



CASE STUDY

WILDLIFE AND PEST CONTROL CLIENT

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

OUR CLIENT'S SITUATION

The client 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 client'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.**

OUR CLIENT'S ROI

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

Client 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 wild animals.

All client 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 client team is available to answer calls 24 hours a day, 7 days a week, 365 days a year. Process efficiency means better, faster services, program improvement, and cost savings.

ABOUT IYKA

Headquartered in Greater Chicago, Iyka is a multiple national and international award winning strategic data management company. Iyka brings innovative products, Applications Development, and IT staff augmentation services that simplify technology and technology processes to serve commercial, educational, and government clients.

Iyka Enterprises, Inc. (Iyka) is an MBE / WBE / DBE / BEP / WOSB / 8(a) certified business that has served over 100 global public sector and private sector clients since 2000. Iyka holds multiple SLED, Fed, and Commercial professional IT services Master Contracts, IDIQ contracts, and GWACs.

GET STARTED NOW!

To Find Out More About Iyka's Consulting Services Call (630) 372-3900

Or complete the brief contact form: <https://iyka.com/contact-us/>

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