The #1 Software Platform for Facilities Management

- 350+ employees
- 500+ customers
- 330K locations
- 50K providers
- 100M work orders
- $37B in spend

ServiceChannel
Facilities Management or Juggling?

We’ve got a problem...

Location Manager

Facility Manager
Facilities Management or Juggling?

When can it be fixed?
At what cost? By whom?
Facilities Management or Juggling?

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Calls, voicemails, texts, emails, faxes
Facilities Management or Juggling?

When can it be fixed?
At what cost? By whom?
Did they show up? Was it fixed? Should I pay?

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Providers
Facilities Management or Juggling?

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Calls, voicemails, texts, emails, faxes

Springfield, Fairview, Auburn...

HVAC, Plumbing, Electrical, Oven....

Location Manager

Facility Manager

Providers
Inefficiency Creates Other Problems

- Customer experience suffers
- No time to get proactive
- Hard to keep providers accountable
- Hard to keep spend optimized

Diagram:
- Facility Manager
- Location Manager
- Providers

No time to get proactive
Customer experience suffers
Hard to keep providers accountable
Hard to keep spend optimized
Solution: The #1 Facilities Management Platform
Solution: The #1 Facilities Management Platform

Choose providers with confidence

Deliver a great customer experience

Gain insights to drive performance

Make the most of your budget
Choose Providers With Confidence

Find providers that match your needs
Directory with details on geographies, trades, certifications & more

Onboard them quickly
Over 50K providers, familiar with workflows for documentation, work orders and invoicing

Ensure trust and reduce risk
Efficiently capture and track compliance documentation
Deliver a Great Customer Experience

Manage the workflow & resolve issues faster
Configure provider assignment, scheduling, NTE limits, approvals.
Controls around GPS/IVR check-in, proposals and PM scheduling

Keep location staff focused on the customer, not the problem
3 simple steps - request, track & verify – via an app or browser

Reduce asset downtime
Prioritize critical work, track histories to make repair vs. replace decisions
Make the Most of Your Budget

Reduce work orders that require spend
Guided troubleshooting, identify work covered by lease or warranty

Eliminate invoicing overages
Enforce NTE limits & automate proposals. Enforce rates, eliminate leakage based on hours or double invoicing

Automate when and how you pay
Automation from invoicing to approval to payment timing & methods
Gain Insights to Drive Performance

Identify cost & performance hotspots
Overall & by region, location, trade, provider

Drive today’s decisions with historical & predictive insights
Flag out-of-range proposals, assets with costly histories

Drive productive conversations with providers on performance
Contractor Scorecard for shared view of costs and speed
Bloomin’ Brands drives facilities excellence for a great customer experience

Problem
Rapid growth resulted in visibility and communication challenges that prevented prompt resolution of issues

Solution
Implemented ServiceChannel enterprise to boost efficiencies across 1,000+ locations, automated workflows across user levels

Results
• 50% improvement in first time work order completion
• 66% reduction in work order resolution times

“We needed a technology partner to achieve our goals and we found just that in ServiceChannel, a true partnership.”
– Jon Ahrendt, Director of Facilities Management
“ServiceChannel has been so flexible when it comes to using the platform as we scale, being a true single source of record for all things facilities.”
— Wendy Neikrie, Facilities Manager

CorePower Yoga reduces R&M costs and stretches their budget

**Problem**
Decentralized FM processes, 150 studios created work orders and paid vendors ad-hoc, no visibility into work order status or costs

**Solution**
Centralized all work orders and invoices electronically, complete visibility of R&M spend across all locations, insights to inform repair vs. replace decisions, centralized mgmt. of providers including GPS check-in

**Results**
- Reduced R&M costs by 48%
- Reduced avg. invoice amount by 15%
- Paid vendors in 2 hours instead of 2 days
Next Steps