

Greenix Pest Control: Finding a True Partner for Multi-State Payroll Complexity

The challenge: navigating multi-state compliance

Operating across 32 states, Greenix faced a significant challenge: managing payroll complexity and compliance across an expanding geographic footprint with vastly different regulatory requirements. Each state brought its own set of tax laws, compliance standards, and regulations.

"There are 50 states, but there are 9,000 different local jurisdictions across the country. I'm not a payroll tax guru, and I wouldn't say I have any super in-depth knowledge on local taxes," says Alex Wright, Director of Compensation at Greenix.

Aaron Ormsby, Senior Manager of People Data and Analytics at Greenix, echoes that sentiment: "There's so many different variables and complexities with the different states and the laws changing," Aaron adds. "Trying to keep up with all of them, it's tough. That's probably where [OneSource Virtual (OSV)] helps us most."

As Greenix evaluated their payroll needs, they realized they needed more than just transaction processing. They needed a strategic partner who could offer expert guidance, help them navigate complex compliance requirements, and genuinely understand their unique business challenges.

A partnership that goes beyond service

What Greenix found in OSV was a fundamentally different kind of partnership. From the beginning, the relationship felt personal, proactive, and solution-oriented.

"We've had a tremendous journey with OSV," Aaron says. "The connections, the relationships from the very beginning — that's what [we] really love. You're very personable, down to earth, salt of the earth people. We felt that you've wanted to help us. You're not just a service provider to us. You're actually helping us. Like you care."

Overview



Greenix is a U.S.-based residential and commercial pest management company that uses science-backed, eco-conscious methods to protect homes from more than 50 common pests. Founded in 2011, they offer customized, sustainable treatment plans to keep living spaces safe, comfortable, and pest-free.



Headquarters
Orem, Utah



Industry
Consumer services – pest control



Employees
825+



OSV customer since
2022

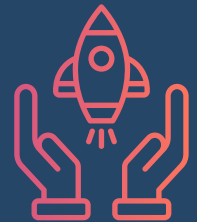
That care shows up in tangible ways. OSV's team proactively monitors Greenix's payroll operations, sending alerts about tax changes, regulatory updates, and potential issues before they become problems.

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"We have people on the OSV side that are regularly checking, sending us communications of things that are changing or obscure, like 'hey, taxes are off, something's wrong here,'" Aaron notes. "It's rare to find a provider that offers the same level of partnership and access to a person on the other end of a phone."



Going above and beyond



The impact: measurable results and strategic focus

The partnership with OSV has delivered significant measurable improvements across Greenix's operations:

\$30,000+ in annual savings

"We used to be out of compliance quite a bit on some of these taxes," Alex explains. "We've been able to dial that back in a lot and cut back on fees and penalties. This year, with getting better and getting more dialed in, we've saved something like \$30,000 in just payroll tax expenses."

Increased efficiency

By expanding their use of OSV's services to include garnishments and employment verification, Greenix has freed up significant time. "It saved my team time and allowed us to focus on more important things," Alex says. "Instead of working on the back end with state agencies and having issues there, we end up being able to serve our customers, our employees, much more."

Enhanced accuracy

OSV's consistent processes decrease errors and frustrating employee interactions. "We get the same quality of input and output every time," Alex notes.

Team empowerment

OSV's solutions have made the Greenix team self-sufficient while still providing expert support. "You've made us very self-sufficient," Aaron explains. "We have that trust. We have all the facilities in place and all the right stuff to do it."

OSV & Greenix's partnership was tested during a recent crisis when a bank failure affected Greenix and many other businesses. Alex was understandably worried. Then, at 11:00 PM, he received a note from OSV's CIO.

"I got an email saying, 'Hey, we got it resolved. I've been up in the night doing the thing,'" Alex recalls. "That was just so cool. **I don't think there's any payroll provider I've ever worked with that would have taken that level of care.**"

When unexpected challenges arise

The value of the OSV partnership became clear during an unexpected payroll issue. When benefits were accidentally deducted twice in a single pay period, the Greenix team needed to return money quickly to employees living paycheck to paycheck without running an off-cycle payroll.

The answer was myFlexPay, OSV's earned wage access solution. "We want to get that money to them immediately," Aaron highlights. "Instead of saying, 'hey, we'll run it off cycle,' they can dip into myFlexPay. Thank goodness we had this, or we'd be screwed."

Building trust for the long term

After years of partnership, Greenix has developed deep trust in OSV's team and approach.

"The trust you develop over the course of so many years," Aaron reflects. "We're in it. There's no desire to leave because it just would not make sense. We'd have to start all over again."

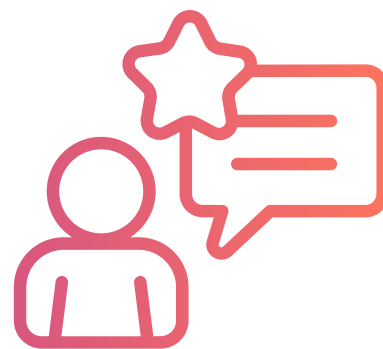
Alex agrees: "I would consider most of the people I work with at OSV to be really friendly and cool — to hang out with, spend time with, talk to, and problem-solve with. The differentiation is definitely on the relationship side. That's your product differentiation."



Looking ahead, that trust is enabling new possibilities: Greenix is exploring additional services with OSV, including benefits administration, confident that the same level of partnership and support will extend to new areas.

For organizations navigating the complexities of multi-state operations, numerous local tax jurisdictions, and strict payroll demands, the Greenix story offers a clear lesson: The right partner doesn't simply process transactions — they solve problems, develop solutions, and become a vital part of your business's success.

"It's a true feeling that [OSV is] an employee at our company and not just a service we provide," Aaron says. And for a company like Greenix, that makes all the difference.



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