Implementation Definition:

The PestPac Implementation team is here to ensure your successful adoption of PestPac. During your implementation journey, you will have a dedicated Implementation Specialist who will meet with you weekly to answer all your questions and help in your transition to PestPac. You and your team will gain access to all PestPac knowledge resources, such as our online learning platform (WorkWave University) and our knowledgebase with webinars and setup/usage guides (Community), to help aid in the setup and adoption of your new software.

Tips for a Successful PestPac Implementation:

1 Document your current processes

2 Choose a dedicated trainee

3 Attend all sessions and take detailed notes

4 Review provided resources and complete WorkWave University courses prior to each Q&A session

5 Invest your time now to see your return on investment later

Progress:	Areas of Focus/Session Topics
Receive Login Information	• You will receive your login information to access your PesPac software! WorkWave's Implementation Coordinator will reach out to book a date and time for your implementation kickoff session.
Implementation Kickoff	• Meet your Implementation Specialist, review your current business practices, set expectations around milestones, review available resources and discuss your expected outcomes.
Implementation Session #1	• Workwave University PestPac Onboarding Course 1: PestPac Navigation & Setup
Implementation Session #2	• Workwave University PestPac Onboarding Course 2: PestPac Customer Management
Implementation Session #3-5	• Workwave University PestPac Onboarding Course 3: PestPac Service & Scheduling
Implementation Session #6	• Workwave University PestPac Mobile Onboarding Course (if applicable)
Implementation Session #7-8	• Workwave University PestPac Onboarding Course 4: PestPac Billing & Accounting
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	• Your Implementation Specialist will check in on your progress to prepare you for Implementation graduation.
Implementation Graduation	• You have successfully completed all prerequisites with your Implementation Specialist to be fully operational!

Post-Implementation Resources	• Additional avenues of support after Implementation graduation include the following:
	  • PestPac Support: pestpacsupport@workwave.com
	  • Data Services for post-Implementation data transformation: Speak with your account manager
	  • Professional Services: pestpac.com/professional-services
	  • Community: Click on the Community/Training icon on the top right corner when signed into PestPac

You will have access to your Implementation Specialist for a pre-defined period of time as outlined in your signed contract. Should you surpass this timeframe due to excessive reschedules, no shows or cancellations of scheduled sessions, you will have the opportunity to purchase an extension fee to proceed with implementation.