

Project Success Story

Pext – Pest Control & Field Services



The Problem

Pext, a Malta-based pest control company, was running field operations on manual, paper-based and parallel systems. Job scheduling, technician dispatch, service reporting and inventory/asset tracking were disconnected, the office had no real-time visibility, and customers had no way to book services online.



Fit with Salesforce



Salesforce Field Service (FSL) provided the best platform to manage the full service lifecycle — case, work order, scheduling, project management, mobile execution and reporting — with the FSL mobile app for technicians, while **Experience Cloud** delivered a self-service booking portal for customers.



How Appex Helped

- Implemented FSL: case → work order → quote → scheduling → service report, with account-specific price books and automated pricing.
- Configured the FSL mobile app for technicians: check-in/out with auto status and time capture, work plans, on-site price adjustment, QR asset install and signed service reports via their tablets or mobiles.
- Built a Dispatcher Console with color-coded scheduling and maintenance-plan automation for recurring jobs.
- Automated inventory and asset management with stock deduction and required-vs-consumed variance tracking.
- Delivered a self-service portal where customers view live slots and book appointments, auto-notifying the dispatcher and technicians.
- Created custom reports and dashboards for real-time visibility across jobs, stock and assets.



The Result

Pext went live on Salesforce Field Service, replacing fragmented manual and paper-based processes with one connected system across office, dispatchers, field technicians and customers. Customers now self-book online, technicians run every job from a single mobile app, and the office has real-time visibility into jobs, stock and assets.