



PestPac
by WORKWAVE

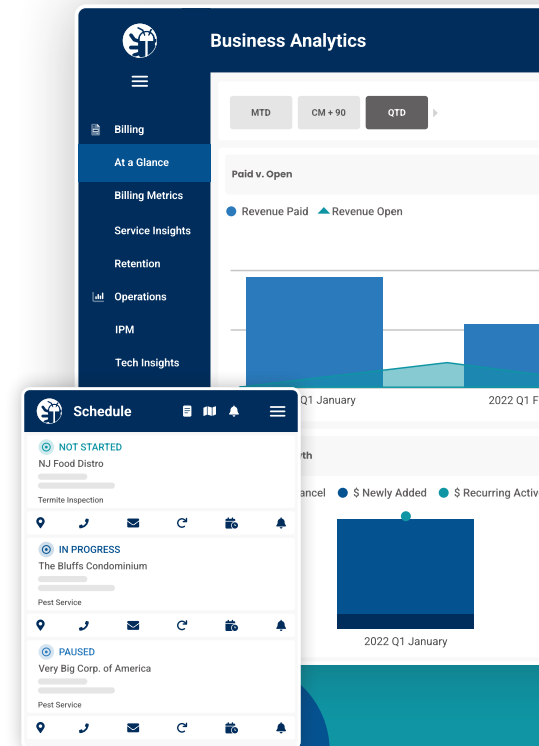
Enterprise Implementation Definition:

The PestPac Enterprise Implementation team is here to ensure your successful adoption of PestPac. During your implementation journey, an Enterprise Implementation Manager (EIM) will project manage, facilitate communication and drive all teams toward meeting key milestones. An Implementation Specialist will meet with you regularly to answer your software questions and help in your transition to PestPac.

You and your team will gain access to all PestPac knowledge resources, including our online learning platform WorkWave University, as well as PestPac Community, our PestPac knowledge-base with webinars and setup/usage guides, to help aid in the setup and adoption of your new software.

Customer Tips for a Successful PestPac Enterprise Implementation:

- 1 Document your current processes
- 2 Identify a Project Manager (to coordinate resources and drive accountability within your organization)
- 3 Assign subject matter resources responsible for working with Workwave
- 4 Ensure assigned resources are attending scheduled sessions, taking notes and completing assigned tasks
- 5 Choose dedicated trainees (and a Client Super User)
- 6 Review provided resources and complete WorkWave University courses prior to each follow-up session
- 7 Obtain and provide necessary information for data entry and decisions regarding company information
- 8 Ensure internal decisions regarding the implementation are finalized
- 9 Communicate concerns, challenges, or questions to the Enterprise Implementation Manager as they arise
- 10 Invest your time now to see your return on investment later



Progress:	Areas of Focus/Session Topics:	
Welcome Call	Personal introduction call from your EIM to meet you as a key stakeholder and answer any immediate questions. They'll outline next steps in the implementation journey, look to identify the additional key stakeholders for the project and begin scheduling for a broader team Kickoff to outline the implementation process.	
Enterprise Implementation Kickoff	Meet and greet between your key stakeholders and the PestPac team to outline roles and responsibilities. Provide a high-level overview of what to expect during your implementation and conversion (if applicable) journey. Discuss key milestones and available tools/resources. Surface any current business practices critical to the success of the implementation and what your expected outcomes are. Question and Answers (Q&A) throughout. Position next steps.	
Implementation Deep Dive Playbook Meeting	Focused meeting with your EIM and Implementation Specialist to get deeper into the implementation/training journey specifics, train-the-trainer approach, review your product portfolio and level-set on next step action items and assign specific owners.	
WorkWave University (WWU)	Login credentials will be sent to the team members you provided. Have your key team members review and complete the online training paths based on your product portfolio. Includes "Your Turn" activities, which enable hands-on application of what you learned in WWU.	
CONV	Data Services (DS): Introductory Meeting (if applicable)	Set conversion expectations, discuss timelines, milestones and next steps.
Timeline Development	Ensures the EIM and customer keep track of projected milestones from a Data Services and Implementation standpoint.	
Status Checkpoints	Checkpoints will be sprinkled in throughout your journey by the EIM to provide project status updates, highlight any concerns with progress and summarize next steps.	
CONV	DS: Questionnaire/ Mappings Meeting (if applicable)	Discuss rules of the conversion and answer any questions regarding mappings.
DS: Draft Environment Review (if applicable)	Multiple Draft Review meetings with your Data Conversion Analyst (DCA).	
Implementation Session #1**	PestPac Onboarding Course 1: PestPac Navigation & Setup – Lookup Table	
Implementation Session #2**	PestPac Onboarding Course 2: PestPac Customer Management – Company Setup + Customer	
Implementation Session #3-4**	PestPac Onboarding Course 3: Service & Scheduling – Service Setups, One Time, Call Backs	

Progress:	Areas of Focus/Session Topics:
Implementation Session #4-5**	Renewals: Gold vs. Recurring, Creating Letters, Lists, Sending Notices
Implementation Session #5-6**	PestPac Onboarding Course 4: PestPac Billing & Accounting
Implementation Session #7**	Correct Accounting: Reverse Payments, Unapplying a Payment, Credit Memos vs. Adjustments
Implementation Session #8-9**	Commissions and General Ledger Module (if applicable)
Implementation Session #10**	General Reporting (i.e. Invoices, Statements, Accounts Receivable Report, etc)
Pre Go Live Alignment Meeting	Alignment meeting to prepare the customer for their set go live date and prioritize the order of any additional add on product implementation.
CONV	DS: Conversion Go-Live (if applicable)
Additional Modules**	Your essential PestPac Implementation is now complete. Learn how to implement any additional modules you've purchased from WorkWave.
Post-Implementation Check In	Check in from your implementation specialist to gauge your progress and readiness as you prepare for your graduation from Implementation to Support.
Implementation Graduation	<p>Recap additional avenues of support after Implementation Graduation PestPac Support: pestpacsupport@workwave.com Professional Services: pestpac.com/professional-services Community: Click on the Community/Training icon on the top right corner when signed into PestPac</p> <p>Congratulations! You have successfully completed all prerequisites with your implementation specialist to be fully operational!</p>

*Test Database and/or Training Database available for additional fee

**Implementation and Training is included in your initial setup. Customer will designate a Client Super User who shall be responsible for client administration (such responsibilities include ongoing database management, branch access rights, security permissions and training for their employees). Any additional companies you acquire under one database would be trained by the Client Super User. Any additional Training, Implementation, and Professional Services provided by WorkWave are available upon request at an additional cost.

***Conv = Conversion

You will have access to your Enterprise Implementation Manager and Implementation Specialist for a pre-defined period of time as outlined in your signed contract.