



**PestPac**  
by WORKWAVE™

**Discreet™**  
PEST AND WILDLIFE

**Services Provided:** Residential and commercial pest control, including bed bug, rodent and wildlife services

**Areas Served:** Greater Boston metro area

**The Challenge:** Standing out against larger competitors, particularly for major commercial accounts

**The Solution:** PestPac Multi-Unit and Logbook

#### **The Value:**

- Streamlined management of multi-unit properties, including per-unit documentation and sign-offs
- Enhanced documentation of activity and treatments for commercial accounts, including specialized reporting and auditor access



## UNLOCKS COMMERCIAL REVENUE WITH PESTPAC

### Discreet Pest and Wildlife

#### **SUMMARY**

Massachusetts-based Discreet Pest and Wildlife provides pest services for commercial environments, with a focus on efficient, discreet treatments. They needed a way to stand out against larger competitors in the commercial space, and they made it happen by elevating their commercial service delivery with PestPac's Logbook and Multi-Unit functionality.

#### **THE PROBLEM**

To maintain their foothold in the Metro Boston area, Discreet Pest and Wildlife knew they had to seek out the right tools to manage complex commercial accounts. Specializing in large hotels and healthcare facilities, they couldn't afford to lose out on business against larger national competitors with their own proprietary software.

To win lucrative contracts against national giants, Discreet Pest and Wildlife also needed to prove they offered superior service and experience. Demonstrating that value to prospective clients was proving to be nearly impossible without tools to provide rigorous documentation, real-time insights and digital trend analysis.



## THE PROBLEM – CONT'D

When they found PestPac's suite of commercial functionality, including Multi-Unit, Logbook and smart traps, they saw the opportunity to streamline their operations and mitigate liability risks. The result: a significant increase in operational efficiency, enhanced customer satisfaction and a distinct competitive edgecustomers for signatures and payments after the initial conversation, cooling down the lead



## THE SOLUTION

Jack, Service Manager for Discreet Pest and Wildlife, was instrumental in recognizing opportunities for operational improvements, as well as in seeking out solutions. One of the first critical pain points he encountered:

**“ONE OF THE REPORTING RISKS THAT I SEE AS A SERVICE MANAGER IS DEALING WITH PROPER DOCUMENTATION OF HIGHLY SENSITIVE ACCOUNTS AND SHARED HOUSING.”**

He noted that standard service reports often aggregated data, risking information crossing between clients and undermining their goal of providing truly discreet service. “You’re now adding all of this administrative burden of blacking things out,” Jack explained. This lack of data segmentation posed a privacy risk and a liability issue for property managers.

The company turned to PestPac to build a technological ecosystem that addressed these specific commercial needs, ultimately finding a solution that not only works to meet their needs now but scales with them as their commercial business continues to expand.



## THE SOLUTION -CONT'D

### Mastering Compliance With Multi-Unit

The adoption of the Multi-Unit module transformed their reporting process, allowing technicians to categorize findings by building, floor or specific area. Crucially, it compartmentalized data.

**"If that tenant wants a copy of their service report ... there's no redacting," Jack said. "It really protects us from a liability standpoint, it keeps things more privatized, and it gives us the ability to really document conditions."** This capability became a major selling point for property managers worried about tenant privacy disputes.

### Visualizing Value With Logbook and Heat Maps

To demonstrate the effectiveness of their services, Discreet Pest and Wildlife utilized Logbook. This module provided a dashboard for clients to view pest trends and conditions. Jack utilized the Heat Map feature as a powerful sales tool to visualize activity hot spots for clients and to highlight the presence of problem areas for prospective clients – and the need for their specialized service.

### Enhancing Efficiency With Smart Traps and IPM

The team integrated Bell Labs' IQ sensing technology directly with PestPac. Instead of manually checking empty traps, the system alerts them to traps with documented activity via Wifi or Bluetooth to make servicing large facilities exponentially faster. "It helps them focus on the problem areas," Jack noted, ensuring that technician time was spent solving problems rather than checking empty boxes.

PestPac's mobile app has even made them a more attractive employer for experienced technicians. Describing the reaction from prospective hires during interviews, Jack notes:

**“WHEN I SAID ‘PESTPAC,’ THE SIGH OF RELIEF OFF MOST OF THESE PEOPLE WAS JUST INCREDIBLE.”**



# THE RESULTS



## OPERATIONAL STREAMLINING

The use of Custom Forms and Conditions streamlined communication between the field and the client, from getting a signature for a restricted-use pesticide to documenting a door gap that needed repair.



## CUSTOMER SATISFACTION AND SELF-SERVICE

The implementation of the Customer Connect portal empowered clients to handle their own needs, from reporting pests to checking schedules. Jack noted that modern property managers often prefer digital interaction over phone calls, with the portal's 24/7 access improving the client experience and reducing administrative drag on the office staff.

By adopting PestPac, they transformed their operations to showcase Discreet Pest and Wildlife as a sophisticated, data-driven partner for their commercial clients.

**"We're a small company," Jack admits. "Who's going to go with this company over [a national brand]? So you really have to bring something to the table ... and when you bring things like this, they're like, 'Oh wow, how do you guys have that but my company currently doesn't have that?'"**

As they look to the future, Discreet Pest and Wildlife continues to explore new ways to leverage automation and data to drive revenue – and they know they can count on PestPac to be a partner every step of the way. Ready to see how PestPac can help you win more commercial business?

**READY TO SEE HOW PESTPAC CAN HELP YOU WIN MORE COMMERCIAL BUSINESS?**

**BOOK A DEMO**

The image shows a mobile application interface for PestPac. At the top, it says "Mobile App" with icons for profile, notifications, and menu. Below that is a blue header bar with "Add Pest Finding" and a "SAVE" button. Underneath are three tabs: "Captured" (selected), "Sighted", and "Evidence". The main area has a "Target" field containing "Termites" and a "Quantity" field containing "75". At the bottom is a numeric keypad with a grid of numbers (1-9, 0, ., -, and a clear button with an 'x').

1	2	3	-
4	5	6	—
7	8	9	✖
,	0	.	✓