



Ready to emerge as the market leader in your service field?

3 Steps to Champion Your Business.

What's the key to quickly accelerating your gross profits? The untapped potential in your Field Service Managers (FSM).

Your Field Service Managers are your transformation heroes. That's right; one role on your team could improve your service company forever.

Many FSMs were once dedicated technicians. You move them up because they have the skills, knowledge, and field expertise you need to run. What they have — their devotion to the job and your company — deserves to be nurtured. Harnessing that passion and elevating their skills is the way to achieve the goals you have for your business.

But the fact is, no one is born knowing how to calculate hard costs and the cost of goods sold or how to analyze downtime and labor hours. And the skills that move your company forward — emerging as the leader in your market.

At Emergent, we know you don't have time to train, and many can't afford the downtime and burdens of offsite training. Honestly, many of the programs are ineffective. Your FSMs sit in a room listening to speakers and watching presentations.

That's why Emergent created the Accelerated Gross Profit (AGP) program. It's a simple three-step approach to take your FSMs from good to great in a short amount of time.

1. Invest in Employee Satisfaction

Give your FSMs the knowledge and tools they need to raise themselves to their full potential. Employees who feel prepared and fulfilled work are more likely to give their all — or what we call intention. A prepared employee can better handle your customers, day-to-day but also unexpected situations. They also increase productivity, efficiency, and overall effectiveness.

2. Increase Rate of Happier Customers + Referrals + Reviews

Happy employees yield outstanding results and, most importantly — happy customers. Satisfied customers lead to repeat business, referrals, and positive reviews, all of which have a habit of keeping and bringing in new business. We are pretty confident no one has lost business from a happy customer.

3. Accelerate Gross Profits = Grow Your Business

As your customer's satisfaction grows, so do your profits. You will even start achieving measurable results during the program. Your FSMs are better prepared to lead your technicians, calculate and analyze critical back-office processes, and find confidence in their new career path.

Pop Out

Ready to learn how to get a 200% ROI and accelerate your gross profits?

Accelerated Gross Profits (AGP) is a program started by Phil Cooper, a Service Manager once in your unique position. Service companies using AGP have found a 200% ROI and 80-85% employee satisfaction.

Phil's bottom line is for you to elevate your employees, increase customer satisfaction, accelerate your gross profits, and grow your business.

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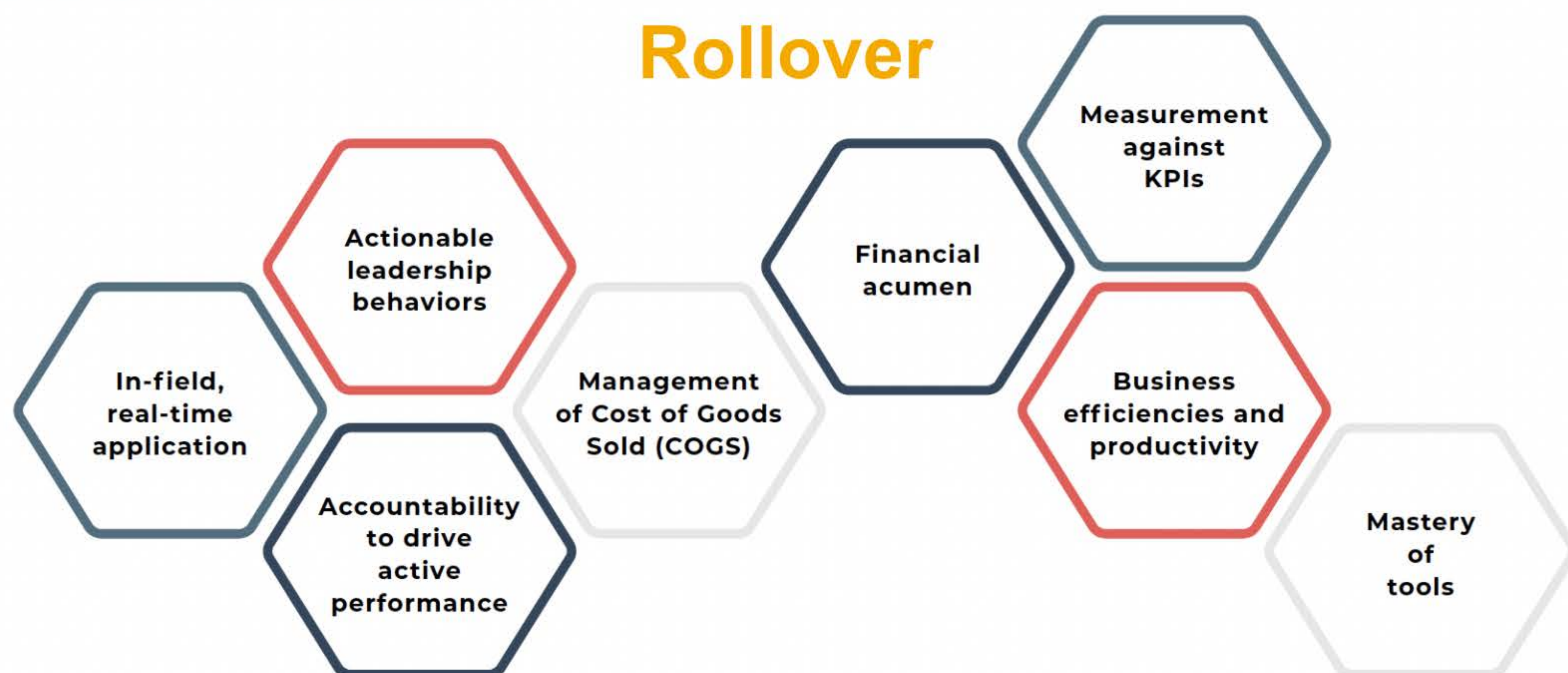
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Tools to Transform.

Rollover

[Real World Results](#)[Testimonials](#)[What customers are saying](#)

What customers are saying

- The program pays for itself.
- The experience has had a significant increase of both hard and soft skills.
- Elevating the employee experience is creating better retention and referrals.
- Deeper understanding of the financial aspect of the business is resulting in massive savings.
- Cadence of training sessions is working well within company models.

Schedule a meeting

Hi, I'm Rob DiJoseph.

In 2008 I joined forces with CEO Phil Cooper. I came in to assist in the early business development stages of BedBug Central. Throughout my career here, I have had a hand in business development and sales, and in 2020, I proudly took on the role of Chief Operations Officer.

I also oversee AGP client success, ensuring AGP clients achieve accelerated gross profit and participating service managers are elevated to greatness.

Prior to 2008, I held leadership positions in both sales and operations in various industries, including home improvement, hospitality, and food and beverage, to name a few.

Outside of work, I spend time with my wife, Sonia, and son Adrian. I also love to pursue my passion — music. Since the age of 14, I have been writing songs, singing, and playing guitar and bass guitar for various rock bands. I toured North America multiple times, have been on numerous recordings, had songs placed in various cable TV shows, and was inducted into the Berks County (PA) Rock-n-Roll Hall of Fame! (Who knew that even existed, right???)



I want information on how to accelerate my gross profits.

Start Accelerating My Profits

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Your Field Service Managers are your transformation heroes. That's right; one role on your team could improve your service company forever. But how?

Many FSMs were once dedicated technicians. You move them up because they have the skills, knowledge, and field expertise you need to run your business. What they have — their devotion to the job and your company — deserves to be nurtured. Harnessing that passion and elevating their skills is the quickest way to achieve the goals you have for your business.

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INFOGRAPHIC*

Happy employees yield outstanding results.

80-85% employee satisfaction after AGP

13% higher productivity

37% more sales

18% lower turnover rate

41% lower rates of absenteeism

44% stay longer at their job

30% more loyal customers

[AGP in Action](#)[AGP Toolbox](#)[AGP Pays for Itself](#)

One program. Big results.

INFOGRAPHIC

Phil Cooper, a long-time manager in pest control, founded Emergent and Accelerated Gross Profit (AGP). AGP was tailor-made for the service industry by an industry professional. Phil's passion for service and dedication to people is why AGP is a standout for owners looking to find better returns on their business.

AGP uses real-time implementation, in-field application, and applied learning to give your FSMs the real-world experience they need to learn and retain. We call our formula ACE, and it's the key between business as usual and the profits you deserve.

ACE
Activities, Cadence and Execution

Activities
All the tasks and tools your field service managers use each day.

Cadence
The steps FSMs take to run the day-to-day business, schedule services, and solve problems.

Execution
What your FSMs do with the information, how they act, lead, and manage customers.

[Real World Results](#)[Testimonials](#)[What customers are saying](#)

Real World Results.

INFOGRAPHIC*

One AGP Customer's results within the first two years of the program.

18%

Increase in EDH (effective dollars per hour)

35%

Increase in gross margin for their team

145K

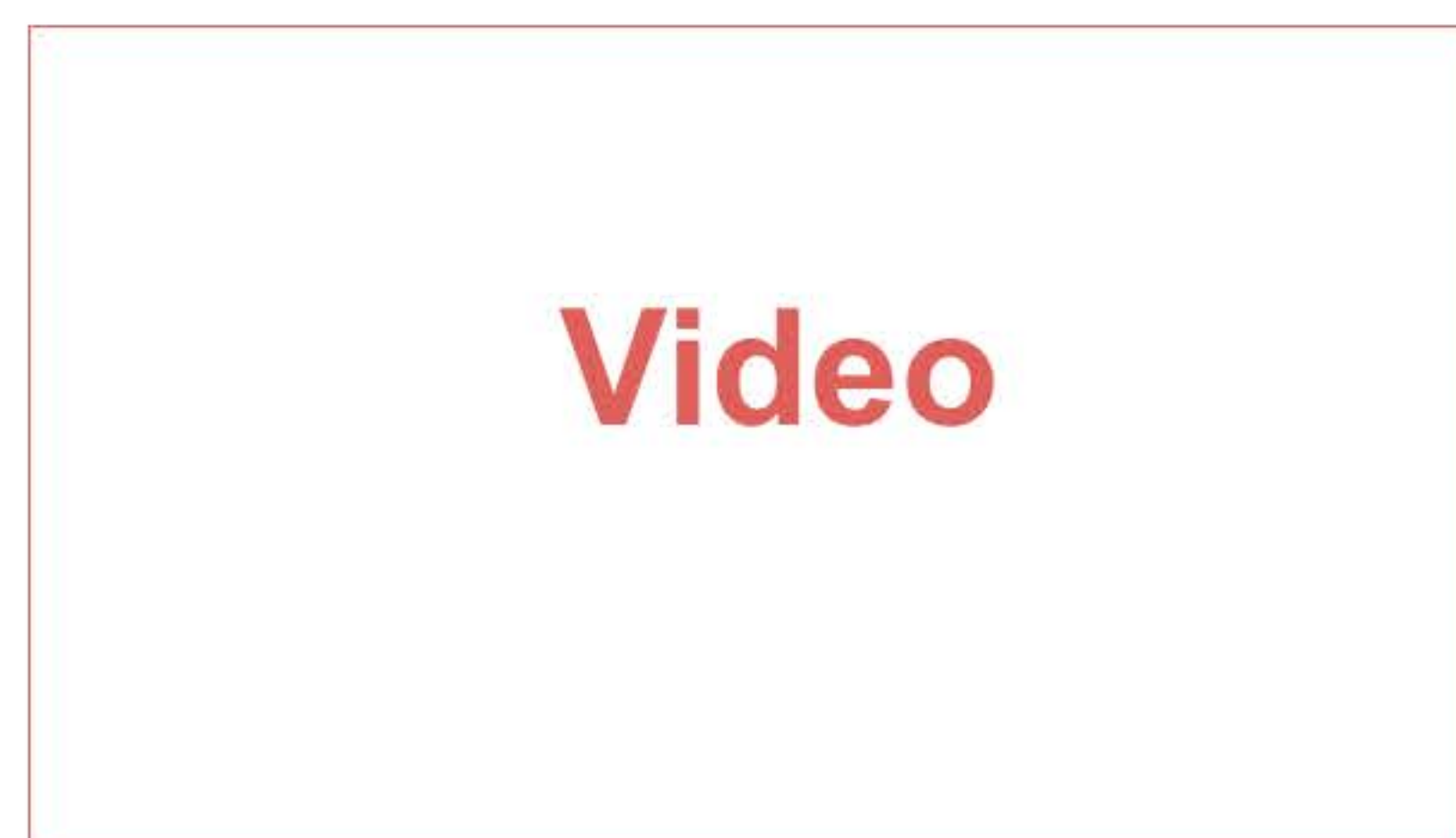
Increase in gross profit

15X

ROI over two years

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My Promise to You



Video

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A message from found and CEO, Phil Cooper



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AGP in Action

AGP happens in 3 phases, and in just a few short months, your FSMs will have the knowledge they need to emerge your company as a leader in your market.

Discovery

The discovery phase is like a 101 class. We establish all the business baselines and expectations your FSMs need to know and pair it with real-time application.


Application

Application happens alongside discovery. We know the best way to learn is hands-on with real-world scenarios. Your FSMs won't be sitting in a classroom listening to boring lectures. They'll be learning on the tools they use each day, committing the lessons to memory for life.


Proficiency

After the initial phase, we continue to have 1:1 coaching with your FSMs to ensure they are retaining the right information and executing properly.


Applied learning over 24 months (24 tools)




Intentional activities & cadence for each tool



Weekly 1:1 coaching/mentoring & scorecard



Ongoing development & monitoring of metrics/scorecard



[Real World Results](#)[Testimonials](#)[What customers are saying](#)

Testimonials



"We quickly realized that the individuals participating in the program have become instrumental to our growth as their new perspectives on leadership have improved their team's overall and enhanced the satisfaction of our customers."

—Courtney Carace, Owner/COO Pest End, Derry NH



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Hi, I'm Phil Cooper.

I spent most of my professional career as a second-generation owner of Cooper Pest Solutions, running alongside my brother Richard Cooper, a world-renowned entomologist. My journey was full of ebbs and flows, typically of a family business. However, I still obtained the incredible rewards of growing it from seven employees to 110 and becoming the 54th largest company out of 20,000 pest control companies nationwide.

During my time as a manager, I realized that Field Service Managers are the most underutilized asset on your roster — and often the most critical. That's why I founded EvolveYT and created Accelerated Growth Profit or AGP — your company's greatest asset is your people — and you must develop them correctly — leveraging their skills, knowledge, and field expertise.

In 2023, we rebranded EvolveYT to become Emergent because, at the end of the day, we help your company emerge as the leader in your market. Emergent holds the same values and mission as we did under our old brand, but our new bold look and feel better match our progressive mindset and dynamic programs.

When I'm not working, you can find me cycling, which is both a passion, and a platform I use, to help raise money for Multiple Sclerosis (MS), Runaway Children, and other charitable organizations. These charitable events all stem from my bike ride across the country in 2012, when he rode from Virginia to San Francisco, raising money for MS.



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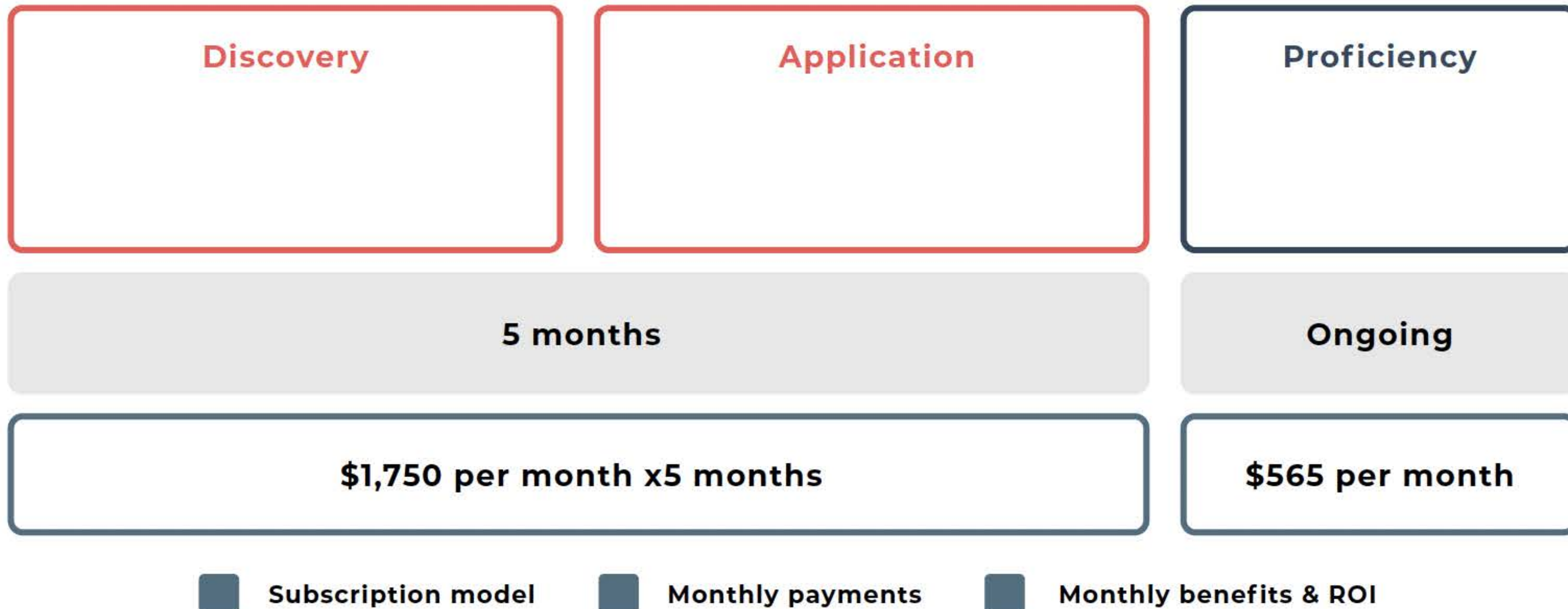
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[Leadership](#)

Hi, I'm Allison Berg.

I'm a passionate and driven sales professional with over 16 years of business development experience in the pest control industry. I enjoy cultivating relationships and building strong partnerships.

Emergent's culture and team was a strong selling point for me, as well as having the ability to be heard and grow with the company. I look forward to my future with this incredible team, and I hope my outreach can one day help expand us internationally.

I have volunteered and expanded my roles to include event planning for the Business Development Alliance (BDA). I have served on several committees for BOMA (Building Owners and Managers Association). I was elected as the Allied Representative for the BOMA board and represented the Allied Partners of BOMA for two years.

I was born and raised in Colorado but have since called New Jersey and Florida home. I love traveling, including returning to Colorado to visit my family, hiking, and soaking in the scenery.



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