



## Pest Intelligence

Powered by **ECOLAB3D™**

# Food Retail

### Towards a 99% Pest-Free Environment Across 1,000 Locations

A large food retail customer operating more than 1,000 locations set out to further strengthen pest performance across its network. While the retailer was already outperforming industry benchmarks, their leadership recognized an opportunity to reduce residual risk, improve consistency at scale and minimize the operational burden associated with pest escalations.

By implementing Pest Intelligence powered by ECOLAB3D™, the customer cut overall pest risk in half and moved closer to a 99% pest-free environment, while delivering significant labor savings and enhanced brand protection.

### Challenge

In food retail environments, even isolated pest incidents can escalate quickly, which drives labor-intensive responses, increases internal workload and creates significant brand risk at the store and corporate level.

Prior to adopting Pest Intelligence:

- ✦ The customer achieved 94% pest-free performance, already exceeding the 92% industry standard
- ✦ Despite strong results, escalations still required significant time and resources from store teams, corporate staff and service partners
- ✦ Leadership sought a more proactive, insight-driven approach to further reduce incidents, improve consistency and protect the brand across a large, geographically distributed footprint

To achieve this, the retailer needed better visibility into risk trends, earlier detection of issues, and a way to reduce the downstream labor impact of pest escalations.

### Solution: Pest Intelligence powered by ECOLAB3D™

Ecolab deployed Pest Intelligence across approximately 1,000 retail locations, leveraging year-long comparative data to establish a clear baseline and measure performance improvements over time.



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The solution delivered:

- 24/7 connected monitoring to detect activity earlier
- Advanced analytics to identify emerging risk patterns across locations
- Insight-driven service focused on prevention rather than reaction
- Clear escalation visibility, enabling faster, more targeted intervention
- Reduced reliance on manual processes for escalation management

This digitally enabled approach allowed the customer to shift from managing incidents to actively reducing overall pest risk at scale.

## Results

### 97% pest-free performance

Following implementation, the customer improved pest-free performance to 97%, significantly reducing the number of locations experiencing escalations and cutting overall pest risk in half compared to baseline levels.

This improvement represents meaningful progress toward the customer's long-term goal of 99% pest-free operations.

### \$7 million in labor savings

By reducing escalations and associated response activities, the retailer achieved approximately \$7 million in labor savings.

Savings were calculated using actual labor costs tied to escalation activities, including:

- Store-level staff time
- Corporate oversight and coordination
- Internal follow-up and documentation efforts

Fewer incidents translated directly into less time spent managing pest issues and freeing teams to focus on core business operations.

## Contact your Ecolab representative

► call: 1 800 824 3027 | visit: [ecolab.com/pest-intelligence](https://ecolab.com/pest-intelligence)

## Enhanced Brand Protection

With fewer pest incidents overall, the customer strengthened brand protection across its retail network. Reduced escalations lowered the risk of negative customer experiences, audit findings and reputational impact, supporting consistent performance in a highly visible, consumer-facing environment.

## Business Impact

With Pest Intelligence, the food retail customer gained:

- **Improved consistency** across a large, multi-location network
- **Lower overall pest risk**, even from an already strong baseline
- **Significant labor efficiency gains** tied directly to fewer escalations
- **Greater confidence** in brand protection and operational resilience
- **A scalable digital foundation** to continue driving improvement



## Summary

By partnering with Ecolab and adopting Pest Intelligence, this food retail customer moved beyond industry-leading performance to deliver even stronger outcomes. The program enabled the retailer to reduce pest risk by 50%, improve pest-free performance to 97% and realize \$7 million in labor savings, all while reinforcing brand protection across 1,000 locations.