

CASE STUDY - PEST ELIMINATION

Ecolab's Higher Standard Prevails in Competitive Comparison Test



What set Ecolab apart

Expertise of Ecolab service specialists

Consistently high level of service across all locations

One point of contact at the corporate level

Reliable responsiveness to critical issues

Value-added service across multiple divisions

A YEAR-LONG COMPARISON TEST

Cost and value are core criteria in evaluating any service provider – and smart businesses regularly assess both their current providers and competitive offerings. Recently, after receiving a lower-priced offer, a longtime Ecolab Pest Elimination customer conducted a year-long test to compare Ecolab services with another pest management provider. The large retail organization rolled out the competitive pest management provider's services – quoted at 25% lower than their Ecolab services – at 110 test locations. The Ecolab customer support team fully supported this initiative, continuing to service the majority of the customer's locations and regularly checking in on the progress of the competitive comparison.

SITE-LEVEL MANAGERS OVERWHELMINGLY PREFER ECOLAB

At the end of the year-long test period, the retail organization surveyed all of their regional and general managers.

In comparing the competitor's pest management services to Ecolab, the customer shared that Ecolab scored higher on every question – by a wide margin. The customer further shared that staff feedback had highlighted Ecolab's expertise and consistently high level of service as the main differentiators from the competitive provider.

REAFFIRMING PARTNERSHIP WITH ECOLAB PEST ELIMINATION

Based on the year-long test period and the unequivocal feedback from their management, the retail organization opted to return all of the test locations back to Ecolab services. Ecolab demonstrated its ongoing commitment to the partnership, resuming services at the test locations even before the official contract began to ensure uninterrupted service. Immediately, appropriate steps were taken to address issues that test locations had begun experiencing while being serviced by the competitor.

"This is a familiar story and confirms what we all already know...our Operation's Team is the best in the business! As a Trusted Partner, Ecolab's commitment to excellence and professionalism are why customers decide to stay with us."

- Operations Team Leader

"The deciding factor to switch back to Ecolab was because of the people and extremely high level of service."

- Ecolab Customer

LEARN MORE AT:
www.ecolab.com/pest

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ECOLAB[®]

Everywhere It Matters.