



## Rentokil Initial Direct Service

### SPECIALISED | INNOVATIVE | FLEXIBLE | TRANSPARENT

- One point of contact coordinating all Rentokil Initial services
- A high-end service package designed to assist large, complex and multi-site customers
- A range of packaged and price options to suit any budget and compliance requirements
- Tailored service agreement terms and periods
- Tailored invoicing, one or multiple invoices are provided
- Dedicated account management
- Centralised service call centre
- Managed quality assurance programmes
- Nationwide service network
- Web-based services management (**Initial Smartlink/ PestNetOnline**)
- Trained service technicians dedicated to each service category
- Market leading innovative products and services
- Transparent delivery of service and written proof of service
- Proof of online service for Hygiene and Pest Control Solutions
- Access to account and services information
- Health and Safety infrastructure to protect customers and employees



### BENEFITS TO OUR CUSTOMERS

- Reduced transaction and contact costs
- Improved levels of cost control
- Proactive cost management over the term of the relationship
- Compliance with service arrangement
- Cost effective and high quality services
- Consistent service delivery to all parts of Singapore
- Prompt follow-up service of queries and requests

t (65) 6347 8666  
e [RIldirect-sg@rentokil-initial.com](mailto:RIldirect-sg@rentokil-initial.com)  
w [www.rentokil-initial.com](http://www.rentokil-initial.com)

