

DCISIVE CASE STUDY

Connected Files, Faster Service

How Bittn turned over a million files across Salesforce and Google Drive into one connected, instantly searchable source of truth, for the office and the field.

1M+

FILES INDEXED

Instant

DOCUMENT ACCESS

Unified

FIELD & OFFICE

About Bittn

Bittn is an Australian-owned and operated pest control business that's reshaping an industry that hadn't changed much since the 1980s. Built on the idea that pest control should be smarter, safer, and designed around what customers actually want, Bittn has rapidly become one of the most forward-thinking names in the sector. From its base on the east coast, Bittn services Brisbane, the Gold Coast and the Sunshine Coast, and is steadily growing towards a national footprint. Bittn is a Salesforce-native business: Sales Cloud, Field Service and Field Service Mobile run the operation end to end.

The challenge

As Bittn scaled, so did the volume of files behind every job — site reports, inspection photos, treatment plans, compliance documents, building diagrams. Files lived across Salesforce and Google Drive, with informal folder conventions providing some linking, but those conventions had evolved over time and weren't always consistent enough to query at scale.

Finding the right document or photo took some effort. Technicians and back-office staff would sometimes spend **10 to 15 minutes** looking for the right files for a job, and Google Drive content wasn't programmatically linked to Salesforce. This meant valuable context like customer history, prior treatments and building details couldn't be reliably surfaced from inside Salesforce. In a business built on speed and "guaranteed peace of mind", that time added up.

In their words

"Dcisive has lifted productivity across the business: our office team find what they need in seconds, and our techs get one-tap access to the full job context from Salesforce Mobile. That time goes straight back to our customers, which is exactly where we want it."

RYAN ROBERTSON · CEO, BITTN



The solution

Dcisive deployed its intelligence layer across Bittn's Salesforce and Google Drive environments, focused on connecting Google Drive content to the Salesforce records it relates to. Bittn's files stayed where they were, Dcisive added the connections, the context and the search.

Over one million files indexed

Across Salesforce and Google Drive, without moving a single file from its original system.

Google Drive linked to Salesforce

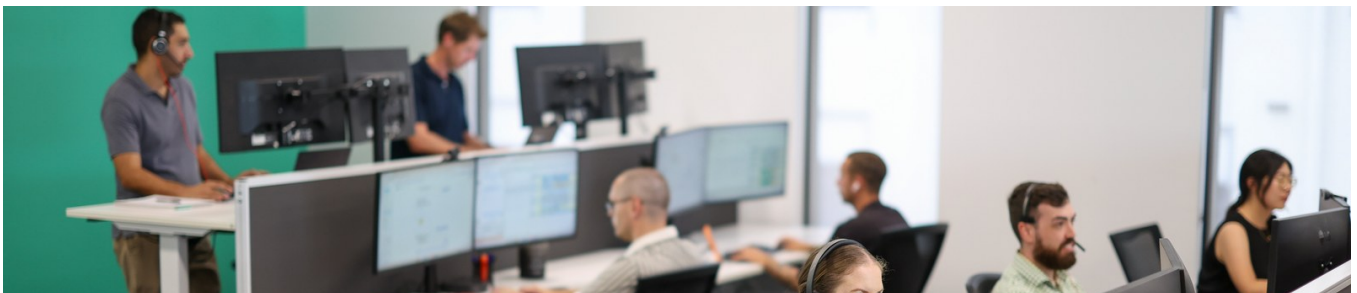
Folders and files automatically connected to Salesforce records, turning informal folder conventions into reliable, discoverable connections.

Rich contextual metadata

Files inherit context from multiple Salesforce objects — Site, Account, Job and more — making them findable by what they relate to.

One-click mobile access

Technicians launch from Salesforce Field Service Mobile straight into Dcisive, landing on exactly the right location and documents.



The outcomes

- **Finding documents went from 10–15 minutes to seconds**, for office staff and technicians alike.
- **One-click access in the field:** Salesforce Field Service Mobile users get instant, contextual access to every relevant document for a job.
- **Significant data cleanup enabled:** a major data-quality uplift, surfaced as a by-product of indexing and linking.
- **Salesforce as the single front door:** staff find what they need from inside Salesforce, without needing to know which system a file is stored in.
- **Foundation laid for AI:** every file now carries business context, ready for the next wave of AI-driven workflows.

SOURCE SYSTEMS

**Salesforce &
Google Drive**

FIELD ACCESS

**Salesforce
Field Service Mobile**

FILES INDEXED

1 million+

ACCESS

Office + Field

About Dcisive

Dcisive is the unstructured data intelligence layer for the enterprise. We help organisations take control of their files — reducing storage costs, enriching metadata, and unlocking data for AI-driven workflows — across any system, whether CRM, ERP, EAM or beyond. From deployment to ongoing optimisation, our team partners closely with every client to deliver measurable outcomes.

READY TO TRANSFORM YOUR DATA?

www.dcisive.io