**kissflow**

CASE STUDY

# Rentokil achieves end-to-end operational excellence with Kissflow

## About the Company

Rentokil Initial is one of the largest business service companies in the world in the areas of pest control, hygiene, and workwear services. The company has more than 25,000 employees in over 60 countries.

## Overview

- Rentokil handles ad hoc processes frequently, and some things fell through the cracks, creating a lot of chaos and lag.
- Executives traded emails to move the process along, but it was not an optimal solution.

### Consumer goods
Industry Type

### Enterprise
# of Employees

### 11
Apps Created

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# The Challenge -

The well-known problems of paper processing pushed MaxiForex to its limits.

1. Daunting and unscheduled processes reduced teams' productivity

2. Messy internal processes as they were maintained on emails

3. Time-consuming approvals and an endless loop of back-and-forth communication

4. Difficulty in tracking the performance of processes

5. Creating reports from a long thread of emails was painful and challenging

## With Kissflow, they were able to:

- Easily create and automate processes without having to be an IT specialist

- Streamline ad hoc processes and track approvals from a single console

- Generate ad hoc reports and charts at the drop of a hat

- Gain complete visibility into processes and anticipate potential delays