

Improved Employee & Customer Satisfaction without Paper for Owl Pest Prevention

CASE STUDY



Owl Pest provides full-service pest prevention solutions for the Washington D.C., Maryland, and northern Virginia areas. Incorporated in 1921, Owl Pest has been committed to delivering quality pest control services to their customers for over 90 years.

Owl Pest encountered several problems with their documentation processes. To combat the inefficiency of their documentation processes, Owl Pest turned to the naturalForms solution.

“We were generating documentation at a high rate and the logging in, archiving and retrieval of the forms was causing a huge headache. If we needed to find the forms, as they built up, we were stuck digging through boxes and stacks of documents.”

—Stuart M. Fain
President of Owl Pest

Thousands of
forms processed

99.6%
error reduction

98%
paper eliminated

CHALLENGES

Due to State regulations requiring Owl Pest to save their forms for a minimum of 3 years, as well as their use of paper forms, the company was susceptible to a number of operational inefficiencies, including:

- **Disorganized filing systems.** To find specific documents or forms, they were having to search through piles and boxes of paperwork.
- **Duplicated work.** Logging paper form data into the system duplicated their workloads.
- **Handling State Regulations.** Handling years of customer documents created a sea of paperwork, making finding specific paperwork impossible.

SOLUTION

As the President of Owl Pest, Stuart M. Fain needed to streamline his company's documentation and filing processes to improve efficiency. Stuart was looking for something that could cut down on the time wasted retrieving forms and documents to improve both employee and customer satisfaction. While searching, Stuart discovered naturalForms and saw how its digital forms was the best solution for:

1. Minimizing time spent archiving and retrieving documents and forms.
2. Eliminating duplicated workloads as a result of manually logging handwritten data into a computerized system.
3. Improving efficiency with instant document processing.

"We have fully automated all of our custom forms into an easy to use solution making it infinitely easier to archive and retrieve documents that are only a button away on the computer. Customers love this, and my office staff is saving a huge amount of time. We wish we had done it sooner."

*—Stuart M. Fain
President of Owl Pest*

RESULTS

Since switching to naturalForms, Owl Pest has been able to streamline their workflow. Form data is now collected by field technicians using mobile devices cutting out the duplicated workloads resulting from paperwork, while maintaining the same look and feel of their original paper forms to ensure ease of use.

Some of the other benefits Owl Pest has experienced since using naturalForms digital solutions include:

1. **Streamlined Archiving.** Organized archival process for completed documents.
2. **Speedy Retrieval.** Access completed forms with the touch of a button.
3. **Operational Efficiency.** Immediate sharing of completed forms to home office.
4. **Easy Form Distribution.** Instant distribution of forms to technicians.
5. **Increased Profits.** Lower operating cost and more jobs completed.



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