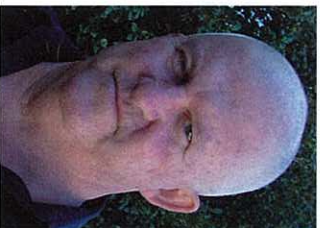# RODENT MONITORING FOR THE PROS

Long time pest manager and now rodent bait station designer, **Ted Herbert**, reckons a major problem with conventional rodent programs is time, or more correctly the lack of it.

"Too few pest management companies allow their technicians sufficient time to thoughtfully and carefully place bait stations and traps," Ted said.

"And then, even worse, too little time and effort is devoted to carefully checking stations, monitoring which baits and how much bait has been taken from which stations, in different locations, and reporting back with meaningful, analysable results of value both to the company and its customers," he said.

In large part, rodent management time poverty is caused by technicians using outmoded, manual and hard copy based data collection and reporting.

Rather than laboriously writing down observations and servicing checklists on cumbersome site maps or multiple pages of station logs and carting it all back to the office to

Ted Herbert

have it copied onto or into reports, wouldn't it be great to be able to simply point, click and send?

Sounds too simple?

Well, no. It's here. Already tailor-made for pest managers by Australia's only dedicated industry software company, ServicePRO-Online.COM.

With its highly flexible and responsive service oriented architecture and design ServicePRO offers a comprehensive suite of ready to use, portable and transportable integrated functions required and used by modern pest managers.

Among these are easy to use but powerful and accurate:

- Customer account and property profiles;
- Job allocation (with drag and drop scheduling and despatching and remote wireless integration and on the job interaction between technicians in the field and the central office);
- Accounts receivable and debtors;
- Regular and casual maintenance service contracts, including remote contract renewals;
- Electronic PDA pest and building inspection reports with remote wireless access to and from and interaction with

GENERATION BLOCK "NEW BIG THING" IN RODENT MANAGEMENT

Liphatech Australia has announced the release of its new Generation block for use by Australian professional pest managers.

Generation block was registered in March and, according to Liphatech's ANZ business manager, **Jerome Beline**,

"has many exciting advantages over existing products in the marketplace".

Mr Beline said Generation block contains "the extremely effective active difethialone, the newest single feed constituent from Liphatech".

He also said "the punchy 15 gram block gives you 25% more bait placements than competitor products, which translates to a more efficient use of bait and savings for pest managers".

"Every extra bait placement that you can get while maintaining a superior level of control means additional revenue for pest managers," he said.

Mr Beline said Generation block is highly active against mice and rats

The punchy 15 gram Generation Block gives you 25% more bait placements than competitor products.

available in 7.5kg buckets from Garrards.

"Working closely with pest management professionals

Black rats (*Rattus rattus*), "the most widespread rat species in Australia and the most likely to be encountered by pest management professionals".

He said Generation block is available in 7.5kg buckets from Garrards.

"Working closely with pest management professionals

during its registration phase we have seen some fantastic results," Mr Beline said.

"And we believe the extruded and highly palatable Generation block will give pest managers more value for their dollar."

According to Liphatech, while the active ingredient difethialone, is highly efficacious on rodents, if it is accidentally ingested by warm blooded non-target species, a simple vitamin K1 injection is all that is needed to treat poisoning.

"And if the new Generation block launch wasn't exciting enough, it is also available as a pre-baited tamper resistant plastic station, presented in a professionally packaged case of 60 ready to use units," Mr Beline said.

Mr Beline said as part of the launch of Generation block, Liphatech has arranged a special shipment of placebo baits to hand out as samples to attendees at the 2010 Garrards Road Shows.

the business's central database;

- Annual reminder letters; and
- Internet dispatch to your field service personnel

But the one element with the potential to dramatically improve time saving efficiency, accuracy, and service delivery when it comes to rodent management is ServicePRO's unique barcoding recording, reporting and analysis program.

ServicePRO's founder and CEO, **Kevork Temisgian**, said his company's dedicated, specifically tailored barcode software is beginning to revolutionise rodent management and is also being increasingly used to increase efficiency and service delivery in the area of flying insect pest management in the food and food service sector.

"With the help, input and feedback of our customers in the industry, we designed the entire program suite to meet the exacting demands of pest managers across Australia," Kevork said.

"As a result, ServicePRO's barcode software allows pest management professionals to provide a far higher level of service using hand held scanning, recording and reporting technology.

"Using barcoded identification of bait stations and traps as well as other monitoring devices, ServicePRO barcode software quickly and easily handles the electronic capture and transmission of all the information required to monitor, analyse and report what's happening and what needs to happen on every customer's site," he said.

Using hand held devices equipped with remote wireless capability, field staff can easily capture and add:

- Date and time stamps for each service;
- Past history of previously recorded and reported findings and observations;
- Protocols, requirements and schedules for each service to be performed, and a catalogue or list of specific equipment and materials to be employed or deployed;
- The exact location, type, and bait or trap configurations for each and every rodent station to be placed, checked or monitored; and
- Bait or other material batch numbers, for trace back purposes.

Kevork said ServicePRO's barcoding can also be used in a similar manner with electronic fly killers, flying insect traps, and termite monitoring and bait stations.

"With rodent management, no matter how large or small the job, our barcoding software makes locating and monitoring stations, measuring bait and material usage, ▽

Kevork Temisgian

Higher level of service using hand held scanning, recording and reporting technology.

Fast & Flexible.

Aegis®-RP. Multiple uses, flexible mounting options and unmatched effectiveness in one complete quick-to-service package.

The Aegis-RP allows rodents to see the exit before entry, inviting them to enter and feed. Plus, our exclusive locking system offers unmatched opening speed, so you can service quicker than other stations.

Flexible—vertically place for tight locations or for areas prone to water.

Versatile—accommodates bait, glue boards or traps.

To bring the speed, hassle-free service, flexible mounting and versatility of the Aegis-RP to your operation, contact Liphatech at 04 16 191 594 or 04 21 946 857 or visit us at www.liphatech.com.

Aegis®-RP

The fastest-to-service bait stations

LIPHATECH®

Advanced technology. Effective control.

NEW TRAP SPEEDS UP SERVICING

Liphatech's new Aegis Trap rodent trap has added service speed to the company's ongoing push for convenience and safety.

According to Liphatech's Australia/New Zealand business manager, **Jerome Beline**, in the face of changing regulations and a growing demand for more humane rodent control methods, the Aegis Trap is "THE mechanical solution to help getting control of rodents".

Mr Beline said the Aegis Trap gives the option of a horizontal or vertical positioning.

"When dealing with roof rats, the trap can be placed at height and can be first checked at a distance thanks to the telltale external yellow cable," he said.

"Once the trap is positioned, simply pull the cable, and the Aegis Trap is set and ready to catch a rat.

"Whenever you visit the site, check the cable length. If the cable is short, it means the Aegis Trap has been triggered and you might have a rat caught. If the cable is still long, however, it means your trap is still set so you should go and check the next one", he said.

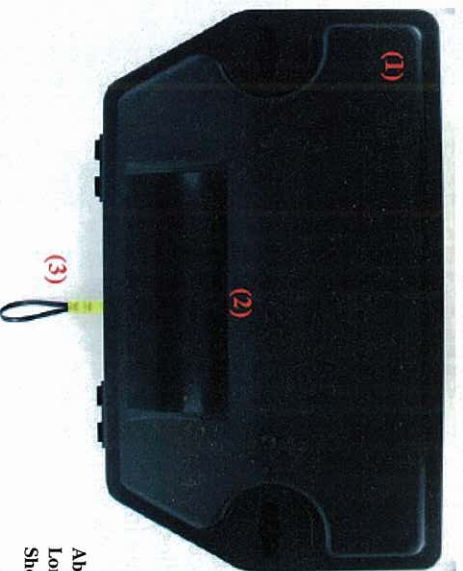Mr Beline there are three features which make the Aegis Trap different.

"When dealing with roof rats, the trap can be placed at height and can be first checked at a distance thanks to the telltale external yellow cable," he said.

First, it is quick to set. Simply pull the cable and it is ready to go.

Second, it is versatile in terms of how and where it can be placed. On the ground or at height, in a horizontal or vertical position.

And third, it is easy to inspect and service because the easy to see cable length quickly indicates if the trap has been triggered.

Mr Beline said the Aegis Trap will fit various situations where a chemical only approach is prohibited or restricted (for instance, in commercial buildings where chemicals cannot be used, industrial kitchens, residential customers not wanting any chemicals, etc.).

He also said the Aegis Trap is safe for the technicians.

"No more fingers jammed thanks to the cable tie outside the station. It is also safe for the public as the bait station is tamper proof and the long straight through tunnel reduces access to the trap," he said.

"And, because the snap-trap is screwed inside the bait station, the Aegis Trap greatly limits exposure of non-target species.

"The Aegis Trap is humane with the powerful smooth edged snap-trap providing a quick death of the trapped animal."

and observing and reporting on signs of infestation as simple as pointing, clicking and sending.

"We can even capture the sign off signatures of each and every customer and technician and fire them back to base to signal the end of each job," he said.

Apart from the robustness, efficacy and efficiency of the ServicePRO software, its big feature is its built-in ability to be easily customised to the current and changing needs of each and every business.

"For instance, the ServicePRO barcode template designer makes a breeze out of designing complex templates for even the most unusual and demanding of inspection situations," Kevork said.

"Rather than reinvent any wheels, we have taken our tried and tested EZYReports technology – itself developed in conjunction with our pest management clients and widely regarded as the most advanced software tool available today – to enable pest managers to design their own templates into logical areas, equipment, answers and additional answers.

"And importantly it is the only system that is fully integrated

Below:
1. Aegis-RP lockable station.
2. A snap-trap is fixed inside the station.
3. A cable tie is used to set the trap from the outside.

Above:
Long cable – the trap is set.
Short cable – the trap has been triggered.

Short cable: the trap has been triggered

to a back office system providing complete activity reports, trend analysis and true enterprise mobility."

Once an inspection template is designed in ServicePRO, it stands ready to be used to create customer contracts and be assigned as a barcode contract and book specific jobs which can be downloaded to a pocket or handheld computer, set up and ready to do any barcode job.

Kevork said templates provided the facility to build in specific business rules and triggers to make sure every job is attended to when it should be, as it should be, and how it should be carried out.

The software allows for and can handle all types of recording, including critical weightings or scores for different types of observations which, in turn, can trigger required actions as well as provide data for trend and risk analysis.

"The really big thing with all our ServicePRO software is that it not only enables pest managers to do a better job but to do it more easily, more efficiently, more quickly, wherever they operate from and under virtually any set of circumstances or conditions," Kevork said. ∎