

A technician wearing a blue uniform and a white face mask is kneeling on a light-colored floor in a kitchen. He is holding a handheld device, possibly a mobile printer or scanner, and looking at it intently. The background shows white kitchen cabinets and a wooden countertop.

**Case Study:**  
**Field Services Solution -**  
Assured Environment Pest control  
management company improve  
efficiency and customer service with  
Smart Technology Mobile Printers.

Company: Assured Environments  
Country: United States of America  
Model number: PJ series mobile printer

*With a mobile upgrade, 150 technicians could create professionally printed service tickets and compliance documents on-site, which has improved efficiency and accuracy during their route operations.*



## The Customer

Serving the Metro New York, New Jersey and Connecticut, Assured Environments is the largest pest management service provider in the region.

Founded in 1934, their firm is part of their nationwide alliance known as Copesan. Assured has employed about 150 field professionals, who service a wide range of clients, mainly from their commercial sector.

Assured's diverse client base includes food preparation, pharmaceutical, warehouses, distribution centres, educational institutions, office buildings, retail stores and shopping malls.

Over the years, their company has emerged as a leader in advancing their science of pest management and control. Their company is LEED and Green Shield certified

and has long been committed to maintaining a high standard of quality, safety and sustainability in their chemical treatments they used.

## The Challenge

Pest management businesses, both large and small, are facing many challenges today. In addition to their increased competition, they need to comply with an evolving variety of health, safety, environmental standards and regulations that vary by state, region and type of industry served. In this environment, ensuring secured transactional data capture and an accurate paper trail is of paramount importance.

Different types of businesses often require additional documents for their environmental logs, such as inspection reports and their kind of chemicals used for problem remediation.

*"Our technicians like Brother's PJ series mobile printers. They are easy to transport, have a long battery life and printing is especially fast."*

Teresa Siebold  
Vice President of Internal Operations,  
Assured Environments



Teresa Siebold, Vice President of Internal Operations in Assured Environments has highlighted that their previous service ticket forms generated were coded, making it difficult for their clients to read and understand, due to poor handwriting.

## The Solution

That is why Assured Environments, like many other leading pest services firms nationwide, are deploying smart mobile technology to keep track of their clients' transactions.

Teresa Siebold mentioned that "We have selected Brother's PJ series mobile printers because they offer excellent print quality, yet they are lighter and smaller than the printers we used previously. Our technicians could work at various sites daily. The only consumable is Brother's thermal paper."

Brother's PJ series mobile printers have long battery life and printing is fast. The size, weight and reliability of their mobile printer are really important. They could put their equipment in their backpack to transport them easily. With Brother's thermal technology, there are no inks or toners to deal with.

By deploying internet-enabled devices, with tablets, smartphones and Brother's PJ series mobile printers, Pest control companies could experience improved operation performance, reduce wasted time costs and eliminate errors, associated with poor handwriting in multiple forms and seamlessly operate their firm's route management software.

With this powerful combination, pest control field technicians could configure, send, receive data, work orders, instructions and customer histories in real-time. They could print out their following documents that are clear and legible, that could meet their

customer's compliance obligations quickly and easily such as:

- Service tickets
- Inspection reports
- Rodent bait station locations
- Proposals
- Invoices
- EPA Compliance documents
- Receipts

These values have protected their brand, professional image and give

them a valuable competitive edge in gaining, retaining clients and growing their businesses.

"Our technicians like Brother's PJ series mobile printers. Our goal as a service provider is to make our clients' lives easier by providing a high level of timely professional service and quickly responding to clients' needs, when the situation requires it. Our mobile technology innovations, with convenient printing at the point of service, have helped significantly in achieving these goals.", said Tereas Siebold.

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ScanTrak Data Systems Inc. has offices in the US and Canada. They have developed enterprise software for field mobility, have supplied and integrated mobile hardware since 1999. For more information, visit [www.Scantrak.com](http://www.Scantrak.com).

