Rentokil Initial

RENTOKIL INITIAL (B) SDN BHD

Location
Bandar Seri Begawan, Brunei

Type
Cleaning Services & Pest Control

Website
http://www.rentokil.com.bn

Employees
Over 100 people

Project Duration
12 months

GET YOUR FREE CONSULTATION TODAY

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THE CUSTOMER

Rentokil has stood for effective pest control ever since they were founded in the UK back in 1927. They started out as a small company but soon started to grow thanks to the reliable service they provided. When war broke out in 1939, Rentokil was called into action. The nation's dwindling food stores could not afford any losses to pests — so they stepped in to protect them. Rentokil's reputation, and their brand recognition, was growing fast.

In the post-war years, Rentokil continued to thrive, gradually expanding into other businesses and eventually becoming Rentokil Initial PLC, the blue chip company currently quoted on the Stock Exchange.

With Brunei being one of the highest GDP per capita in the world, they entered the Brunei market in 2007 providing effective and reliable pest control to both commercial and residential customer.

THE CHALLENGE

Rentokil Initial Brunei was facing response and data issues with the overwhelming number of cleaning contracts due to the increasing customer growth rate. They were using solely Microsoft Excel and Word for most of their operations. This created issues of multiple version of data, workflow issues and heavy reliance on paper. The call center was also taking longer than expected to handle customer requests concerning the contract and billing aspects as they have to go through files manually. The management wanted to have a contract management solution where the data is centralized and compatible to their existing network environment.

THE APPROACH

When we started on the project, we explored several implementation options based on the existing client's system environment. We performed our preliminary requirement studies and system design. After our careful research and investigation, we decided to go with Microsoft C# and Access technology for code implementation.

THE SOLUTION

We worked on several concepts and prototypes before moving into the functional aspects of the code implementation. This was done through modular approach, focusing on one core module at one time. Testing were done many times to make sure the data fields and workflows captured are correct. Eventually, we came out with the finalized database structure design that the main application will be dependable upon. The structure was then converted into Access database format. With the design in place, we moved to create the working functional and non-functional modules of the contract management application frontend. Eventually we finished the needed functions, performed deployment on client's premise and end-user training (up to 10 users) and supported the software up to the end of warranty period.

THE RESULT

Although there are some requirement changes during the development phase, everything went smoothly and we delivered the contract management solution desired by the company management. This solution has a profound positive impact on the staff and customer experience. Call center operators are now able to check customer contract profiles easily through the software and response rate has greatly increase. As a conclusion, Cubebox Solutions delivered a stunning success for our customer.