## Financial Services

## termio
### PEST CONTROL



**Services Provided:** Pest, rodent and termite protection

**Areas Served:** The Greater Dallas, Houston, & Phoenix areas

**WorkWave Products:** PestPac, WorkWave Payments



## THE PROBLEM

As a growing pest control business serving multiple states, Termio Pest recognized the importance of relying on integration as they scaled. As Katie Wood, Termio Pest's director of finance, notes, processing payments externally and bringing the information over to PestPac manually would not only waste time but also create potential for errors.

One area where the potential for time savings and error reduction was evident was Termio Pest's accounts receivable. Each month, they would pull a list of customer cards set to expire the following month and send out emails asking customers to update their payment details. In addition to taking up a wealth of time, this process was ineffective; the business was still seeing **between 200-280 declined payments** during the larger billing cycles each month.

# HOW WORKWAVE PAYMENTS MADE THE DIFFERENCE

Right away, WorkWave Payments proved the value of integration.

"Having everything integrated into PestPac is huge. We can't imagine not having things integrated. Especially as we grow and the scale on which we do things — I can't even imagine."

The savings of having WorkWave Payments integrated into PestPac goes beyond just the labor associated with manual processing. With hundreds of declined cards each month, Termio Pest wasn't reaping the full benefits of having 91% of their customers set up with auto-pay — until they started using WorkWave Payments' Account Updater feature.



> " Having that auto-pay and monthly billing...
> **THAT HAS BEEN A GAME CHANGER.** "

Since using Account Updater to its full capabilities, Termio Pest has seen an 80% reduction in declined payments due to expired cards. In Termio's case, this equated to approximately $275,000 in uninterrupted cash flow.

"[Integration] changes the very nature of how we do anything with our payments. It just saves so much time and a lot of human error."

**To learn more about how Account Updater can help you minimize your accounts receivable before they ever pile up, as well as other features that help you save time and money, visit workwave.com/financial-services today!**