



## **ABC Humane Wildlife Control and Prevention, Inc.**

*The alignment of technology with the business strategy brought 200% ROI for client.*

### **Our Client's Situation**

ABC Humane Wildlife Control and Prevention, Inc. (ABC Wildlife) was experiencing operational challenges due to inefficient IT infrastructure that included:

- Inefficiency in running field operations, order tracking, accounting, sales, and marketing activities.
- Loss of worker hours in assigning tickets, route planning, and reporting.
- Lack of proactive marketing resulting in loss of potential repeat business.

### **Iyka's Solution**

Iyka provided:

- Business process analysis and transformation based on ABC's business plan and best practices.
- Enterprise/application architecture assessment for ERP system implementation.
- ERP system management process definition from ideation to rollout to support.
- ERP system enhancement, configuration, integration, dashboard, and report development.
- ERP user training.
- Comprehensive support

### **Our Client's Success**

The results were:

- **Ease of Use:** A user-friendly, easily navigable way to view and assign jobs that are scheduled for particular dates. This is a visual representation similar to Dispatch Board. Jobs assigned in this manner are accessible by ABC Wildlife technicians when out in the field.
- **Route optimization:** Jobs assigned to a route are submitted 50% quicker, all within the system Iyka built and not exported to third party software.
- **File Attachment Capability:** The client has the ability to attach pictures and other files to specific work orders, both from the office and from the field. Technicians are able to take pictures with their tablets or smart phones and then directly upload/link them to a work order.
- **A work order system:** The system is separate but connected to the customer information screen so each service has an assigned value for that day.
- **Mobile-Enabled Platform:** This allows technicians to access the system from the field.
- **An Accounting Module:** This does not need external software like QuickBooks.
- **Automated Tracking:** There is a system that tracks sales, leads, and calculates commissions.
- **Secure Credit Card System:** There is a secure system for storing and processing credit card information.
- **Detailed security settings.**
- **Fleet management.**
- **Inventory management.**
- **Custom Forms and Reports.**
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## **Our Client's ROI**

lyka provided business process analysis, enterprise architecture/applications assessment and implementation of ERP system services. The ROI benefits realized through lyka services include:

- The alignment of technology with the business strategy brought 200% ROI for the client.
- The client is able to anticipate and respond to opportunities and changing environments 50% faster.
- Management can make decisions on project initiatives based upon defined cost/benefit criteria 2X faster.
- Budget predictions for the coming years are 99+% accurate.

## **About the Client**

ABC Humane Wildlife Control and Prevention, Inc. (ABC Wildlife) has been serving 6 Chicago counties for 38 years. It helps more than 4,000 customers each year who are experiencing disturbances and damage caused by raccoons, mice, skunks, squirrels, opossums, bees, wasps, hornets, and many other wild animals.

All ABC Wildlife team members are licensed by the State of Illinois as wildlife control experts, and each is dedicated to solving the wildlife problems of Chicago's residents, businesses, and municipalities with thoroughness and professionalism. The ABC Wildlife team is available to answer calls 24 hours a day, 7 days a week, 365 days a year.

## **About lyka**

Headquartered in Greater Chicago, multiple award-winning lyka is the leading expert on analytic optimization and the comprehensive utilization of all data. Its primary product is lyka dataSpryng, the only Big Data analytics platform able to read unstructured data and provide an instantaneous unified view. It is as straightforward to deploy as Microsoft Outlook and user friendly--clients get the answers they need without technical translation or dependencies. Value add solutions include lyka Team Consulting Services, which is staffed with highly experienced, experts that are closely monitored and held accountable to lyka's own exacting performance standards. Master Contracts include: University of Illinois Systems, Cook County, State of Illinois, CDW, Federal Aviation Administration (eFAST), 8(a) STARS, and GSA 70 (pending). For more information on lyka dataSpryng and lyka visit [www.lyka.com](http://www.lyka.com) or call 630-372-3900.

## **Get Started Now!**

**To Find Out More About lyka's Consulting Services Call 630-372-3900**

Or complete the brief contact form: <http://lyka.com/contact-us>