

The right routes lead the way to more success for HomeShield Pest Control



The challenge

HomeShield Pest Control, serving multiple California and Florida markets, needed to find better routing to improve technicians' productivity but in a way that would lessen labor for the office.

How HomeShield Pest Control addressed it

HomeShield began using FieldRoutes' Intelligent Routing, which permits bulk scheduling of customers and assignment by preferred technician, day, or region. For a single route of 10-20 stops, optimization orders stops to eliminate drive time and save gas. For multiple routes, optimization can determine best days, times, and orders based on customer preferences and due dates.

The benefit

HomeShield, trimming some routes and growing others, is getting technicians to more stops in a day. HomeShield also has reduced the number of office staff involved in routing from several to just one.

Why it matters

At the end of one month, HomeShield can put everything back on schedules for the next month because of Intelligent Routing. The ability to easily perform large volumes of work helps HomeShield continue to grow revenue. "Without FieldRoutes," says Zachariah Boardman, operations manager, "business would be chaotic."

The results

20%

Increase in the number
of stops per day for
HomeShield technicians

20%

Time savings in
HomeShield offices
attributable to
Intelligent Routing

"FieldRoutes is a good fit for a larger company. If you want to do things in bulk in a very quick and efficient manner, and being able to audit that after you put everything on the schedule and you enter all of your sales, you can do a lot of that with just a click of a button. If you're trying to operate on a large scale, it makes it super, super easy to do that"

Zachariah Boardman, operations manager,
HomeShield Pest Control