



PARTNER WITH THE MARKET LEADER



PestPac
by WORKWAVE®



THE ONE TRUE

Pest Control Software to

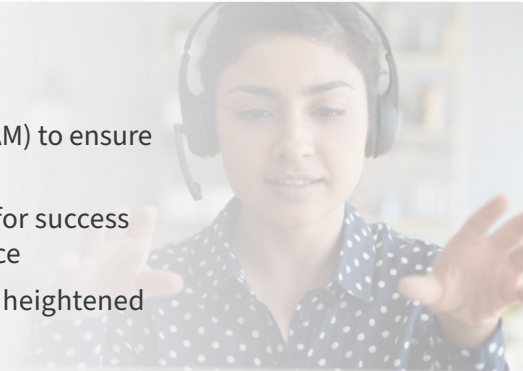
Grow Your Business
Service Your Customers
Maximize Your Money

With almost 40 years of industry experience, PestPac is the unrivaled leader and choice of more than 65 of the largest pest control companies on PCT Magazine's Top 100 List. PestPac provides **powerful, scalable, and integrated software** solutions that combine marketing, sales, office management, mobile field operations, customer experience, and payments to empower businesses to reach their full potential.

Take Advantage of **ALL THAT WORKWAVE OFFERS**

DEDICATED SUPPORT TEAM

- Dedicated Customer Success Manager (CSM) and Account Manager (AM) to ensure that you are getting the most value from your PestPac solution
- Partners that understand your business, goals, and measurements for success and provide support and guidance for an optimal PestPac experience
- Advocates on your behalf, bringing forward your voice and creating heightened visibility of your needs across leadership and relevant teams



SEAMLESS ONBOARDING AND TRAINING

- WorkWave Inclusive Onboarding – includes live, one-to-one or one-to-many onboarding sessions customized to meet your specific company requirements
- Weekly onboarding calls to champion your administrators and power users to achieve high-level business goals
- Full support supplemented by the Community, PestPac University learning resources, articles and video tutorials



SCALABILITY & MERGER AND ACQUISITION ADVANTAGES

- Unmatched commercial functionality including Integrated Pest Management (IPM), diagrams, heatmap, and trends reports
- Support for multiple location service and billing
- Digital logbook for streamlined access to documentation for audits
- APIs for integration of ancillary processes that serve your business
- Ease of bringing on acquisitions currently on PestPac



SHARING YOUR VOICE

- **Executive Steering Committee** - quarterly meetings with your peers and the WorkWave leadership team to share your feedback and gain greater insight into our roadmap and vision
- **PestPac Advisory Group** - provides a first look at new product offerings/functionality, the ability to beta test new features, attend private events and obtain networking opportunities
- **Speaking opportunities** at FB Live shows, the WorkWave Annual User Conference, webinars and roadshows



STREAMLINED MIGRATIONS & DATA CONVERSION

WorkWave knows converting data is one of the largest challenges in changing software. **We simplify it by providing multiple data conversion plans to meet your business needs:**

- Standard data conversions of basic business data (Customer Name, Address, Phone Number and Balance Forward Invoices)
- Advanced data conversions of basic business data PLUS choice of recurring service and renewal data OR service history
- Premium data conversions basic business data PLUS recurring service and renewal data AND service history
- (Add pricing incentives - TBD)
- (Add timeline - TBD)



“I don’t really consider WorkWave a vendor anymore. THEY’RE PART OF OUR BUSINESS,

which is an important distinction. You have vendors and you think about vendors, they’re dispensable; you can replace them. When you have a partner, they’re a partner in your business so you don’t really think about looking outside of that. They help you grow your business. I just feel like they’re part of our team. They help out in so many different areas in our business.”

- Michele Smith, Dial Environmental’s Vice President of Marketing

MODERN ENHANCEMENTS FOR ENTERPRISE NEEDS

FORMS

Accelerate your revenue growth with forms and documents that are easy to use and complete in the office or in the field

- Easily create company-specific templates for consistent, branded, professional documents that enhance the way you run your business
- Create and deliver estimates and contracts, capture electronic signatures and close agreements immediately to grow sales faster
- Enable contactless and transparent communications for greater customer experience



BUSINESS ANALYTICS

Evaluate and drive your decision making with visual insights into key performance indicators and data

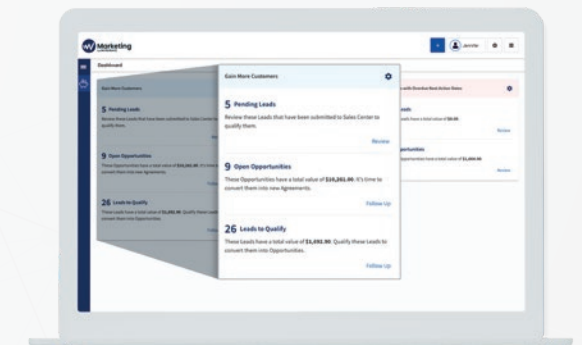
- Eliminate extensive manual data analysis with proactive, predictive, and interpretive data
- Intelligent and analytical reporting informs actions that improve sales and boost employee productivity
- Customer insights improve forecasting and the customer experience



SALES CENTER

Manage and close new leads to grow your business

- Simplify the capture of new leads to drive new business and increase revenue
- Ensure all leads are tracked for improved productivity and profitability
- Contactlessly communicate, create digital documentation and accept electronic signatures for improved customer satisfaction



AUTOMATION

Automate frequently used, manual tasks for improved productivity

- Automate the processing of credit card/ACH transactions on a set schedule, eliminating manual effort and improving operational efficiency
- Automate service order processing on a daily, weekly, or on set dates each month, reducing manual efforts by improving productivity, scheduling, and invoicing



PESTPAC'S ROBUST AND SCALABLE PLATFORM

provides business value through an unmatched breadth of services within the pest control industry.

MARKETING/SALES

Close More Leads, Grow More Sales, Keep More Customers

PestPac provides a fully integrated solution to track, manage and engage leads, optimize sales performance and close service offers faster.

- Professional websites
- Strategic digital marketing plans
- Email marketing campaigns
- Lead and opportunity management



OFFICE MANAGEMENT

Manage Pest Control Operations with One Single Solution that Saves Time and Increases Profitability

PestPac simplifies the management of mission-critical office management tasks.

- Intelligent route optimization
- Call ahead service reminders
- Online sales and service order portal
- Business Analytics

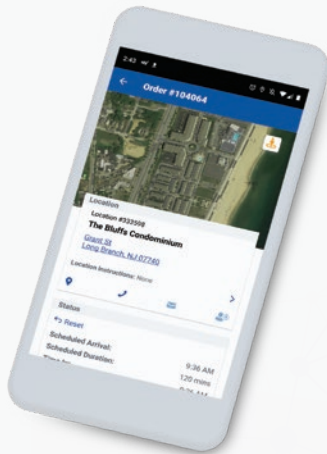


MOBILE FIELD OPERATIONS

Tools that Empower Your Technicians to be More Efficient and Productive in the Field

The Pestpac Mobile Application provides a single view of all customer information from a mobile device, ensuring that technicians are prepared for every job.

- Digital proposals and agreements
- Complete service order management
- Integrated smart traps for rodent control
- Termite and Sentricon inspection and reporting

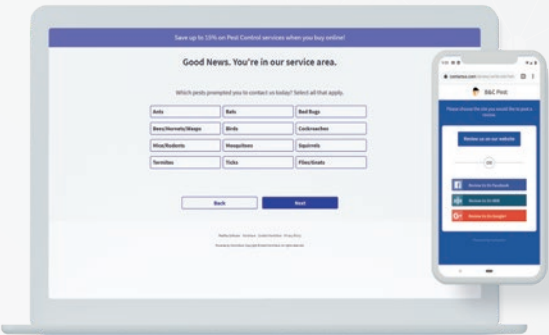


CUSTOMER EXPERIENCE

Solutions that Drive Exceptional Customer Experience

Online reviews and customer referrals are the top sources for business growth. Integrating WorkWave Marketing solutions within PestPac engages customers, ensures optimal service delivery and drives sales.

- Collection and management of online reviews
- Customer self-service portal
- Service feedback and surveys



PAYMENTS

Seamlessly Integrated and Simplified Payment Processing Solution

To deliver the most simplified and flexible experience, WorkWave Payments enables pest control companies to securely accept their customers' preferred payment methods, while providing the most competitive rates and streamlined processes saving time and money.

- Payment options for customers—payment links, auto-billing, in-field payments
- Contactless SMS payments
- Exclusive savings on Target Specialty Products



COMMERCIAL

The Most Advanced Commercial Technology Available

Our solutions are specifically designed to streamline the management of pest activity and conditions through diagrams, heatmaps and trend reports designed to meet the needs of commercial customers.

- Integrated Pest Management (IPM)
- Diagrams, heatmap, and trends reports
- Multiple location service and billing
- Digital logbook for audits



“WITH MOBILE SKETCH I HAVE SAVED 2.5 hours/week/tech, the office has saved 1-2 steps per technician, and best of all I can do all my work in the field including attaching sketches to WDO forms.”

-Ted Brayton, Branch Manager, Griggs Browne

Active Builds a Customer-Centric Service Strategy with **WORKWAVE PESTPAC'S END-TO-END SUITE OF OFFERINGS**

For more than 30 years, Active Pest Control, a premier innovative leader in the pest control industry has served both residential and commercial customers. Since adopting WorkWave PestPac, Active has been able to increase the number of customers served and complete jobs faster, all while enabling a paperless office. Today, Active has close to 60,000 customers, 12 offices and receives over 750 calls per day.


Services Provided: Residential, Commercial, Termites, Mosquitoes, German Roaches, Bed Bugs, Wildlife


Founded: 1985


Areas Served: Atlanta, GA, Macon, GA and Sugarland, TX


Why PestPac RouteOp?: "RouteOp is smarter than the human - it does all the thinking for us. We can now answer and schedule calls in 3.5 minutes!" - Kevin Anderson, Executive Vice President

BENEFITS:

 **Saved hours** and eliminated stressful, manual tasks

 **Increased revenue and profitability** with existing resources

 **Satisfied customers** with on-time arrivals and honoring special requests

 **Satisfied employees** with efficient, more manageable schedules

CHALLENGE:

Continued growth, escalating administrative costs and the need to service more with less became too much to handle without supporting technology and efficient processes. It was often a struggle to answer a call, schedule a service, take a payment in a timely manner and avoid a queue of waiting customers. Additionally, due to the growth of the fleet, maximizing technician time, keeping technicians accountable and safe became leading initiatives.

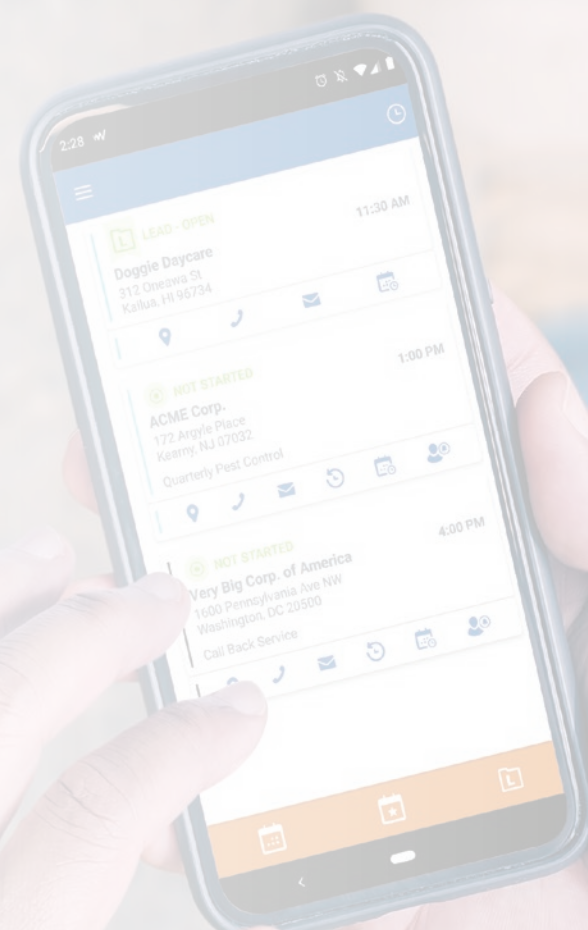
SOLUTION:

To better focus on customers, Active took a different approach than other pest control companies in structuring their business. Consolidating their administration tasks into one office, adopting a paperless environment and implementing the full suite of WorkWave PestPac offerings allowed them to service more customers with less cost and employees, while also helping increase their revenue.

All paperwork, proposals and contracts are either scanned in at the office or uploaded directly from the PestPac Mobile app directly into PestPac saving hundreds of hours of labor. Adopting a "one call resolution" policy using PestPac, call center reps can set up service orders instantly and complete a call in less than 3.5 minutes. With the mobile app, all service orders and customer information can be accessed by the technicians. With this information at their fingertips technicians can stay customer-focused, offer new services and receive signatures right from their mobile device.

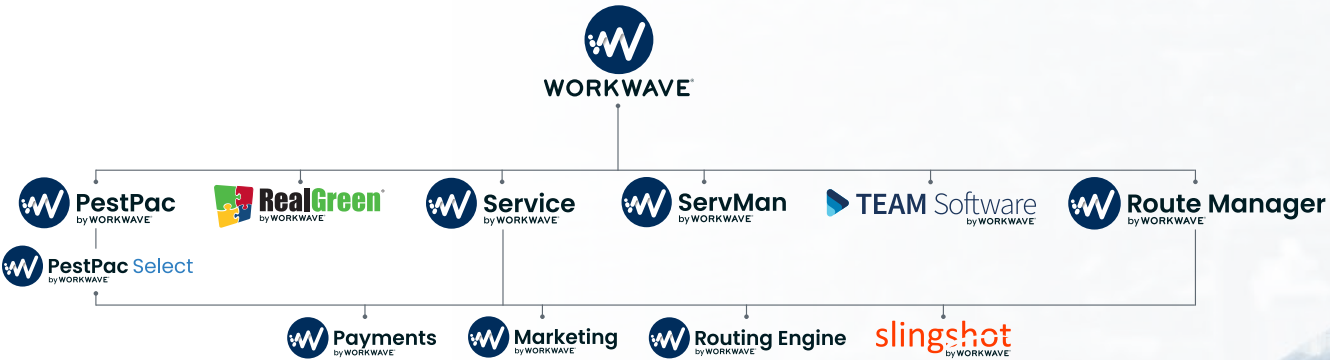
**SINCE USING PESTPAC'S
ROUTEOP AND MOBILE SOLUTION,**
completing calls within 3.5 minutes, essentially eliminating scheduling delays or additional calls and the possibility that a customer might go elsewhere or have buyer remorse, **ACTIVE HAS INCREASED
the number of signed contracts by
MORE THAN 5%.**

- Kevin Anderson,
EVP, Active Pest Control



ABOUT WORKWAVE

For nearly 40 years, WorkWave has been building best practices into its market-leading field service and last mile software solutions to allow best-in-class companies to grow their business, service their customers and maximize their money. Its solutions empower service-oriented companies to reach their full potential through scalable, cloud-based software solutions that support every stage of a business life cycle, including marketing, sales, service delivery, customer interaction and financial transactions. WorkWave is a trusted partner for thousands of customers across a wide variety of industries, including pest control, lawn care, cleaning, HVAC, plumbing and electrical, and last mile delivery. WorkWave’s award-winning culture and solutions have been recognized in the SaaS Awards, the Cloud Awards, the American Business Awards, the NJBIZ Best Places to Work Awards, and the Stevie Awards for Great Employers. **For more information, visit workwave.com.**



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Visit pestpac.com or call 800-992-1423 to learn more!

