



CLEGG'S™
PEST CONTROL



A Veseris customer growth story

From legacy to leading edge: Streamlining orders across 13 branches

Customer

Phil Clegg Sr. and **Phillip Clegg Jr.**, second and third-generation presidents of Clegg's Pest Control

Challenge

Minimize time and effort spent managing orders for 13 locations across North Carolina.

Solution

Instantly submit, approve, and manage orders in one place with the PestWeb Online Store.

Results

A shift to placing 90 percent of orders online, freeing up resources to focus on growing the business.

A bottlenecked buying process

At Clegg's Pest Control, the commitment to customer service had remained the same since Rev. Ralph E. Clegg founded the business in the 1960s. Unfortunately, so had the purchasing process.

Second and third-generation presidents Phil and Phillip Clegg were now managing product requests from 13 branches across North Carolina. Phillip faced a daily flood of faxes, emails, and endless games of phone tag.

Then their Veseris rep Michael Crowe introduced them to the PestWeb Online Store.

“Veseris was the first to approach us with an online store solution. It streamlined the whole process and saved us a lot of time on both sides.”

Restocking with a click

Michael helped the Cleggs get all their locations connected online. Now Phillip could review, approve, and track orders with a few quick clicks. And Phil Sr. could still call Michael directly to discuss bulk orders — giving the Cleggs the flexibility to purchase on their terms.

“The PestWeb Online Store shows me where products are, when they're arriving, and who's getting them,” Phillip says. “I use the PestWeb Dashboard to track each locations' usage — there are a lot of helpful metrics.”

Focusing on the future

For Phil and Phillip, what began as an opportunity is now a staple. Today, Clegg's makes 90 percent of its orders through the PestWeb Online Store.

That efficiency gives the Cleggs more time to discuss business growth opportunities with Michael — and to advance the Clegg's legacy. “Veseris has been very influential in our success,” Phillip says.

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