



RealGreen[®]
by WORKWAVE[®]

REALGREEN PROFESSIONAL SERVICES: Expert guidance, tailored to the way your business works.

RealGreen's Professional Services program goes beyond standard onboarding. Our team of specialists works alongside yours to align the software with your specific workflows, your team's roles and your business goals. Think of it as a white-glove experience designed to help you get more out of RealGreen, faster.

Industry-Specific Sessions

Every industry has its own language, workflows and operational quirks. These sessions are built around yours. Designed for office staff, super users and technicians at businesses of all sizes.

Landscaping, Irrigation and Horticulture: We'll cover the workflows that matter most in your business, including work orders versus price charts, pricing by product or property size, labor hours tracking and job costing reports. (One Hour)

Exterior Pest Control: Topics include service station and bait station management and hands-on guidance for getting the most out of your day-to-day pest control workflows. (One Hour)



Marketing and Growth

RealGreen includes powerful marketing tools that many businesses have only scratched the surface of – this session helps you put the full suite to work. Best for owners and office staff of small to mid-market sized businesses.

Holistic Marketing: We will take a step back and look at how you're using the full RealGreen product suite to grow your business. This session covers Automated Marketing Assistant, template design, printed letters, prepay marketing, phone call campaigns and TCN Global Connect integration, giving you a clear picture of what's working and where you're leaving opportunity on the table. (One hour)

Workflow Optimization

Time spent on manual, repetitive tasks is time taken away from serving customers and growing the business; these sessions are designed to give it back.

Streamlining Workflows: Choose the areas where your team spends the most time and we'll help you get it back. Available as individual sessions or combined based on your needs. Best for office staff of small, mid-size or enterprise businesses:

- **Mass Service Assignment** – Ideal for businesses coming off a data import. Assign services to your entire customer base at once rather than one by one. (One hour)
- **Suggested Service Tool** – From the customer page, quickly generate pricing for every service you offer to a given customer – saving your office staff significant time on every estimate. (One hour)
- **Routing** – Whether you route by technician or by service, we'll help you build tight, efficient clusters using Visual Route Designer and integrate seamlessly with Dynamic Routing for daily scheduling. (Two hours)
- **One Step Sales** – Streamline the sales process from first contact to signed agreement. (One hour)

Topic-Specific Sessions

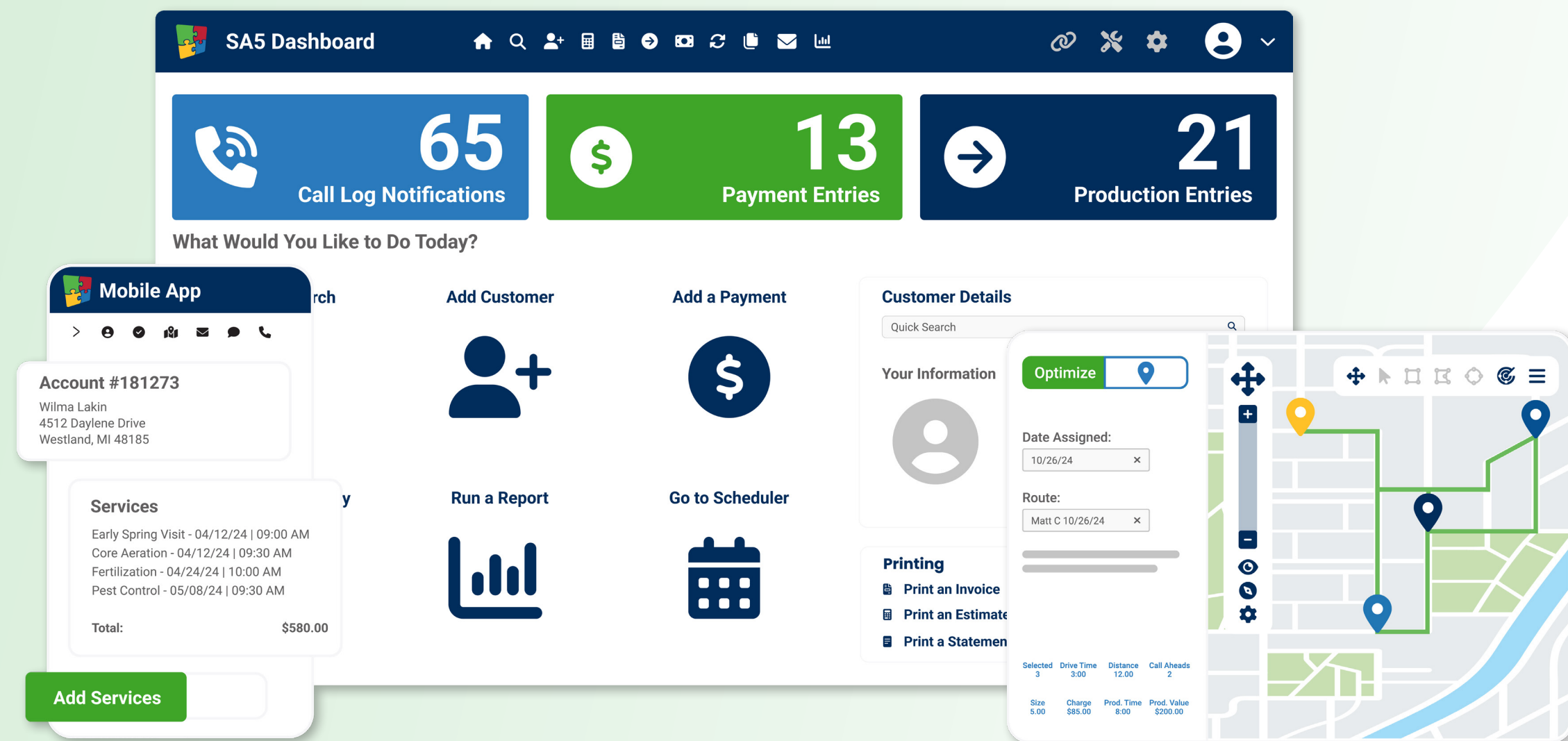
Sometimes you don't need a broad overview — you need to go deep on one specific area that's critical to your operation. Designed for owners and office staff of small, mid-sized and enterprise businesses.

Reporting — Know which reports to run, when to run them and what to look for. We'll walk through the reports your team should be reviewing regularly to confirm revenue, verify service completion and analyze sales performance — including year-end reports, the general ledger, unserved reports and time logs. (One hour)

Dynamic Routing — Work with our team to build routes and schedule service appointments using a combination of employee, equipment, vehicle and service constraints. The result is less drive time, more stops per day and a more profitable operation overall. (One hour)

CAW, Customer Notifications and AMA — Learn how to use the Customer Assistant Website, Automated Marketing Assistant and Customer Notifications together to drive upsells and automate your outreach. AMA handles the emails. You handle the growth. (Two hour package)

RealGreen Mobile — Get your entire team working smarter in the field. This session covers day-to-day workflows for completing work and accessing data on the go, including accepting payments, entering estimates, adding customers and modifying routes from a mobile device. We'll also walk through SA5 configuration to make sure your settings support best field practices from the start. Useful for owners, office staff and technicians. (One hour, but additional time may be recommended for teams transitioning from Mobile Live)



Implementation and Onboarding

Getting data into the system cleanly and configuring it correctly from the start saves significant time and prevents costly errors down the road.

Customer Import — Bringing over a customer list? WorkWave owns the import process once your data is properly formatted — ensuring a clean, accurate migration with no disruption to your operation. Best for owners and office staff of businesses of all sizes. Hours are scoped based on the size and complexity of your data.

Post-Implementation Deep Dive — Already live on RealGreen but want to make sure you're set up the right way? This comprehensive session covers your basic setup checklist, service setup, price chart analysis, day-to-day workflow review, Customer Assistant Website configuration, customer notifications, Automated Marketing Assistant setup and open Q&A. It's everything you need to move from getting started to running at full capacity. Designed for all roles of businesses of all sizes. (Two hours)

Flexible Support

Not every need fits neatly into a predefined session. This option gives you direct access to our team on your terms.

Ad Hoc Hours — Not sure exactly what you need? Book time with a member of the Professional Services team to dig into a specific area of the software or have an open-ended conversation about where your operation could be running more efficiently. No agenda required. Just bring your questions.

READY TO GET MORE OUT OF REALGREEN?

Contact the Professional Services team to build a package tailored to your business.