

# Innovating Today, Shaping Tomorrow

Massey Services' growth powered by a future-ready IT foundation

## Massey Services

[masseyservices.com](https://masseyservices.com)

- Florida-based pest prevention and lawn care company, setting industry standards since 1985
- Over 190 service centers across southeastern and south central US catering to both residential and commercial sectors
- Offer comprehensive services including pest prevention, landscape services, irrigation maintenance, and termite protection



### Challenges

- Connectivity issues and network downtime
- Data management and security concerns
- Scalability and quick deployment needs

### Solutions

- [Managed SD-WAN](#) with diverse circuits
- [Dedicated Internet Access](#) upgraded from MPLS
- Scalable IT infrastructure

### Results

- Enhanced connectivity and reliability
- Increased bandwidth and performance
- Scalability and quick deployment

**MASSEY**  
SERVICES INC.®

**\$144,000**

Saved annually

**100%**

Next-gen networking improvement

**Enhanced**

End-user experience

LUMEN®

## Challenge

### From pests to performance

Forty years ago, Massey Services revolutionized pest control by creating Pest Prevention - a customized environmental management program that prevents pests from getting inside a home or business. Massey Services now proudly serves nearly one million customers across the southeastern and south central US.

However, even industry leaders face challenges. Massey Services needed to enhance their digital presence and transition their services to the cloud within a year. With over 190 locations and 3,000 team members, this was no small feat. Ensuring reliable broadband connections for service technician tablets and meeting each service center's needs were significant hurdles.

The challenges underscored the need for a robust digital infrastructure for real-time data analysis and better decision-making. "Our focus is on our people," says Adam Scheinberg, Vice President of IT at Massey Services. "We believe that by giving them the best tools, we can always provide the best solutions for our customers."

Massey Services needed a more efficient, integrated system for customer interactions and service management to support their growth.

## Solution

### Exterminating IT troubles

Massey Service leveraged their long-standing relationship with Lumen to tackle hefty IT challenges. They made a strategic move from MPLS services to Dedicated Internet Access (DIA), boosting bandwidth and overall network performance. Additionally, Lumen implemented a managed SD-WAN with diverse circuits, enhancing connectivity and reliability across all locations.

This upgrade provided seamless communication and real-time data access for their service technicians, even in weather. "Without Lumen's reliability and stability, we would not be able to do that," says Howard Marquardt, Director of IT Infrastructure at Massey Services.

### Lumen Solution Set

- [Managed SD-WAN](#)
- [Dedicated Internet Access](#)

866-352-0291 | [lumen.com](https://lumen.com) | [info@lumen.com](mailto:info@lumen.com)

Current Lumen customer compensated for their endorsement.

Services not available everywhere. Business customers only. Lumen may change, cancel or substitute products and services, or vary them by service area at its sole discretion without notice. ©2025 Lumen Technologies. All Rights Reserved.

“ The Lumen team exceeded our expectations with our SD-WAN project. [Our team] beat our rollout timeframe, met the delivery dates for hardware and services according to the originally established timeline, and did so with minimum impact to business uptime.”

— Adam Scheinberg  
Vice President of IT, Massey Services

## Results and Future Plans

### Bug-free and beyond

The partnership between Massey Services and Lumen transformed Massey's IT infrastructure and operations. By converting to DIA and implementing SD-WAN, they significantly improved network performance and user experience. This scalable IT infrastructure allowed Massey Services to quickly integrate new locations, supporting their growth and maintaining their competitive edge in the market.

Howard praised the partnership, stating, "Lumen has been a great partner with us. Every time we have had to take the next step in technology, they have worked with us to help us migrate everything from sales and engineering to project management and implementation."

With solutions from Lumen, Massey Services has secured reliability and scalability for the future. "We've been a Lumen customer for a long time, and I expect us to continue to be one for a long time," Adam adds.

LUMEN®