



Epicor Success Story

Rentokil Initial

Epicor Assists Rentokil Initial to Build a World Class Supply Chain

Company Facts

- ▶ Location: UK (with offices in 70 countries)
- ▶ Industry: Pest control, hygiene and workwear services
- ▶ Number of employees: 30,000
- ▶ Revenue: circa £1.8 billion
- ▶ Website: www.rentokil-initial.com



Success Highlights

Challenges

- ▶ Different growth abilities of different countries (China and France for instance)
- ▶ Desire to operate at pace and time spent on current IT solutions
- ▶ Previous bad experience with ERP software

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Scalable and secure
- ▶ Professionally managed and maintained
- ▶ Aids business growth

Rentokil Initial is a global business, providing specialist expertise in pest control, hygiene and workwear services. Operating in 70 countries and employing approximately 30,000 people, Rentokil Initial is a leading specialist in its area.

The company was founded in 1925 by Harold Maxwell-Lefroy while investigating ways to kill an infestation of beetles which had entered Westminster Hall in London. Maxwell-Lefroy, alongside his assistant, invented an anti-woodworm treatment and Rentokil Initial's beginning has very much lead to the work it continues to do today.

With over 90 years' experience, the company has built its brand, as well as its offerings, throughout the UK protecting countless homes and businesses along the way. Part of the FTSE 250 index, the company has gone from strength to strength with its focus on clear geographic areas for growth, high levels of customer care and global leadership in innovation and technology.

Gradual Scale-Up With Epicor

Its approach to on-boarding the Epicor ERP software was gradual: the business initially implemented the ERP solution for the hygiene line of business of its supply chain. Upon realising the success and benefits, it then expanded the solution across the remaining lines of business – first pest control, followed by

workwear. Ensuring the solution worked across the organisation and would enhance business goals was essential.

With an end goal to scale up its offering and add more lines of business, Rentokil Initial saw the Epicor ERP solution as the ideal tool to help.

Epicor was a clear winner amongst its competition. Not only did it meet all of Rentokil Initial's key criteria for an ERP system including cost effectiveness, scalability and functionality, but it also matched the company's long-term roadmap.

Solutions to Encompass the Entire Supply Chain

Epicor has enabled Rentokil Initial to expand its ERP solutions throughout the business, encompassing the supply chain, manufacturing and finance. In addition, the induction of Epicor software eased the introduction of new products and services for complex IT systems. With many operations previously supporting their own IT systems locally, Rentokil Initial sought to unify the differing levels of IT support, requiring one system that worked across the full supply chain.

Martin Robinson, head of supply chain at Rentokil Initial explains, "Epicor has helped us build a world class supply chain for pest and hygiene operations, offering a scalable and stable platform that easily integrates with other external systems."

Three Hours Per Day Time Saving

With the introduction of new products and services a priority, Rentokil Initial identified a need to align and improve its processes internally. "A recent visit to a warehouse identified that transitioning to the Epicor ERP solution has saved colleagues three hours per day due to its improved speed. The benefit of this alone is palpable," comments Robinson.

He continues, "the Epicor ERP system is at the heart of our supply chain operation. Because it is scalable and has easy integration with other external systems, we can add new warehouses and new EDI partners very easily. We are so pleased with the software we expect to migrate to the latest version during the next 12-15 months."

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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