

Redefining pest control

The Bayer Rodent Monitoring System gives technicians time to identify real pest problems

Instead of spending hours on each service visit checking traps, one company has found an innovative solution that helps its team focus on the property's real issues.

"There's no value in a trap-checking service," says John Moore, director of integrated pest management (IPM) for FSS, INC. The Westfield, Ind.-based company serves manufacturing, processing, distribution, feed and grain facilities.

To make the most of their time and expertise, the FSS team started using the Bayer Rodent Monitoring System (RMS) about 18 months ago. Moore says they now use remote monitoring technology every opportunity they get, a choice that has become even more beneficial amidst the social distancing and facility-access challenges related to the global pandemic.



JOHN MOORE

"We saw the value in it, to realign what the pest management professionals' role and function should be," Moore says.

The RMS is a wireless network of sensors added to rodent traps that monitors and sends real-time capture alerts.

"Spending 80 percent of their time checking empty traps and doing less actual IPM, to me, seemed silly and backward," Moore says. "We saw this technology as the opportunity to redefine what our roles

should be, and that's brand protection and food safety."

FSS recently added six sites that are completely remote-monitored, adding to the 20 facilities already in place. The company now has more than 2,000 sensors in the field.

Finding the real issues

FSS has found that the Bayer Rodent Monitoring System enables their team to spend more time solving problems for their customers. "It allows us to use our time doing what matters," Moore says.

For example, Moore explained to one customer that by using this technology, the technicians were no longer wasting their time checking traps. That gave them the chance to identify the



customer's real issue, which was red flour beetles (*Tribolium castaneum*).

"It allows us to refocus our time and efforts to things that do bring value to our customers," Moore says.

On another account, FSS converted all of the rodent traps to RMS devices.

Because the technician no longer had to spend three hours checking empty traps, he was able to inspect high-risk areas. Subsequently, he discovered an enormous rodent problem neither he nor the facility knew they had during the very next service check.

"That was only located because the resources were allocated away from a task that offers no value to a task that was high-value: finding the next thing that could harm the customer," Moore says.

Looking ahead

Overall, Moore says the RMS technology has added value across a number of their accounts, and will continue to be an important part of FSS' services.

He says making the change to remote monitoring has been relatively easy. The most important first step, however, is to help team members understand the value.

"This technology is not going to go away. This is the future," Moore says. "We've completely redone our service model. Going forward, this technology will be a part of every service we offer."



**Rodent
Monitoring System**

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