PestPac
by WORKWAVE®

THE TIPPING POINT:

At what point do you need a business software solution?

Every business wants to be successful. But whether you are a sole proprietor or head of a large company, when do you know that you need the help of **integrated business software** to support your efforts? You might think that you only need this kind of solution if you're running a large business with multiple locations, but in today's fast paced world, that's not the reality.

If you are a one man show, you may still be using paper and pen, off the shelf business software, or a combination of web based programs to organize your day to day. Each solution might be helping to manage your current level of business operations, but are they helping you increase your business and become more successful?

If you're like most small to medium businesses, you automate processes one by one as you recognize certain aspects of the business that aren't working proficiently or the problems with performing them manually become too much to manage. Once implemented, each of these solutions seemed to do the job of streamlining your business effectively. And for a time, they absolutely provided your company with some relief, but are they truly allowing you to scale and grow the way you want?

Whatever the size of the business, these solutions don't always hold up over time and technology changes faster than you can imagine. Separate solutions rarely work well together because they keep or store information and data separately and they don't share the same processes. So what happens next? You end up with siloed systems that don't properly share data between programs and require you to go back and forth between systems because you have to adapt to each solution's specific requirements. This costs you time, money, and focus. Research suggests that over 80 percent of organizations using business software experience these types of data silos from a moderate to high degree. **Imagine what can happen if the dysfunction can now function?**

Here are a few examples of the areas that are commonly affected by either not having business software or not upgrading existing software to an integrated solution:

PRODUCTIVITY

- Your business is still using an old school pen and paper system
- Your sales team enters leads into one system. Then they have to be re-entered in another system to be serviced. Then entered into yet another for accounting purposes
- Customer information is kept on note cards or in a separate CRM
- Creating reports is a huge undertaking of pulling data from multiple systems and departments
- Making slow decisions because reporting takes too long
- Forgoing reporting process, making hasty or risky decisions based on lack of data

SCHEDULING

- Missing opportunities for recurring service appointments
- Lack of appointment reminders
- Not being able to fit in high paying service opportunities due to lack of visibility into field service team's availability
- No mobile application synced to field service technicians to update schedules
- No GPS or Route Management systems, techs showing up late and not providing quality, on time service
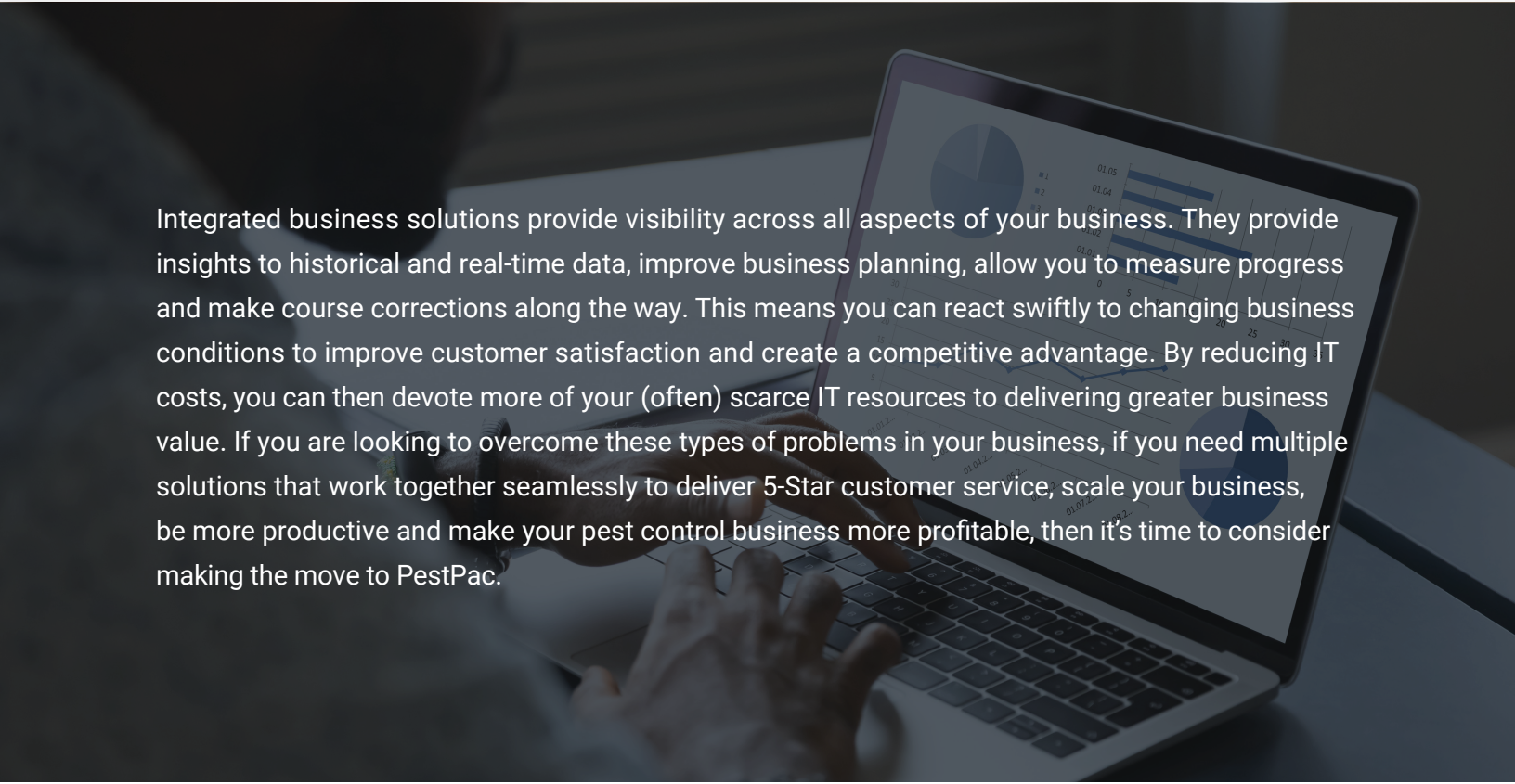
BILLING

- Illegible service documents, manually created on site
- Daily billing that needs to be entered into accounting systems
- Not able to collect credit card payments onsite, tied to accounting systems
- Not able to produce automated billing for recurring services
- Accounting not tied into customer resource management database for use by sales teams

INVENTORY MANAGEMENT

- Knowing what is in the warehouse, on the trucks, and used in the field daily
- Materials tracking: Each state has strict laws for tracking chemicals
- Not being able to service a customer due to lack of product

IT COSTS

- Unnecessary, duplicated capital expenditures for hardware, software, IT management and maintenance of multiple systems
- Upgrade costs for multiple applications
- IT spending its time/budget maintaining legacy systems instead of improving business productivity

Integrated business solutions provide visibility across all aspects of your business. They provide insights to historical and real-time data, improve business planning, allow you to measure progress and make course corrections along the way. This means you can react swiftly to changing business conditions to improve customer satisfaction and create a competitive advantage. By reducing IT costs, you can then devote more of your (often) scarce IT resources to delivering greater business value. If you are looking to overcome these types of problems in your business, if you need multiple solutions that work together seamlessly to deliver 5-Star customer service, scale your business, be more productive and make your pest control business more profitable, then it's time to consider making the move to PestPac.

When researching software, try and make sure it provides:

A solution for every aspect of your pest control business through a single, connected user interface.

Access to full customer lifecycle visibility through real-time, actionable data that facilitates efficiency and growth.

The ability to find optimal appointment times for customers without placing them on hold.

Smart routing functionality to quickly create the most optimal routes for scheduled jobs.

A way to streamline important, time consuming items such as filling out job requirements, providing estimates, tracking time spent on site, scanning barcodes, collecting payments by credit card, etc.

An easy way to accurately track material application.

An efficient way to manage recurring services and scheduling.

A robust accounting, reporting, billing and account information for valuable business insights.

Customer Resource Management and Customer Service tools so you can increase sales and revenue.

A tool that automates business review generation.

Whether you are a solo operator looking for your first business software solution or a small medium or large sized business looking to reduce silos and upgrade your existing systems, we invite you to discover what PestPac could do for you!

MAKE THE SWITCH TO PESTPAC TODAY.
Call (866) 475-2932 or visit pestpac.com to learn more.