CASE STUDY

FAST, READY, FIELD-READY: CONNECTUS SLASHES PEST CONTROL TICKET TIMES FROM 8 HOURS TO 15 MINUTES

Challenges

Device Sourcing & Procurement: Difficulty sourcing tablets and smart phones quickly enough to keep nearly 6,200 pest control technicians operational. Tight service schedules left no room for field downtime, putting customer satisfaction at risk.

Inventory & MDM Management: Inability to manage devices and inventory from a single pane of glass. Manual MDM setup created visibility gaps and delayed device deployments for field technicians.

Deployment Bottlenecks: IT team had to physically touch each device, leading to burnout and inefficiencies. Average ticket response time: 8 hours, causing extended technician downtime. Month-to-month inventory fluctuations overwhelmed internal IT resources.

Solutions

Scalable API Integration: Direct integration with the customer's service ticketing system. Automated request-to-ship workflows—zero-touch for internal IT and Admin staff.

Custom MDM Configuration: The ConnectUs team built tailored MDM profiles to match pest control field operations and security requirements. Devices arrive fully enrolled, configured, and locked down to company specs—fully end-user ready.

End-to-End Deployment Management: ConnectUs handled procurement, warehousing, configuration, and both outbound & reverse logistics. Devices shipped ready-to-use out of the box, minimizing technician downtime.

Benefits

Drastically Improved Response Time: Reduced ticket turnaround from 8 hours to 15 minutes.

Reduced Technician Downtime: Decreased technician downtime from 2–4 days to less than 24 hours.

Accelerated Growth: Enabled customer to scale operations, supporting more routes and service calls per month without IT bottlenecks.

Time & Cost Savings: Reduced the need for manual device handling by internal IT and optimized inventory management, lowering the number of activated devices required. This resulted in monthly savings of hundreds of thousands of dollars.

One-Stop Lifecycle Solution: One partner for procurement, configuration, logistics, and support—start to finish.





ConnectUs

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