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PestConnect

Questions about our digital
pest control technology?
We have answers.

WHAT IS PESTCONNECT?

What is PestConnect and how does it work?

PestConnect is an innovative system providing remote monitoring and continuous protection against rodents 24/7, 365 days a year. The system provides real-time reporting via Rentokil's proprietary customer portal, PestNetOnline (PNOL), which manages alerts of any on-site activity.

What pests can be treated using PestConnect?

The PestConnect Portfolio is a rodent management solution, which includes three distinct, proprietary, devices: Multi Rodent Trap Connect (MRT), Rat Riddance Connect, and Dual AutoGate Connect.

- MRT allows the live capture of mice on facility interiors.
- Rat Riddance Connect eliminates rats on the interior and exterior.
- Dual AutoGate Connect can monitor for rodents on the exterior.

PestConnect devices can be used in conjunction or independently.

New devices for the PestConnect Portfolio are currently in trial and will be added in the coming years, expanding the type of pests covered by this advanced pest control solution.

WHY PESTCONNECT?

Who can benefit from PestConnect?

PestConnect offers continuous protection by immediately capturing and containing rodents. Rentokil designed the PestConnect Portfolio with business customers in mind, to not only help reduce the health risks posed by rodents, but also to help them meet stringent public health, regulatory, and legal mandates; safeguard customer experience; and protect their brands.

What advantages does PestConnect offer that other forms of pest control do not?

Unlike conventional pest control, PestConnect provides continuous protection against mice and rats by providing real-time activity alerts to Rentokil. This allows your local Rentokil team to provide a rapid response to rodent incursions, delivering a level of protection that traditional, non-connected services cannot.

What costs are associated with PestConnect?

PestConnect operates on a subscription model – you pay a monthly fee for the PestConnect control panel and each device. The true cost benefit of PestConnect lies in what it prevents. Because PestConnect alerts at the first sign of a rodent issue, it eliminates the likelihood that a full-blown infestation can develop, saving the expense of rectifying costly, long-term rodent infestations.

PESTCONNECT IN MY BUSINESS

Can I use PestConnect in all areas of my site?

The PestConnect Portfolio is simple to install and maintain, making it suitable to use in many areas on site. PestConnect devices are also built to withstand temperature extremes, so they are ideal solutions for any geographic location. Trained Rentokil representatives will provide guidance on best placement and position of PestConnect products during the initial site survey.

Do I have to continuously monitor the system to check on mice activity?

Continuous monitoring of the system is not required. Any rodent activity is immediately reported via PNOL, with alerts sent instantly to your local Rentokil team.

What can my team do to assist?

The best pest control programs are a partnership between the customer and the provider. It's no different with the PestConnect Portfolio. We ask the following of our customers:

- Provide a secure location to install the PestConnect control panel and allow access to this area by your Rentokil Specialist;
- Ensure that the control panel remains plugged in at all times (without the control panel, PestConnect devices cannot send notifications);
- Provide access to all areas where PestConnect devices are in operation to allow for service; and
- Follow pest prevention recommendations from your Rentokil Specialist.

Will PestConnect utilize or have an impact on my business Internet connection or operating systems?

No, PestConnect does not use or affect your company's Internet connection. PestConnect sends data wirelessly through a 4G connection provided by an integrated SIM card, ensuring that the solution works independently and without disruption to your business' internet connection, operating systems, hardware, or machinery.

The PestConnect Portfolio uses the latest wireless technologies. It reports back to PNOL independently of customer IT systems and does not interfere with firewalls or other security measures.

Are Rentokil Specialists trained to install PestConnect?

Rentokil Commercial Specialists are fully trained on the PestConnect Portfolio and will carry out a full site inspection and survey to understand customer requirements before installation. These experts receive the industry's most rigorous ongoing training and quality evaluations, and undergo regular assessments on their work with PestConnect. The PestConnect Portfolio has been designed for ease of installation on site to minimize any disruption to your operations.

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How can PestConnect help with my audit requirements?

Being able to view your location's full service history, pest activity, and material usage is key in managing and prioritizing areas of risk, strengths, and opportunities for improvement when preparing for an audit. In addition, PestConnect's integration with PNOL allows you to do this and produce robust documentation, all in one place and accessible with a few clicks, meeting or exceeding the requirements for all major third-party audit and regulatory documentation.

What would the service level agreement be?

PestConnect alerts are sent immediately once a device detects activity. As part of the service level agreement, your Rentokil representative will work with you to determine appropriate response times for your business.

Who do I contact with questions about the system?

Your Rentokil account manager is always available to answer your questions. If you should experience an immediate need for support, you can contact your Rentokil representative or call the number in your Service Log Book.

THE PESTCONNECT PORTFOLIO OF DEVICES

MULTI RODENT TRAP CONNECT (MRT)

DUAL AUTOGATE CONNECT

RAT RIDDANCE CONNECT

MULTI RODENT TRAP CONNECT (MRT)

What is Multi Rodent Trap Connect (MRT)?

Multi Rodent Trap Connect is a sensor that alerts Rentokil of any live mouse captures. This device is attached to a mechanical rodent control device or metal trap, such as JT Eaton Little Pete or Repeater, or Victor TinCat, allowing for the containment of multiple mice.

How does MRT work?

Multi Rodent Trap Connect's sensor emits an infrared beam that, when interrupted, sends an alert to your local Rentokil team for follow-up and needed service.

RAT RIDDANCE CONNECT

What is Rat Riddance Connect?

Rat Riddance Connect is a connected, waterproof snap trap for rats that can be used on the interior or exterior of a facility, outside of high-risk areas. It is an ideal solution for highly-regulated or environmentally responsible facilities looking for a non-toxic solution.

How does Rat Riddance Connect work?

Rat Riddance Connect's powerful snap trap eliminates rats as they investigate the bait compartment. Once the device is triggered, its integrated sensor sends an alert to your local Rentokil team and logs the activity in PNOL. That alert mobilizes our team for a rapid response to remove the pest promptly.

DUAL AUTOGATE CONNECT

What is Dual AutoGate Connect?

Dual AutoGate is a proprietary rodent capture device that alerts Rentokil to any rodent activity on the exterior of your property. Dual AutoGate Connect's name describes it further: Dual, because it is capable of capturing multiple rodent species; AutoGate because it features a motorized gate that prevents non-target species from accessing bait, only exposing it when there is activity.

How does Dual AutoGate Connect work?

The innovative Dual AutoGate Connect device uses infrared emitters that reflect off of rodents' fur and trigger a sensor. When triggered 3 times, the gate opens, allowing rodents access to the bait. The device then issues an alert to PNOL, notifying your local Rentokil team of activity. Dual AutoGate Connect's enhanced display allows Rentokil Specialists to easily access additional information, such as the number of days since baiting started, the number of activations, and the current battery level.

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