Humanly

HomeTeam PEST DEFENSE

How HomeTeam Pest Defense Saves 752 Hours Per Week

Discover how Humanly's seamless ATS integration transformed hiring speed and manager efficiency at the nation's third-largest residential pest company.

4-hour
AVERAGE CANDIDATE RESPONSE TIME

98%
CANDIDATE SATISFACTION

Book a Demo

Humanly

About HomeTeam Pest Defense

Founded in 1996, HomeTeam Pest Defense is the third-largest residential pest control company in the United States and the number one pest management provider serving home builders. Headquartered in Dallas, Texas, the company services more than one million homeowners each year. With a strong emphasis on customer service, HomeTeam has scaled rapidly across multiple states while maintaining operational excellence. Their continued growth has made efficient hiring critical to sustaining service quality across all branches.



INDUSTRY
Pest Control

COMPANY SIZE
1,800+ employees

INTEGRATED ATS
iCIMS

HIRING ACROSS
50+ branches/15 States

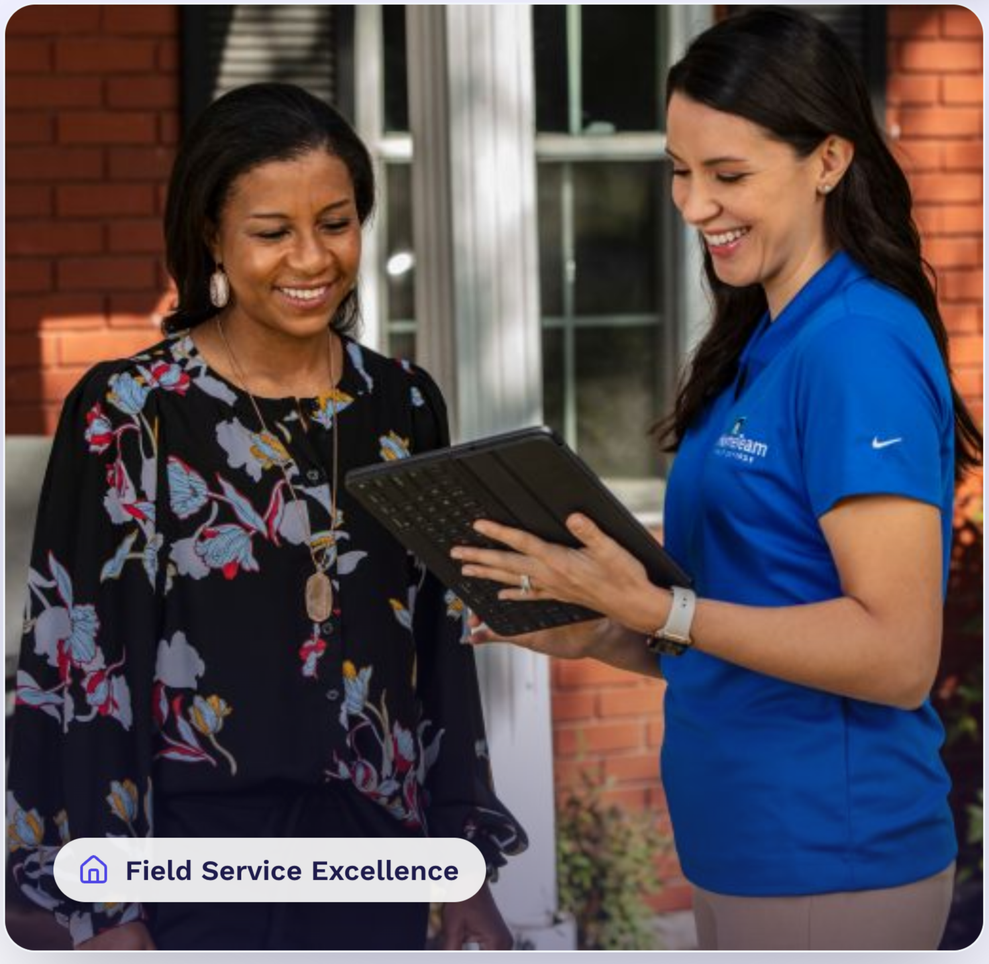
Book a Demo

Humanly

Rapid Growth Outpaced the Hiring Process

188 branch managers juggling operations, hiring, and inconsistent screening—without the time or tools to keep up

- Rapid expansion into new markets increased hiring volume
- Branch Managers were responsible for both operations and hiring
- Phone screenings were inconsistent or skipped due to time constraints
- Live interviews consumed 20–30 minutes per candidate
- Slow response times risked losing qualified candidates



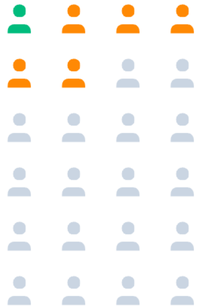
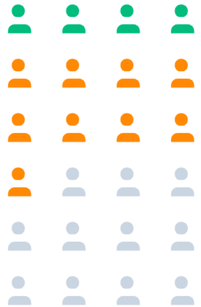
Book a Demo

Humanly

HomeTeam PEST DEFENSE

The Former State

Screening pulled managers off the job

Branch A	Manager A	Branch B	Manager B	Branch C	Manager C	Branch D	Manager D
							
% to Hiring Goal	75%	% to Hiring Goal	50%	% to Hiring Goal	8%	% to Hiring Goal	33%
Hires	9	Hires	6	Hires	1	Hires	4

Hired Interviewed Applicant

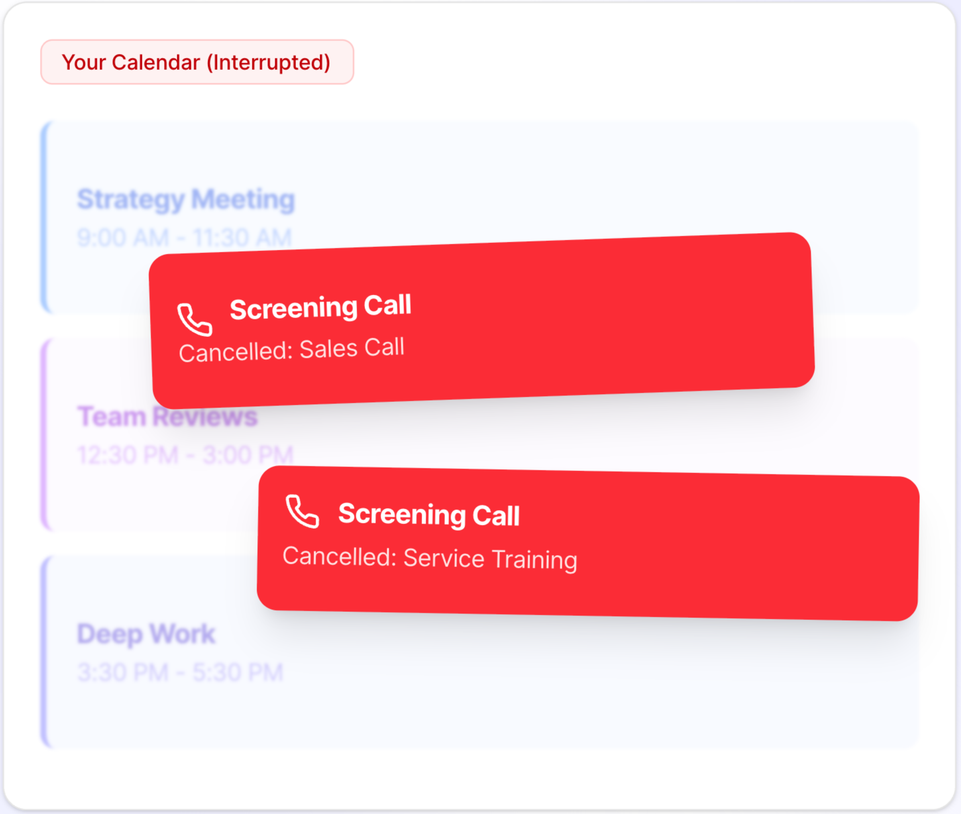
Book a Demo

Humanly

HomeTeam PEST DEFENSE

The Operational Reality

How hiring managers were experiencing their day



No Automation

Screening is manual and happens on your calendar.

Book a Demo

Humanly

HomeTeam Pest Defense

HomeTeam Pest Defense Transformed Hiring Speed Without Sacrificing Experience

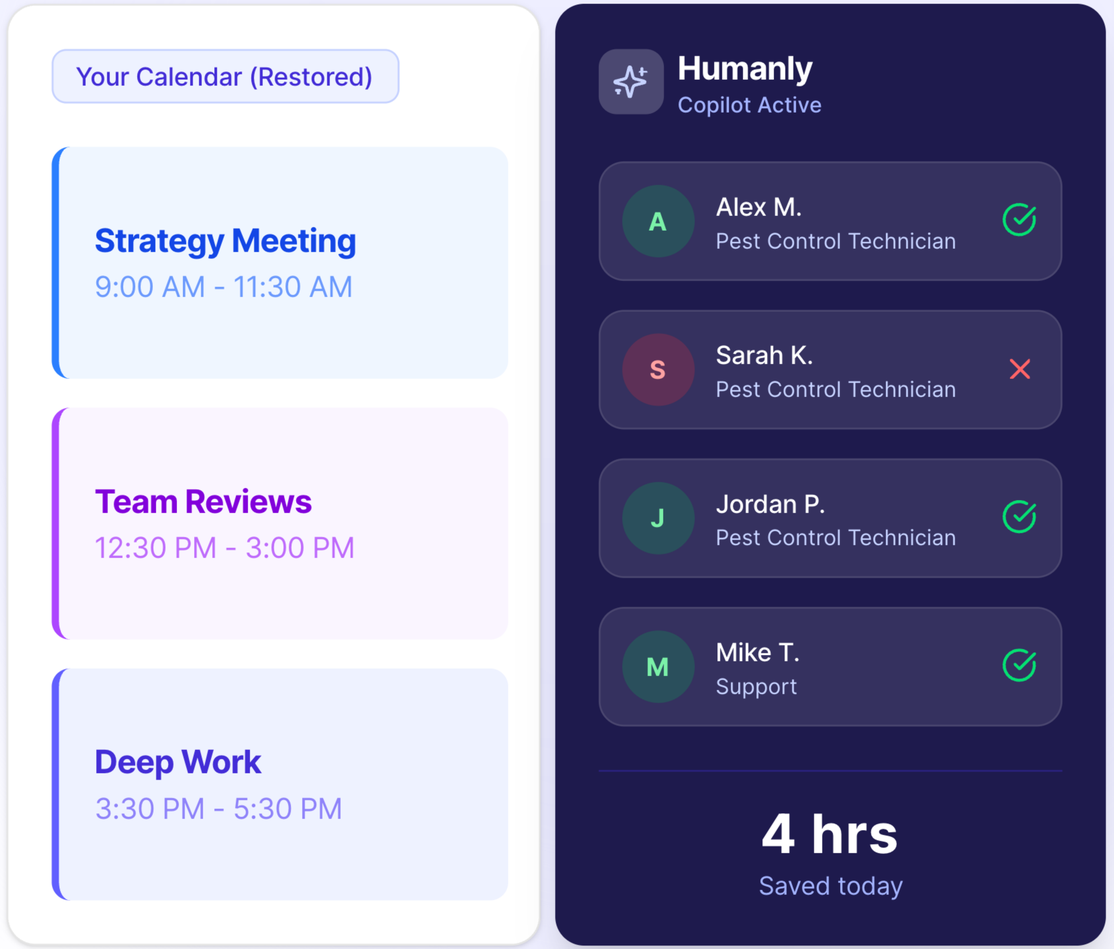
Book a Demo

Humanly

Hiring That Doesn't Hijack a Manager's Day

HomeTeam implemented Humanly's automated phone interviewing solution, fully integrated with their existing ATS, allowing candidates to respond on their own time while enabling Branch Managers to review interviews asynchronously. The solution fit naturally into existing workflows, eliminated scheduling friction, and dramatically reduced the time managers spent screening candidates.

- Seamless ATS integration across all branches
- Simple, mobile-friendly candidate experience
- Asynchronous reviews replacing live screening calls



Book a Demo

Humanly

HomeTeam PEST DEFENSE

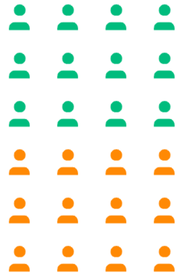
From Delays to Momentum

Consistent Process & Predictable Outcomes

4-Hour
AVG RESPONSE TIME

98%
CANDIDATE SATISFACTION

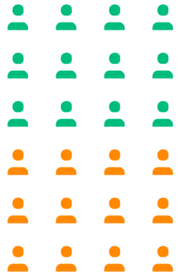
Location A — Automated



% to Hiring Goal 100%

Hires 12

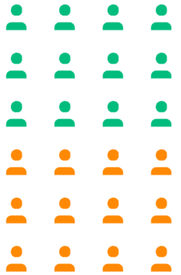
Location B — Automated



% to Hiring Goal 100%

Hires 12

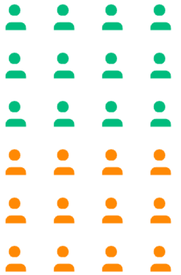
Location C — Automated



% to Hiring Goal 100%

Hires 12

Location D — Automated



% to Hiring Goal 100%

Hires 12

Hired · Interviewed · Applicant

Book a Demo

Humanly

What Changed for HomeTeam Pest Defense

From overwhelmed managers to a faster, more human hiring experience

Faster Candidate Response

Candidates now respond in an average of four hours

Improved Candidate Experience

98% positive candidate satisfaction rating

Manager Time Reclaimed

Each Branch Manager saves approximately four hours per week

Operational Efficiency at Scale

Interviews take 10 minutes or less to review asynchronously

Book a Demo

Humanly

What Changed After Screening Was Simplified



AFTER SIMPLIFYING SCREENING AND REMOVING FRICTION

“With an average response time of four hours, Humanly gives our team the ability to get to candidates quicker. Our Managers now each get back four hours a week to focus on their employees and customers. Humanly is the Cadillac of what I was looking for.”

Toby Schafer

Vice President of Human Resources and Training

HomeTeam PEST DEFENSE

Humanly

HomeTeam PEST DEFENSE

Ready to improve candidate conversion and efficiency?

Book a Demo