



PestPac
by WORKWAVE®

KEY PERFORMANCE INDICATORS CHECKLIST

PestPac's Business Analytics, Report Writer and external tools offer financial and operational dashboards and reports that provide high-level insight, offer easy drill-down capabilities and enable you to take immediate action to get impactful results for your business.

How Do You Stack Up? See how many of the following key benchmarks you can currently quickly and accurately report on and use in making informed decisions for your business.

Employee KPIs

- Productivity
- Route Completion
- Order Completion
- Orders Not Serviced
- Open Orders
- Callbacks
- Duration per Job

Business Financials

- Profitability (Profit & Loss)
- Budget
- Revenue
- Gross Margin
- Per Hour Cost
- Per Unit Cost
- Inventory on Hand
- Business Valuation

Accounts Receivable/ Accounts Payable

- Credit Cards on File
- Prepay Accounts
- Auto Bill Accounts
- Past Due
- Days Open
- Cash flow
- Materials/Supplies Cost

Marketing & Sales

- Cost per Lead
- Lead and Opportunity Pipeline
- Growth
- Sales (by service type, value)
- First Time Customers
- Service Locations (total, per customer)
- Service Offers (different types, profitability of each)

Customer Retention and Satisfaction

- Net Promoter Score
- Retention
- Credits
- Cancels
- Renewals

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