solutions Provider Experiences 20% Time Savings with Digital Logbook



SERVICE SPECIALISTS SINCE 1904

ABOUT McCloud Services:

Founded: 1904

Services: Pest Management programs for the commercial marketplace

Industries: Food service, health care, hospitality, property management, retail

Areas Served: 11 states in the Midwest

“Our customers like it a lot because they see time savings. It is a selling point for us. After we initially started with LogIt, we had customers choose us specifically because of that.”

*- Byron Booth
IT Director*

McCloud Services is a leader in integrated pest management solutions in the commercial marketplace. Offering GFSI audit compliant pest management programs, they protect more than half of the largest food-related brands in the United States.

McCloud Services provides crucial pre-audit inspection services in order to help their clients receive the highest possible score on their third-party audits.

Challenge: Dealing with Stacks of Paper

Third-party audits for food industry facilities are extremely in-depth and require a large amount of paperwork and documentation.

Pest management can account for up to 20% of a food facility's audit score, which is why integrated pest management (IPM) is so crucial. This is also why it is imperative for IPM solution providers like McCloud Services to prove the success of the facility's pest management program through proper documentation.

Just a few of the items needed in a third-party audit consist of:



Service specialist licensing



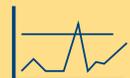
Business licensing



Certificate of Insurance



Pest activity reports



Pest trend analysis



Record of all corrective actions

...and much more!

This amount of paperwork requires a large binder or thick notebook to log the historical data and information required for an audit.

Because of these challenges, McCloud offers a digital solution to allow this paperwork to be accessed and updated more easily.

“Updating documents is one of the most challenging compliance related issues and lends itself well to an electronic format. Under the tablet systems of LogIt, these documents are sourced electronically.”

- Patricia Hottel
Technical Director

The Solution: Digitizing the Logbook

PestPac LogIt is a market-leading solution to third-party audits. This iPad application essentially takes all of the paperwork required for these facilities and makes it all accessible within an easy-to-navigate interface.

PestPac LogIt allows important documents or reports to be accessed quickly and easily. When any licenses or documents are expired, a pop-up notification reminds the IPM provider. Log entries can be easily created and viewed, pest sightings and actions can be recorded accurately, SDS labels can be updated quickly and an organized log of past inspection reports and trend reports are organized efficiently.

During the summer of 2014, McCloud Services decided to leave the paper behind and start replacing bulky logbooks with PestPac LogIt.

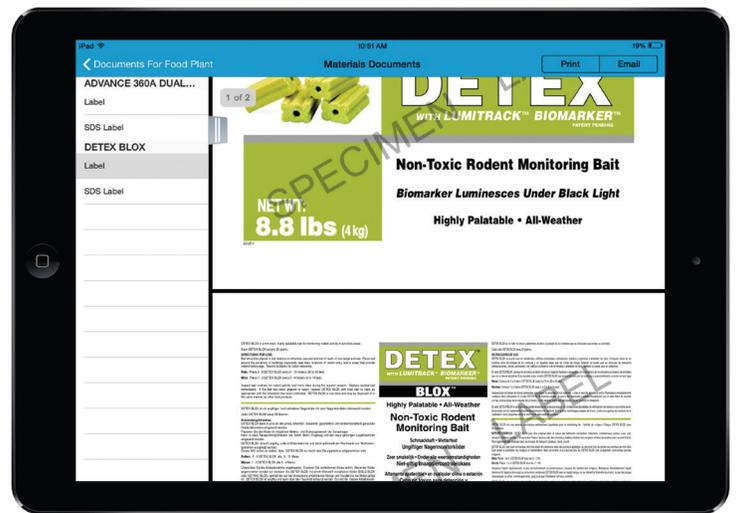


The Results

After just less than a year of use, McCloud Services' service specialists have already seen a 15%-20% increase in time savings. They no longer have to manage handwritten forms or sift through paperwork.



Everything they need is in one place, making the management of documents that need to be updated frequently easier than ever. The big ream of paper needed to update annual documents is eliminated and replaced with a more automated process.



McCloud Services' customers are also seeing time savings, as they no longer have to skim through a 5-inch notebook to keep track of information to ensure that they are audit-ready.

McCloud Services also gains marketability benefits from being able to offer LogIt as a solution to potential customers.

McCloud Services is excited for upcoming LogIt feature additions and enhancements, and looks forward to eventually moving all of their customers from paper logbooks to LogIt.