

ServiceChannel Managed

The easy way to achieve peak facility performance, wherever you need it.

Top performance at a lower cost is finally within reach

- › ServiceChannel Managed is a new, collaborative approach to facilities management.
- › Together with you, we design a program that gets peak performance from every asset and service provider.
- › With our support for day-to-day operations, you can focus on your customers and growth.

Accelerate results with a collaborative approach



Leave the hard work to ServiceChannel

Are you lacking the time or the team to chase down every emergency?

With our Managed services, we handle every work order, so your team is free to focus on the customer experience and your business goals.



Grow and adapt without limits

Scale quickly as you add new locations and offerings by leveraging our bench of qualified providers and team of FM experts.

Get the data and insights you need to make smart investment decisions.



Deliver on higher brand expectations at lower cost

Upgrade your network to use the market's top providers based on actual performance and cost data.

These proven vendors offer 30% lower costs, 80% faster speed, and 40% higher quality.

How it works

With our suite of facilities management and provider network services, you can operate at peak performance with the agility to evolve.

Stage	Optimize Network	Drive Workflows	Manage Expenses	Analyze Performance
<p>What we do for you</p>	<p>We source a network of the best providers from our Marketplace, with backups, for every trade where you need support. We monitor and coach providers to continuously improve their performance and cost effectiveness.</p>	<p>We communicate with providers and locations to complete work orders on time and at low cost. We operate a preventative maintenance program to keep your assets and locations in top shape.</p>	<p>We facilitate all invoicing and payments with providers, without adding any hidden costs. We review proposals and validate invoices so you pay only for the right work done the right way.</p>	<p>We manage all your data on the ServiceChannel Platform, so you have real-time visibility into spend, locations, and assets. We deliver reporting and strategic advising to guide your important business decisions.</p>
<p>Outcomes</p>	<p>Improve quality, speed, and cost by upgrading to the top performers where you need help, while keeping existing relationships that work.</p>	<p>Reduce downtime and solve problems faster with expert oversight for your work orders and assets.</p>	<p>Avoid overpaying with validated invoices and transparent provider costs.</p>	<p>Keep improving your program and optimizing spend with insights, benchmarking, and analytical support.</p>

The ServiceChannel difference

ServiceChannel Managed is a new alternative to conventional brokers and IFMs that maintains the ease of outsourcing while delivering the performance and cost-effectiveness that past approaches could never achieve.

With Managed, you get a transparent, data-driven FM program that could only be delivered by ServiceChannel, because we built the service on top of our unparalleled FM Software Platform and Service Provider Marketplace.

Transparency with data

With the right data, you can see the path to peak performance.

You own all your data on the ServiceChannel Platform. And we have nothing to hide.

You will always know which provider is doing your work, how they performed, and how much they billed you—without any hidden markup.

So you can hold your providers accountable—and us, too.

Performance-based provider sourcing

We source the top providers from over 70,000 in our marketplace, based on their actual performance and cost KPIs for other clients.

With faster fixes, you improve the experience for your customers—and for your location staff, who spend less time worrying about facilities.

Stay in control

Now you can get support with day-to-day operations, while still keeping control over decisions about providers and spend.

If you want to keep some existing provider relationships, we'll help with on boarding, supporting, and monitoring them, too.

Aligned incentives for all partners

The market's top providers want to work with ServiceChannel because they get to keep direct relationships with their customers.

And they want to do great work for our clients, because we help them grow their business based on their track record.

Our model doesn't depend on marking up labor rates, so we recommend the best provider for your needs, not the unqualified tech with the lowest rate.

Build a future-proof program

Get a single source of truth for all trades with the ServiceChannel Platform, while we manage the system.

Keep your equipment running and revenues rolling by tracking critical assets, being proactive with maintenance, and automating repairs with IoT.

"The coolest thing about ServiceChannel Managed is the data. You can see the performance for all providers, and you know they're sending the best vendor for the job. Why wouldn't you try it?"

—EJ Wright, Director of Engineering and Facilities, Vera Bradley

Performance by the numbers

See these real results from ServiceChannel Managed customers.

Veggie Grill



30%
cost savings

35%
improvement in
resolution time

80%
improvement
in first-time
completion rate

"The knowledge that ServiceChannel is taking care of things so we can focus on customers is huge. We pay less and improve the service. It's a win-win."

—Alex Gama, Director of Operations,
Veggie Grill

Tommy Bahama



35%
cost savings

41%
improvement in
resolution time

20%
improvement in
on-time arrival

"I'm a team of one, and with ServiceChannel I feel like I have a good 20 people behind me. Life is easier because I don't have to monitor every single thing. It's all taken care of, and the follow through is solved."

—Jon Nivision, Senior Construction Project Manager,
Tommy Bahama

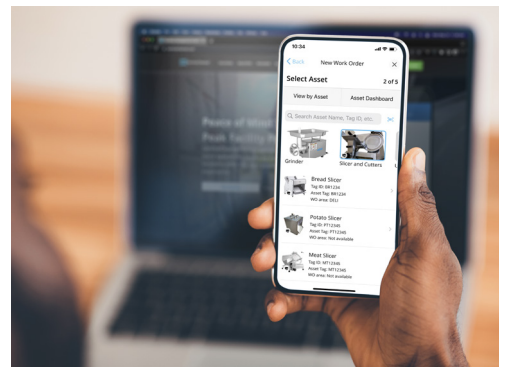
See how ServiceChannel Managed can transform your facilities performance in just 90 days.

GET A DEMO

Who is ServiceChannel?

ServiceChannel brings peace of mind to facilities and store operations teams by ensuring that their locations offer the best possible guest and employee experience.

As the #1 Facilities Management Platform, market leaders like Trader Joe's, Chipotle, Louis Vuitton, and CVS Health partner with us to preserve the performance of their business-critical assets. We make this possible through a SaaS platform that provides a single source of truth, a marketplace that connects businesses with top service providers, and professionally managed services. The ServiceChannel platform captures the industry's richest performance data, with billions of data points drawn from over 150 million work orders and over 70,000 providers.



TRADER JOE'S



LOUIS VUITTON



www.ServiceChannel.com/Managed