

web labs

PC
pest control
solution



LOCAL AUTHORITY PEST CONTROL

Web Labs Pest Control Software

A fully featured Web labs Pest Control Software Suite



Microsoft .NET Core



Web Labs Bridge Core

New for 2025: We are introducing the **Bridge Core .NET CORE codebase** alongside the enhanced **Bridge Core GUI**, reinforcing our commitment to continuous innovation.

This update ensures that the Web Labs Pest Control Suite remains the **leading full-stack enterprise solution** of its kind.

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Current clients benefiting from integrations

Our software is trusted by multiple Local Authorities, managing thousands of pest control cases each year through a seamless, end-to-end digital process.

- **Southwark Council** - services.southwark.gov.uk/pestcontrol/Report
- **Croydon Council** - pest.croydon.gov.uk
- **Westminster City Council** - pest-control.westminster.gov.uk

We encourage those interested in seeing the system in action to speak directly with our clients. Hear firsthand how Web Labs Pest Control has transformed their services, improving efficiency, compliance, and customer experience.

Product modules of this software

1. Website
2. CRM
3. Dashboard
4. Mobile app (iOS and Android)

1 - Website

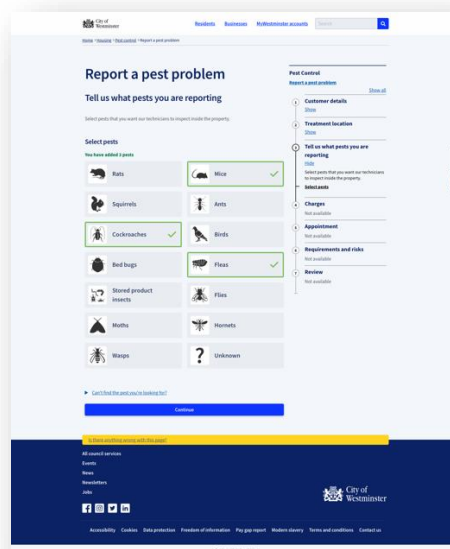
A public-facing intelligent webform for customers to report pests, book pest control appointments, make payments, and receive appointment notifications.

The Web Labs Pest Control Website Module is a fully responsive, step-by-step online booking system designed using GDS (Government Digital Service) patterns. This ensures a logical, user-friendly experience where customers progress sequentially through the reporting process, providing essential information in a structured way.

Each step dynamically adapts based on user input, offering contextual help, intelligent prompts, and real-time validation to ensure accurate data entry. Throughout the process, users receive relevant advice and guidance, helping them understand treatment options and any applicable charges before finalising their booking.

Step-by-Step Reporting Process

1. **Customer Details** – Users enter their name and contact information.
2. **Treatment Location** – Customers specify where the pest problem is occurring (e.g., home, garden, communal area).
3. **Pest Type** – Users select the pest(s) they are reporting from an intelligent list.
4. **Charges** – If applicable, the system calculates costs and provides payment options.
5. **Appointment Booking** – Users choose a suitable date and time for the pest control visit.
6. **Requirements & Risks** – Customers highlight any special requirements (e.g., fire key needed) or risks (e.g., hazardous environments).
7. **Review & Confirmation** – A summary of the report allows users to check details before finalising their request.



Booking Screen for selecting pests

Report a pest problem

Review

Check the summary below and proceed to finalise your request at the bottom of this page.

If you feel you have missed any information, please update details of your report by using the change links

Customer details

First name	John	Change
Last name	Smith	Change
Email address	another@email.com	Change
Telephone	0795222333	Change

Treatment location

Park or public space	Public park	Change
Westminster park	Pimlico Gardens	Change
Please describe the issue in more detail	I saw a rat behind a bin	Change

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© City of Westminster 2024

Check your answers before booking

Pest control booking

Reference number : 205941

Customer: John Smith

Appointment 1 for cockroaches, bed bugs, squirrels, fleas, moths: **22 August 2024**
Between 12:00 noon - 5:00 pm

Appointment 2 for Birds: **Quote due - Property inspection required**
We will contact you within one working day to arrange an appointment.

Treatment location: 309 Regent Street
London
W1B 2HW

Property: Residential

Requirements and risks: Neighbour to allow access - Flat 12 opposite my door has the key - please knock and ask for Mr Biggles
Ladder required
Pets are at the property - Apollo is a doberman. He growls at new people.

Payment made: £1,088.88

Downloads

Pre-treatment guides to download and complete before your appointment date

[Fleas pretreatment preparations](#)
PDF, 123 kb, 2 pages

[View our terms of use for inspection appointments](#)

Need to make a change?

[Cancel or rearrange this appointment](#)

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You have received this email because your email address has been used to pest control issue.
Please note: This email was sent from a notification-only address that can't accept incoming email. Please do not reply to this message.

Booking confirmation via email

By following a clear and structured journey, the system ensures completeness, accuracy, and ease of use, reducing errors and unnecessary back-and-forth with pest control teams.

Additionally, the platform is fully configurable to align with the specific policies and procedures of each local authority or business, accommodating regional variations in pest treatment, service eligibility, and regulatory requirements.

See full screenshots in the appendix.

2 - CRM

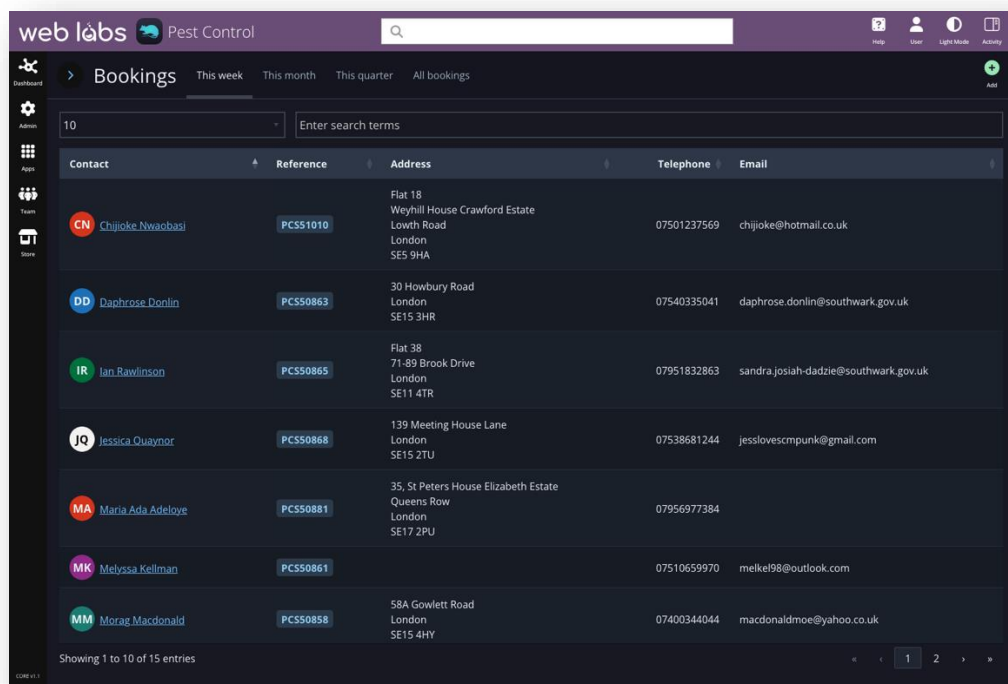
A powerful back-office system used by pest control teams to:

A comprehensive back-office system designed to streamline the entire pest control workflow, from case creation to job scheduling and technician management.

With Web Labs Bridge Core CRM, pest control management teams can:

- Efficiently handle customer reports and service requests
- Create and track cases from initial report to resolution
- Assign and manage pest technicians and teams
- Oversee pest control operations across council estates, housing blocks, and commercial properties
- Schedule and optimise jobs to improve response times and resource allocation

This **centralised CRM** ensures **seamless coordination** between teams, reducing administrative overhead while enhancing service delivery.



The screenshot displays the 'web labs Pest Control' interface. The top navigation bar includes a search bar and user profile icons. The main section is titled 'Bookings' and shows a list of 10 entries. Each entry includes a contact name, a reference number, an address, a telephone number, and an email address. The interface is dark-themed with a sidebar on the left containing navigation icons for Dashboard, Admin, Apps, Team, and Store.

Contact	Reference	Address	Telephone	Email
CN Chijioke Nwagbasi	PCSS1010	Flat 18 Weyhill House Crawford Estate Lowth Road London SE5 9HA	07501237569	chijioke@hotmail.co.uk
DD Daphrose Donlin	PCSS0863	30 Howbury Road London SE15 3HR	07540335041	daphrose.donlin@southwark.gov.uk
IR Ian Rawlinson	PCSS0865	Flat 38 71-89 Brook Drive London SE11 4TR	07951832863	sandra.josiah-dadzie@southwark.gov.uk
JQ Jessica Quaynor	PCSS0868	139 Meeting House Lane London SE15 2TU	07538681244	jesslovescumpunk@gmail.com
MA Maria Ada Adedoye	PCSS0881	35, St Peters House Elizabeth Estate Queens Row London SE17 2PU	07956977384	
MK Mellyssa Kellman	PCSS0861		07510659970	melkef98@outlook.com
MM Morag Macdonald	PCSS0858	58A Gowlett Road London SE15 4HY	07400344044	macdonaldmoe@yahoo.co.uk

Showing 1 to 10 of 15 entries

CRM - Pest Control Scheduler

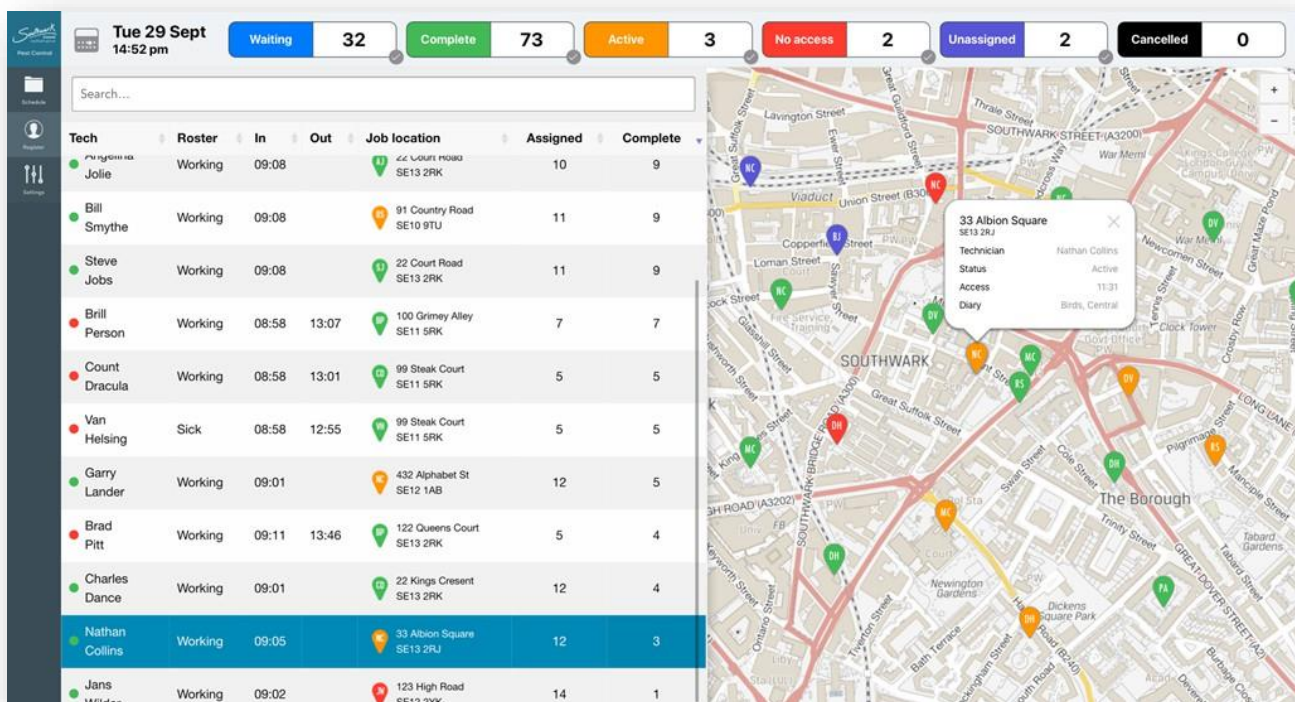
See full screenshots in the appendix.

3 - Dashboard - Pest Control Technician Management (optional)

For Local Authorities seeking enhanced real-time oversight, the Pest Control Dashboard provides:

Here the Pest Control management team can visualise:

- Live job statistics
- **GIS-integrated mapping** for real-time technician tracking
- **A mapping GUI** for easy job allocation and reallocation
- **Dynamic data widgets** for a command centre-style overview



Live technician data in the pest control dashboard

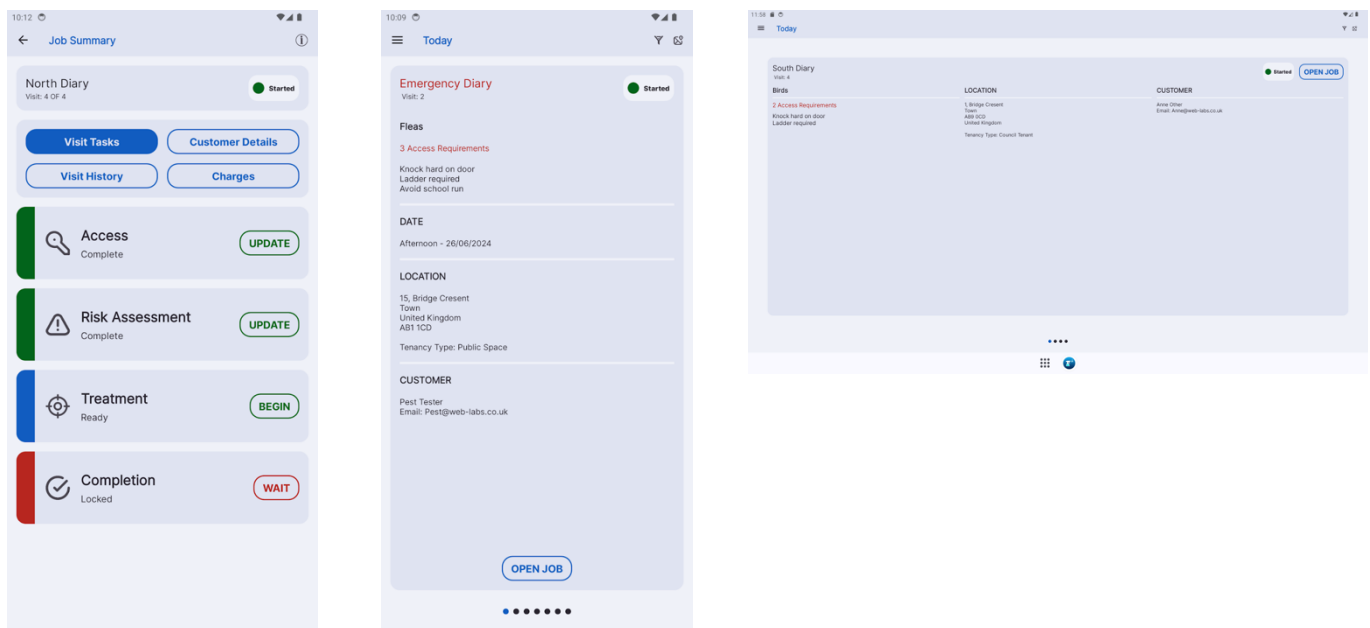
4 - Mobile app - Pest technician job processing

A real-time job processing tool that syncs with Pest Control CRM & Scheduler and Dashboard that enables technicians to:

- Log inspections and check in / out of jobs
- Record property access and assessment details
- Conduct risk assessments and follow treatment protocols
- Use maps for navigation
- Arrange follow-up appointments
- Capture customer sign-off
- Generate PDF reports

More information can be found at

https://play.google.com/store/apps/details?id=co.uk.web_labs.pestcontrolsuite



Technician's app works with phones and tablets

About Us

We are a UK-based firm focused on quality and service delivery; ISO 27001 certified. This certification means our systems and processes adhere to rigorous standards for information security management, ensuring data protection and compliance.

**ISO 27001
CERTIFIED** | *Information
Security
Management
System*

We pride ourselves on developing all our products in-house, maintaining high standards and avoiding outsourcing overseas. Our commitment to customer satisfaction and service is integral to our approach, with strong client relationships leading to successful digital transformations.

We have proven ourselves as masters of digital transformation in local government, offering our expertise in customising products to the unique needs of each customer. Our goal is to deliver comprehensive solutions, ensuring stakeholder satisfaction and guiding clients on the path to digital transformation.

Get in Touch

Brochures can only go so far – our working products need to be demoed to see the full extent of their capabilities. We stand by everything we say, and if you still have any doubts, we can connect you with existing customers and users of our app for real testimonials about its functionality, performance, and our second-to-none product support, with direct access to our designers and developers.

enquiries@web-labs.co.uk

[+44 1904 234045](tel:+441904234045)

Appendix – screen shots

City of Westminster Residents Businesses MyWestminster accounts Search

Home > Housing > Pest control > Report a pest problem

Report a pest problem

Tell us what pests you are reporting

Select pests that you want our technicians to inspect inside the property.

Select pests

You have added 3 pests

Rats	Mice ✓
Squirrels	Ants
Cockroaches ✓	Birds
Bed bugs	Fleas ✓
Stored product insects	Flies
Moths	Hornets
Wasps	Unknown

▶ Can't find the pest you're looking for?

[Continue](#)

Pest Control

[Report a pest problem](#) [Show all](#)

- 1 Customer details [Show](#)
- 2 Treatment location [Show](#)
- 3 Tell us what pests you are reporting [Hide](#)
- 4 Charges Not available
- 5 Appointment Not available
- 6 Requirements and risks Not available
- 7 Review Not available

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Westminster Council Service by web labs

Booking Screen for selecting pests

Web Labs Limited · 7 Westfield House, Millfield Ln, Nether Poppleton, York YO26 6GA

www.web-labs.co.uk · contactus@web-labs.co.uk · 01904 234045

Company no. 04290334

Report a pest problem

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Last name	Smith	Change
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Pest Control Suite by web labs

Check your answers before booking

Web Labs Limited · 7 Westfield House, Millfield Ln, Nether Poppleton, York YO26 6GA

www.web-labs.co.uk · contactus@web-labs.co.uk · 01904 234045

Company no. 04290334

[Open this email in your browser.](#)



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Westminster

Pest control booking

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Customer: John Smith

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Booking confirmation via email

web labs

Pest Control

Help

User

Light Mode

Activity

Dashboard

Admin

Apps

Team

Store

>

Bookings

This week

This month

This quarter

All bookings

+

Add

10

Enter search terms

Contact	Reference	Address	Telephone	Email
CN Chijioke Nwaobasi	PCS51010	Flat 18 Weyhill House Crawford Estate Lowth Road London SE5 9HA	07501237569	chijioke@hotmail.co.uk
DD Daphrose Donlin	PCS50863	30 Howbury Road London SE15 3HR	07540335041	daphrose.donlin@southwark.gov.uk
IR Ian Rawlinson	PCS50865	Flat 38 71-89 Brook Drive London SE11 4TR	07951832863	sandra.josiah-dadzie@southwark.gov.uk
JQ Jessica Quaynor	PCS50868	139 Meeting House Lane London SE15 2TU	07538681244	jesslovescmonkey@gmail.com
MA Maria Ada Adeboye	PCS50881	35, St Peters House Elizabeth Estate Queens Row London SE17 2PU	07956977384	
MK Melyssa Kellman	PCS50861		07510659970	melkel98@outlook.com
MM Morag Macdonald	PCS50858	58A Gowlett Road London SE15 4HY	07400344044	macdonaldmoe@yahoo.co.uk

Showing 1 to 10 of 15 entries

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1

2

>

CORE v1.1

CRM - Pest Control Scheduler

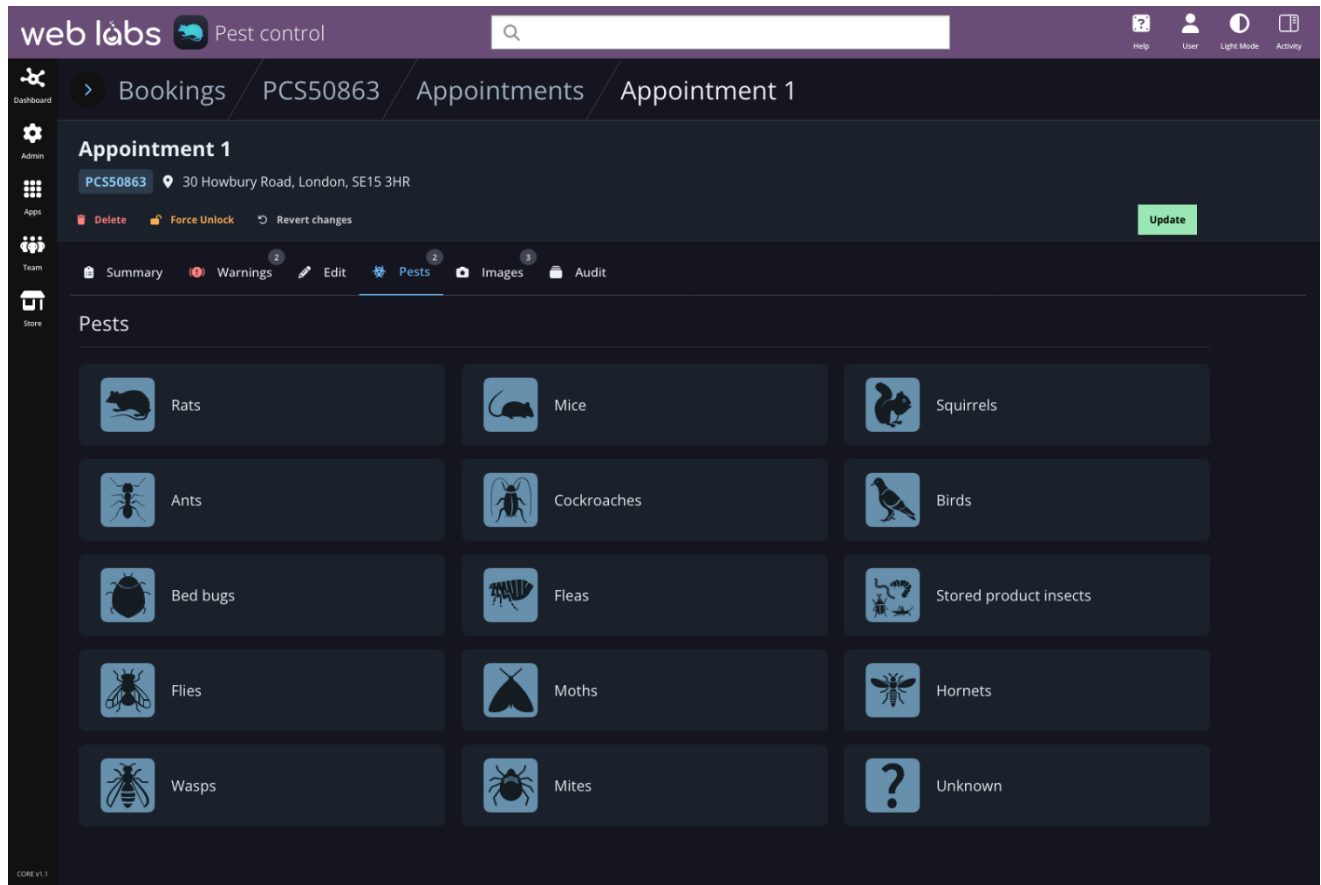
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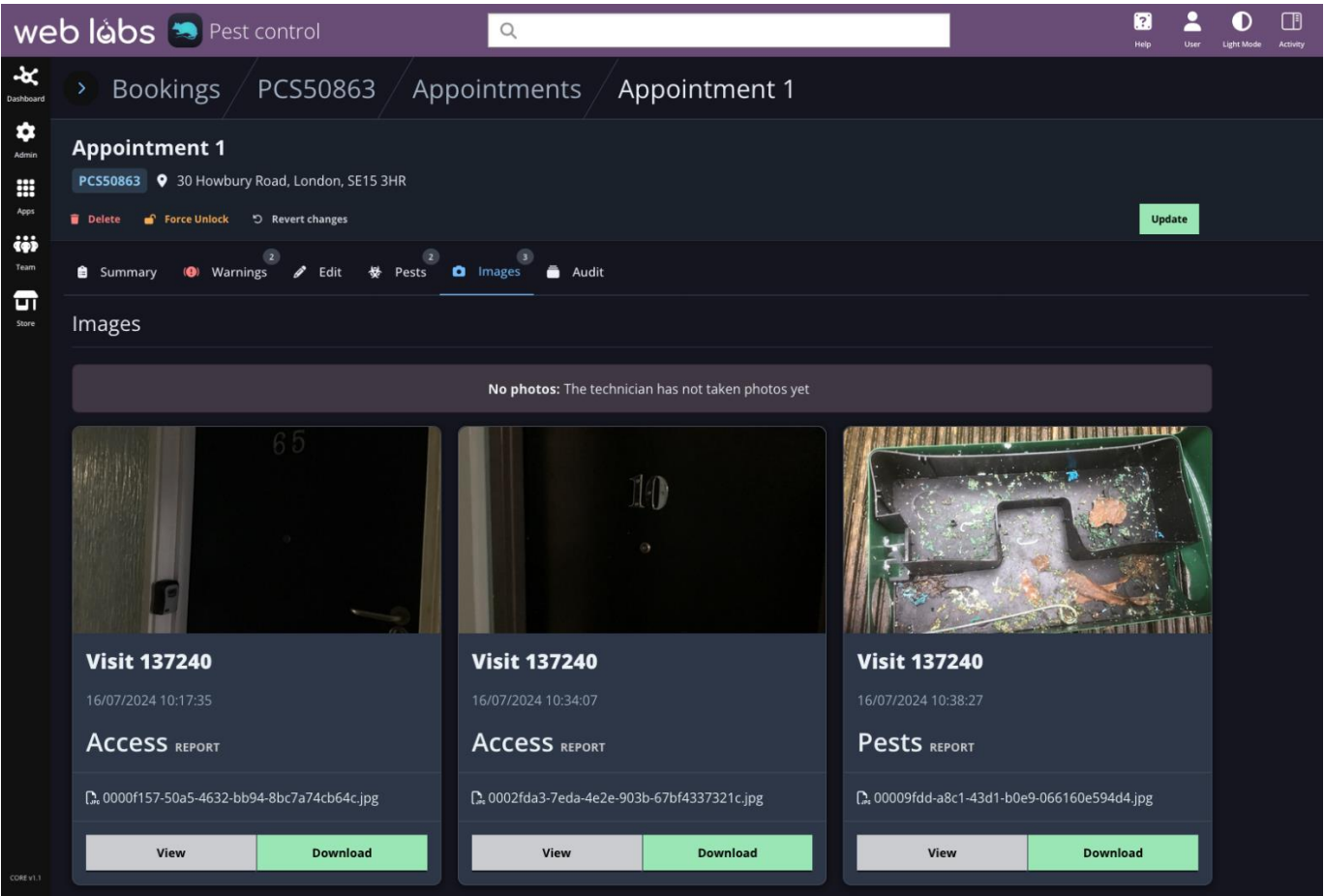
Company no. 04290334

The screenshot displays the 'web labs Pest control' interface. At the top, there's a navigation bar with the 'web labs' logo, a search bar, and user controls (Help, User, Light Mode, Activity). The main header shows 'Bookings' and the booking ID 'PCS50863'. Below this, the user profile for 'Daphrose Donlin' is shown with their address '30 Howbury Road, London, SE15 3HR'. Action buttons include 'Delete', 'Force Unlock', 'Revert changes', and 'Update'. A sidebar on the left contains navigation icons for Dashboard, Admin, Apps, Team, and Store. The main content area has tabs for Summary, Warnings (17), Contact, Pests (2), Requirements (3), Appointments (2), Insights, and Audit. The 'Requirements' tab is active, showing 'Contents' with links for 'Requirements for the technician' and 'Risks for the technician'. Under 'Requirements for the technician', there are several checkboxes: 'Avoid school run (if possible)', 'Knock hard and allow time to answer door' (checked), 'Ladder required' (checked), 'I would like to receive a phone call from the technician on the day of the appointment', 'Please use safe word...', 'Neighbour to allow access', and 'I would like to give instructions of how to gain access'. A 'Top' link is at the bottom right. The 'Risks for the technician' section is partially visible at the bottom, showing a checkbox for 'Pets are at the property'.

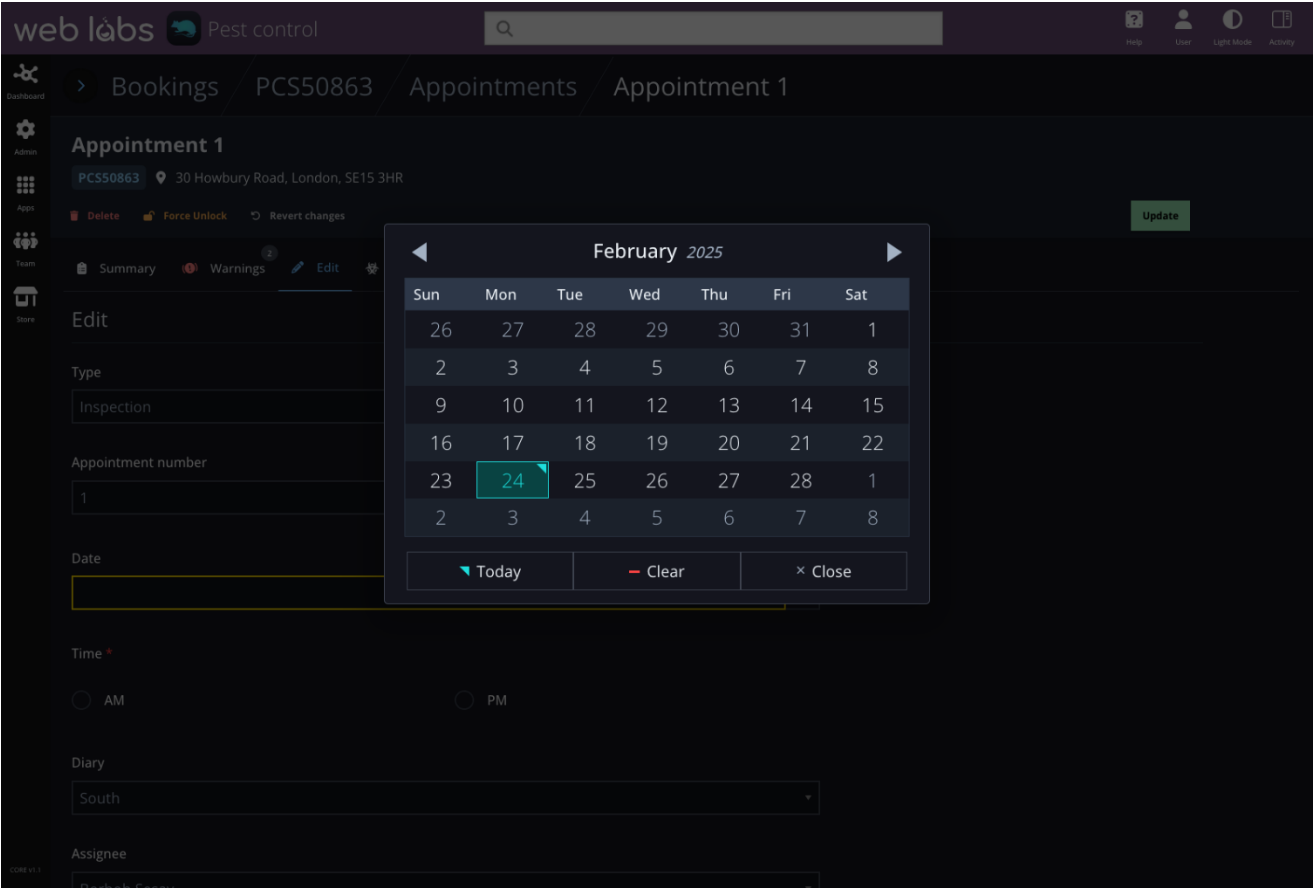
CRM - Pest Control Scheduler – appointment requirements



CRM – Appointment View



CRM – Appointment View – Sync mobile app photos



CRM – Appointment View – Rearrange date and time

web labs

2 of 3

Automatic Zoom

Southwark Council

southwark.gov.uk

Southwark Council

Pest Control Services

Traded Services

Notes:

No proffing required at the moment

Treatment

Pests

Species	Infestation	Rooms	Pesticide	Control Points
Mice (Added by technician)	Low	Kitchen(Added) Cupboard(Added) Bedroom(Added)	Romax Muskil Pasta	4 x Mouse Boxes

Pesticides

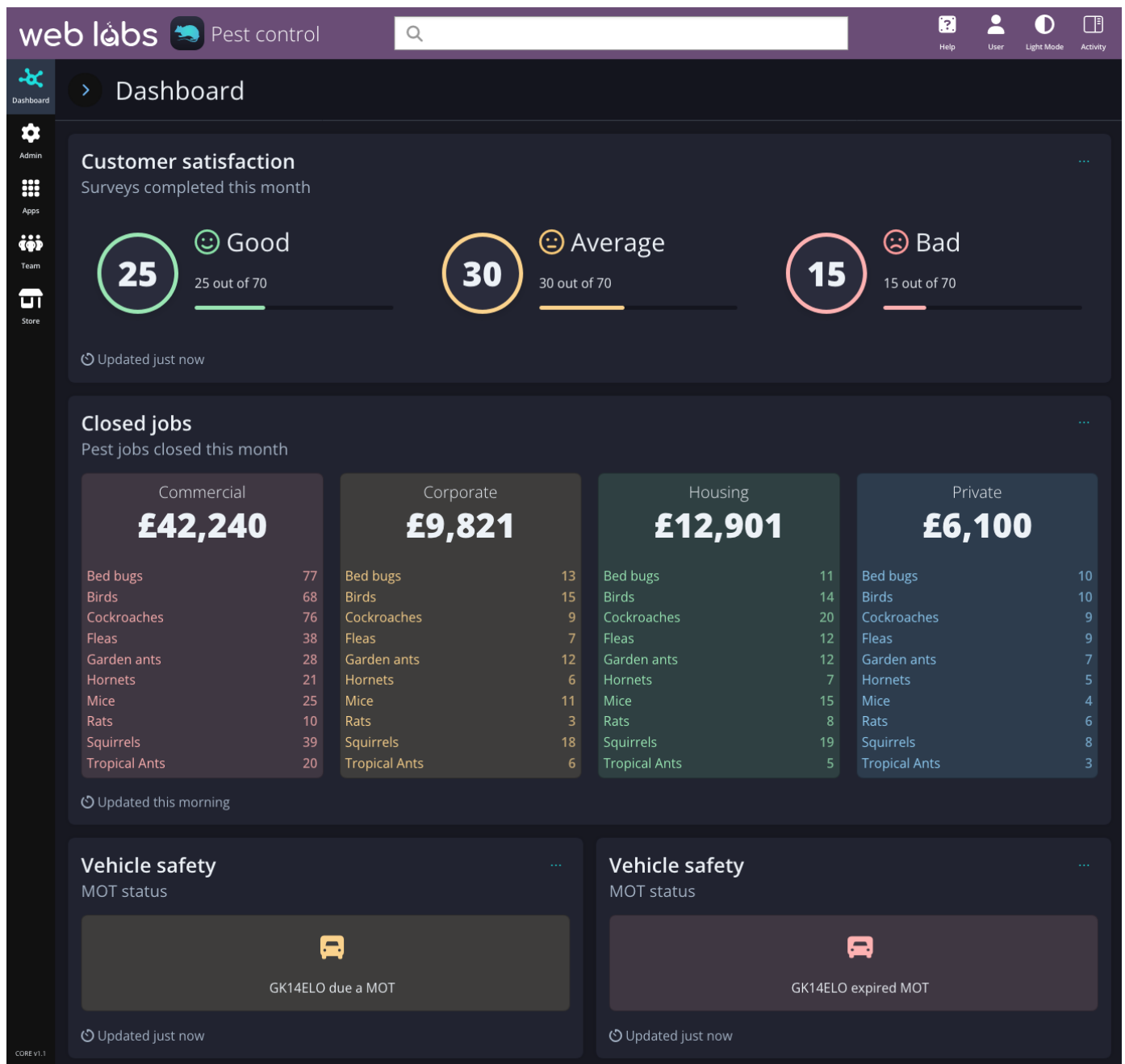
Brand	Active ingredient	HSE number
Romax Muskil Pasta	0.0025 % Difenacoum & 0.0025 % Bromadiolone	UK-2013-0756

CRM – PDF View – Examine automated PDF reports

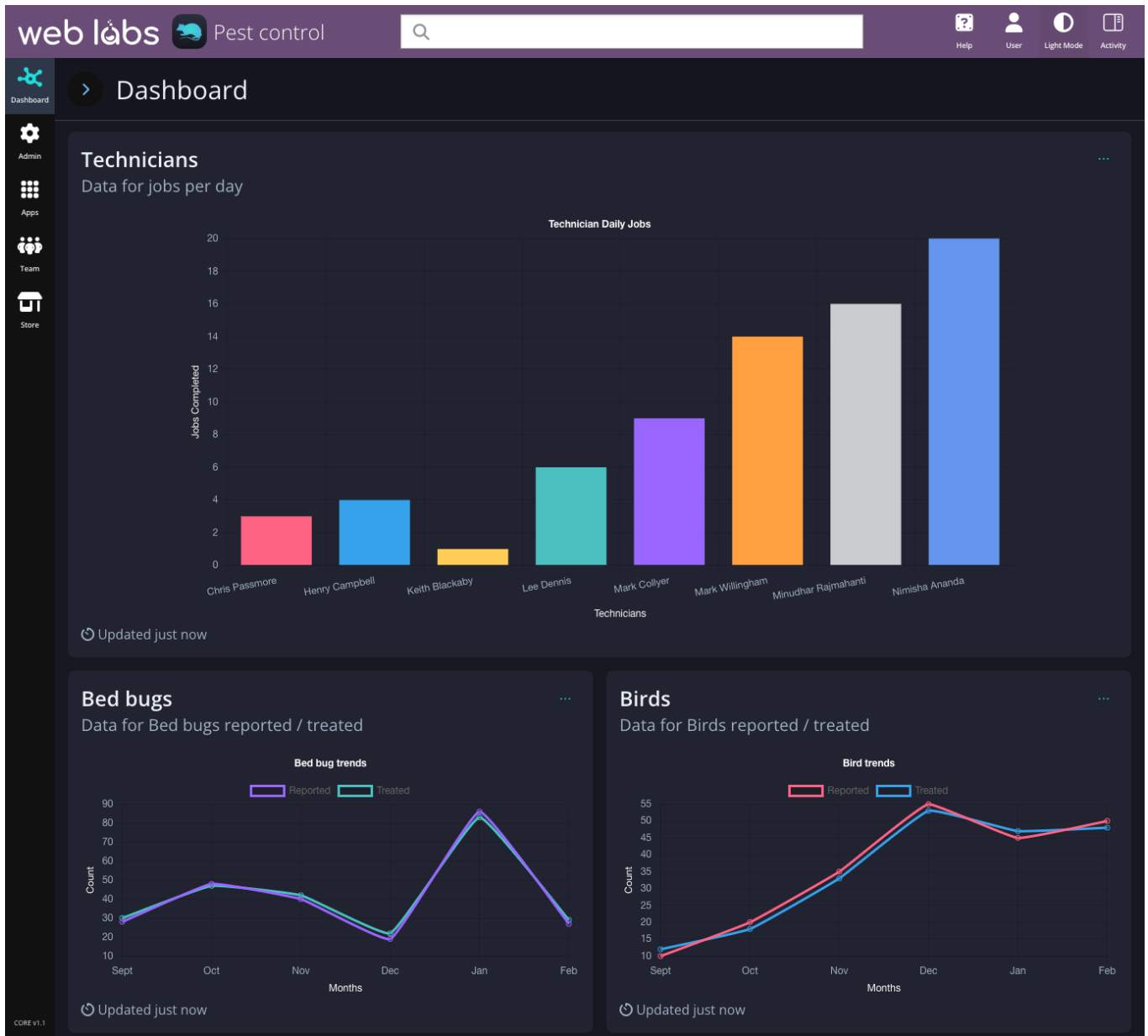
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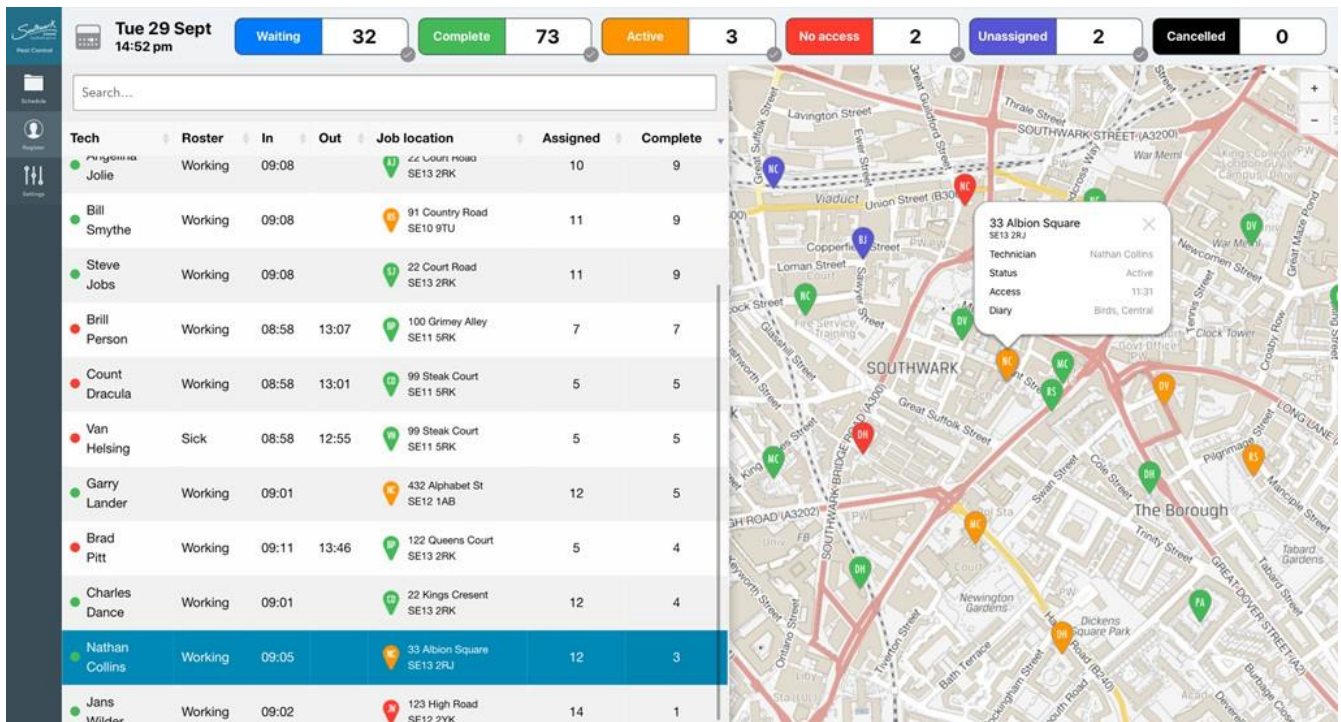
Public



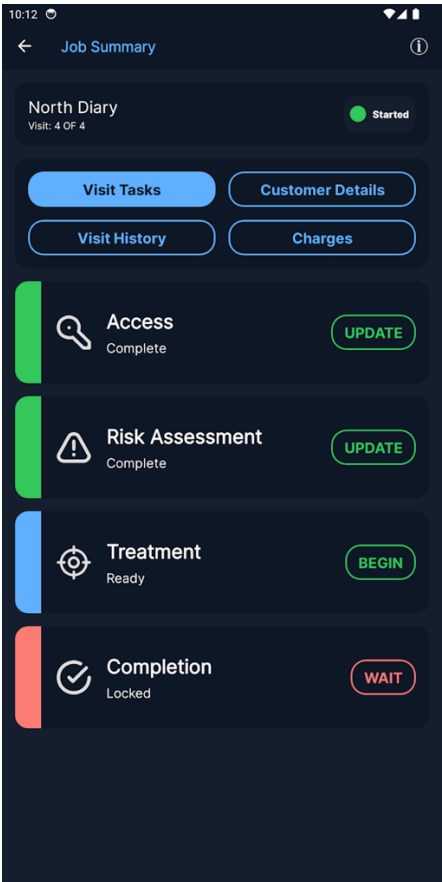
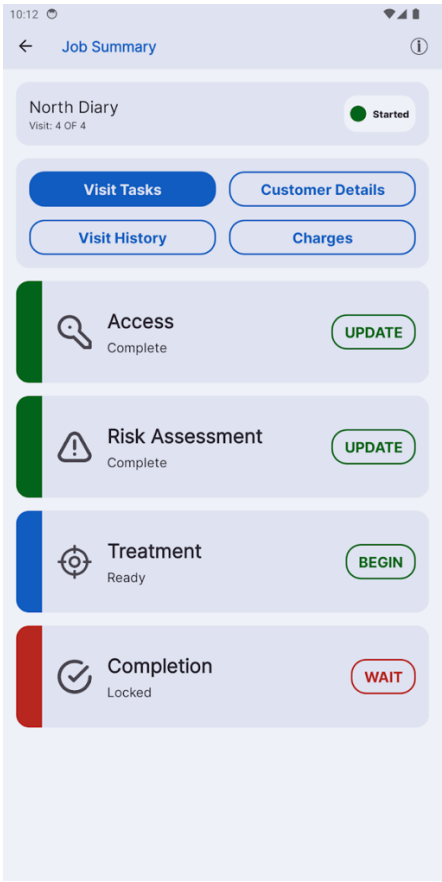
CRM – Dashboard View – Track revenue and customer feedback



CRM – Dashboard View – Track trends



Live technician data in the pest control dashboard



Mobile app supports light and dark mode for technicians