

QuicKil™

CASE STUDY



Streamlining inspections for QuicKil, a leading Pest Control & Management company

Executive Summary

QuicKil is a London-based pest control and prevention company that offers a wide range of pest control services for both residential and commercial properties. Controlling and managing pests is of utmost importance for businesses, so for QuicKil, implementing a digital solution helped reduce paper-based reports as well as providing a streamlined service that offered fully documented evidence without the limitations of analogue or offline reports.

QuicKil noticed an opportunity to partner with a leading inspection tool, Property Inspect, in order to solve their pest inspection challenges. The move from outdated inspection methods to the fast and efficient digital information capture enabled by Property Inspect has allowed QuicKil to cut reliance on paper reports by **75%**, which has had an immediate impact on their business, presenting significant efficiency improvements and crucial cost savings.

Background

QuicKil is a family-run business that has over 30 years of experience. Andrew Constantinou, Operations Director for QuicKil has worked as a service technician for over 6 years giving him a deeper understanding of the on-site role of pest inspections.

The company provides a range of pest control and pest prevention services and all QuicKil technicians are fully qualified with at least two years of experience, as well as being established members of the British Pest Control Association. As a result, QuicKil provides some of the most trusted pest inspectors in the country.

Customer Profile

As an organisation, QuicKil must comply with stringent EC and UK legislation, specifically when it comes to the Control of Substances Hazardous to Health Regulations (COSHH) while storing and using potentially harmful chemicals. QuicKil is obliged to train and re-train its staff frequently and always employ fully qualified technicians.

QuicKil deals with a vast amount of letting agents and block management companies, but due to the limitations of paper-based reporting, there were numerous deficiencies hampering productivity. For example, QuicKil were previously unable to highlight potential recommendations regarding pest management, proofing or hygiene, without face-to-face meetings at each job site.

The Challenge

As a Professional Pest Management company, Quickil needed to document every pest control inspection carried out at customer sites and were struggling to find a bespoke report sheet that they could use specific to their needs. As Quickil had previously been using generic templates, this limited approach lacked the detail and individuality of their reports. Quickil were looking for a digital solution because paper-based reports were limited in their scope and could not fully highlight pest issues & recommendations including proofing or hygiene issues.

In order to remain compliant, Quickil also wanted to be able to track all activity undertaken by its inspectors and team members, so having an auditable record of information and images was vital, as was the ability to analyse and report on the data.

Objectives

1

In order to continue its growth and evolution as a company, Quickil set a number of objectives that aimed to increase efficiency and save time.

2

Find a tried and tested solution to the challenges it faced through an easy-to-use interface.

3

Giving its inspectors and team members a solution such as this would solve myriad issues, not least the scheduling of site visits and reporting.

4

Build bespoke templates that could be adapted to encompass its wide range of services

5

To find a robust and scalable solution that had excellent support and delivery that could work on and offline

Solution

Property Inspect has enabled Quickil to take its inspections and reporting to the next level, significantly mitigating the risks associated with paper-based reporting,

On the operational side, Property Inspect has drastically improved time management for Quickil, with cross-department inspector diaries playing a crucial part in how the company organises and allocates resources across its workload.

What this amounts to for Quickil is a significant reduction in the time spent conducting an inspection and writing up detailed reports & recommendations, otherwise known as 'time on inspection'. Because of this, Quickil's team is more productive, conducting a great number of inspections in just a fraction of the time.

Outcome

Digital online reporting has enabled Quickil to easily document and explain treatments and procedures to its clients. Quickil identified the need to reduce its reliance on paper-based reports, and the solution provided by Property Inspect has allowed them to cut this slow, outdated reporting method by 75%.

Andrew Constantinou, Operations Director, states: "Inspections are as important as the work itself. Using chemicals and rodenticides, it is important to convey risks and detailed locations of baited areas clearly to our clients. Inspections are also key to us being able to correctly identify and locate issues and then treat them accordingly. Property Inspect gives us an improved way of operating through more efficient workflows and easier management of pest inspections."

"Property Inspect has completely streamlined the way that we carry out treatment inspections and convey our findings and recommendations to our clients while enabling us to highlight other potential works that need to be carried out at jobs, which has expanded other areas of our business. Now we can easily create bespoke reports that are accessible to our staff and clients."

Improve your business processes by getting in touch with Property Inspect



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