CASE STUDY

Flic®

LASER BAR CODE SCANNER

# MSC Terminix uses Flic Laser Bar Code Scanner for Field Service Automation

## MSC Terminix manages bar coded termite bait stations at customer sites using exInspect software and the Flic Laser Bar Code Scanner.

### Business Situation

MSC Terminix, the largest termite and pest control organization in the world, serves 14 countries including 1.9 million homes in the U.S. The ability to efficiently manage termite infestations by tracking the nature of infestations is part of an effective termite management strategy. The Terminix Termite Baiting Program places baiting stations strategically around a homeowner's property. Baits start the work of eliminating termites immediately. Once a termite colony is eliminated or controlled, MSC Terminix monitors the baits on a quarterly basis to prevent new termite activity.

MSC Terminix required a solution that allowed field based pest control specialists to accurately capture data while in the field and then immediately share that data with other systems and people for the purposes of pest mitigation strategy as well as billing and customer maintenance.

### Solution

MSC Terminix wanted to develop an efficient way to monitor termite bait stations in order to handle the task of managing termite infestations and developing sound strategies to eliminate the problem. MSC Terminix determined that placing bar codes on termite bait stations would allow pest control specialists to accurately track the progress of infestations. MSC Terminix developed exInspect, an application to handle all aspects of termite pest control management. This application, in combination with a Bluetooth enabled Palm handheld device and the Flic Cordless Laser Bar Code Scanner, allows field operators to administer all aspects of termite infestation.

Pest control specialists use a Palm device in combination with exInspect and the Flic Cordless Laser Bar Code Scanner to scan bar codes on termite bait stations to track critical information including location, time and date of last inspection, information on the type of termite, status of the infestation, and much more. Armed with this data, pest control managers can chart a strategy in order to address a termite infestation.

Jason Schwarz, Vice President of Engineering at MSC Terminix shared, "The Flic Cordless Laser Bar Code Scanner is a rock solid scanning solution for the mobile environment. Integration with our existing application using wedge software was very simple and took only a month in trial before deployment with Palm handheld devices."

### Benefits

- » Simplicity and low cost - The Flic Scanner in combination with commercial Palm mobile devices acts as an affordable Portable Data Terminal that is simple to integrate with existing applications like exInspect using available wedge software.
- » Improved Decision Making - Quicker data entry allows more time to aggregate data for resource allocation and development of pest control strategies.
- » Scan Performance - Laser scan engine performance was important for gathering reliable bar code data input in the outdoor environment in which MSC Terminix deploys.
- » Power Management - The Flic Cordless Scanner's independent power source and long battery life allows pest control specialists to concentrate on the task of managing termite bait stations with greater peace of mind.
- » Productivity – Data is captured directly into the exInspect application and available to other personnel and business applications. There is no need to transpose or translate handwritten

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