

ServiceChannel®

Introduction to ServiceChannel

The #1 Software Platform for Facilities Management

350+
employees

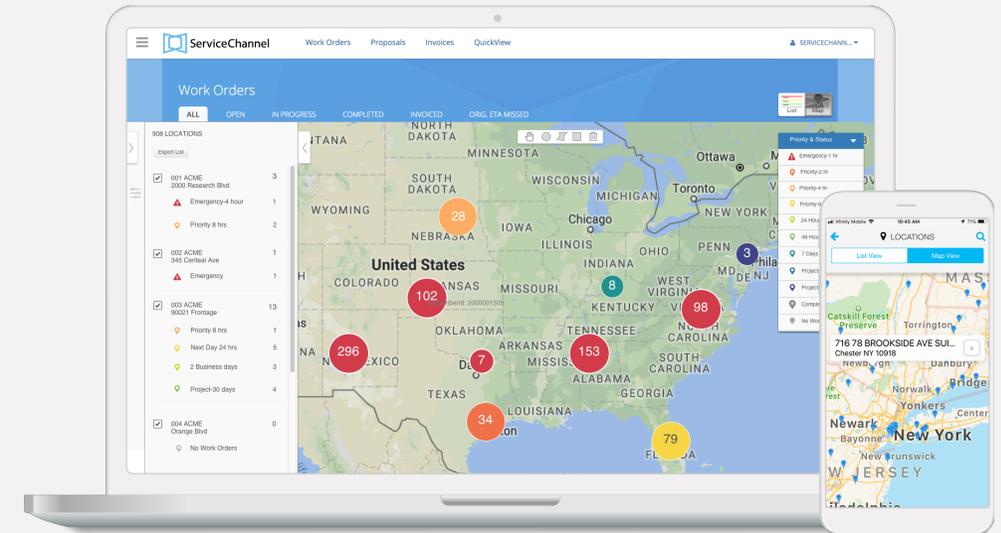
500+
customers

330K
locations

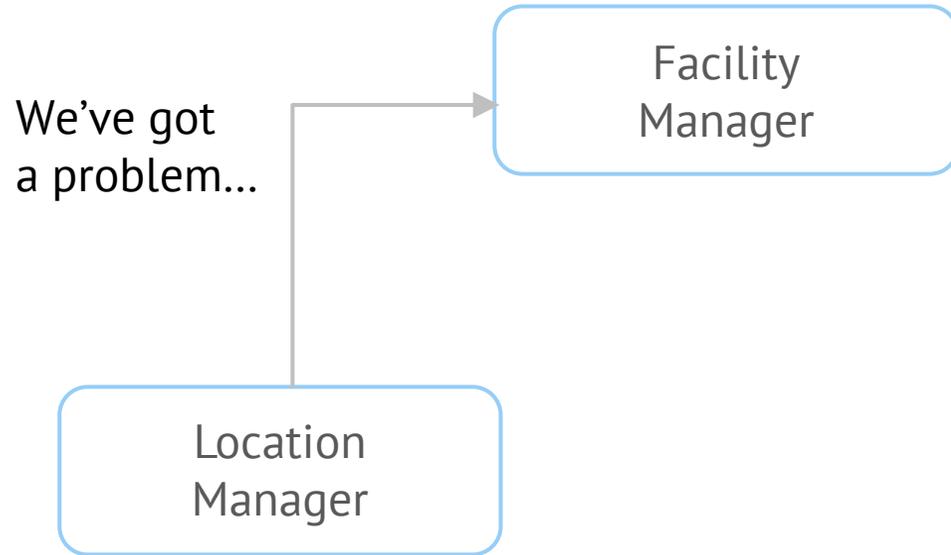
50K
providers

100M
work orders

\$37B
in spend

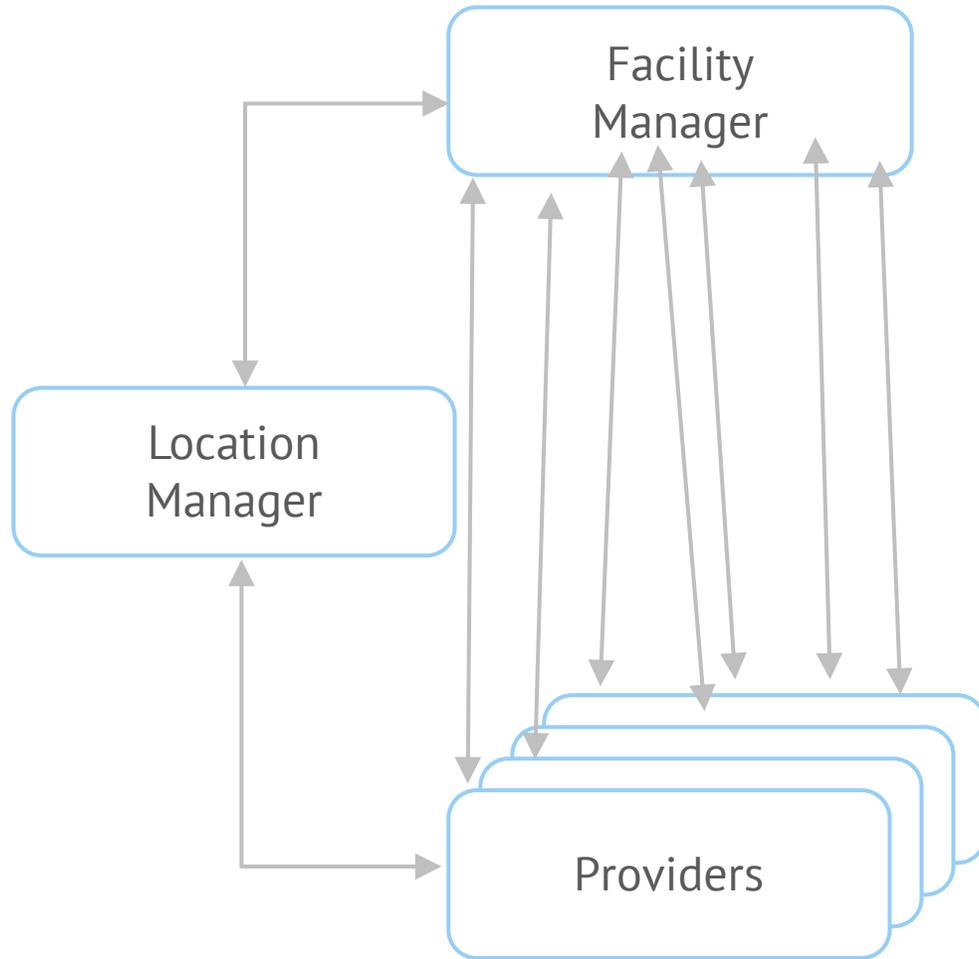


Facilities Management or Juggling?

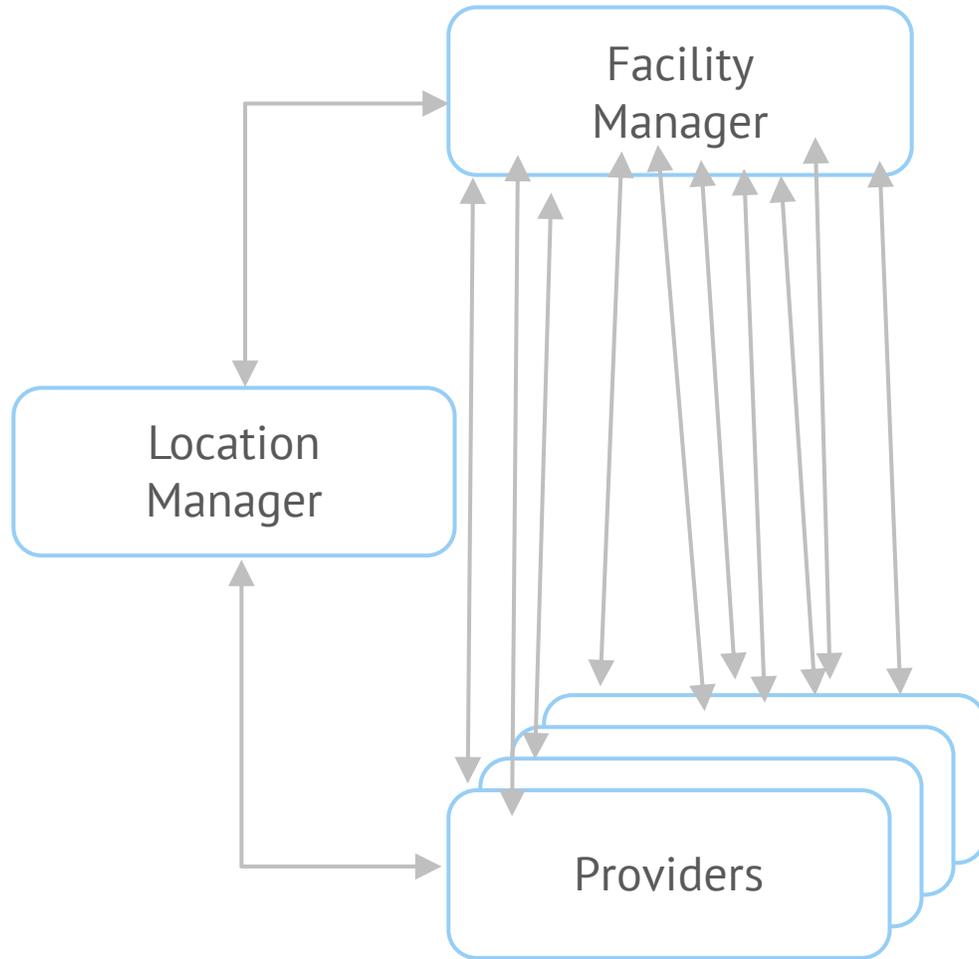


Facilities Management or Juggling?

When can it be fixed?
At what cost? By whom?



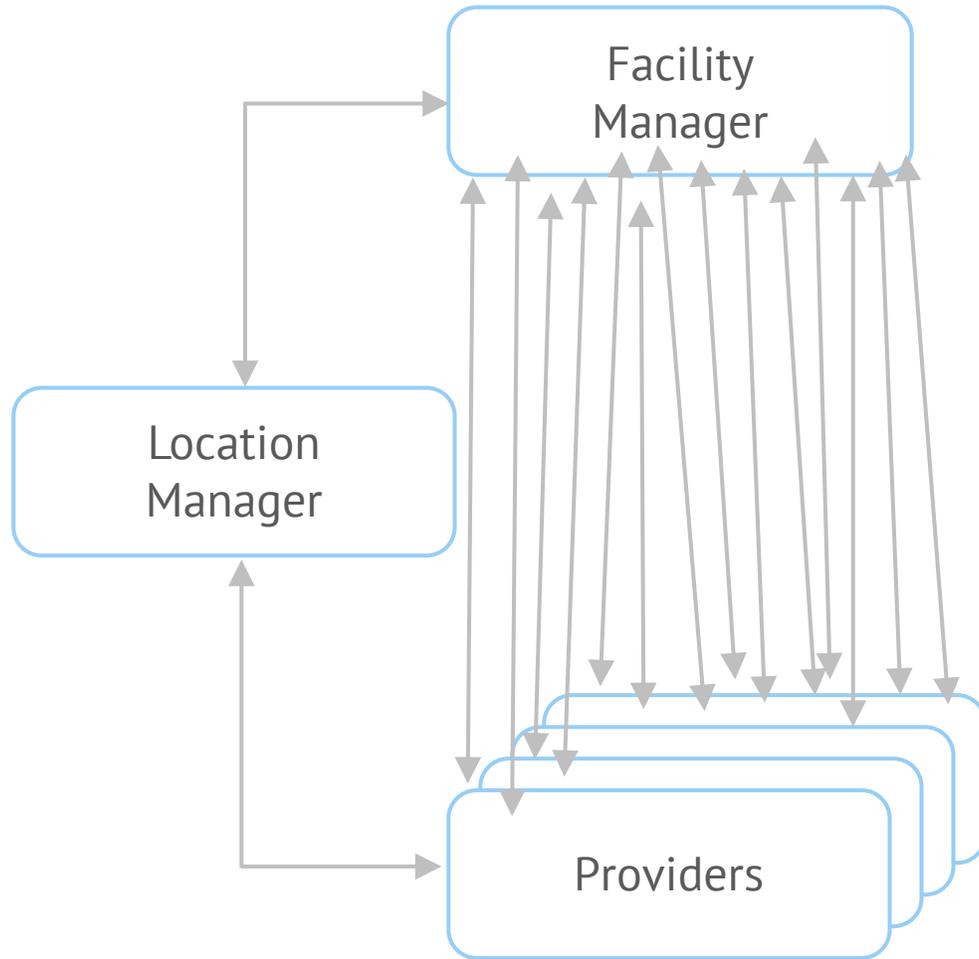
Facilities Management or Juggling?



When can it be fixed?
At what cost? By whom?

Calls, voicemails,
texts, emails, faxes

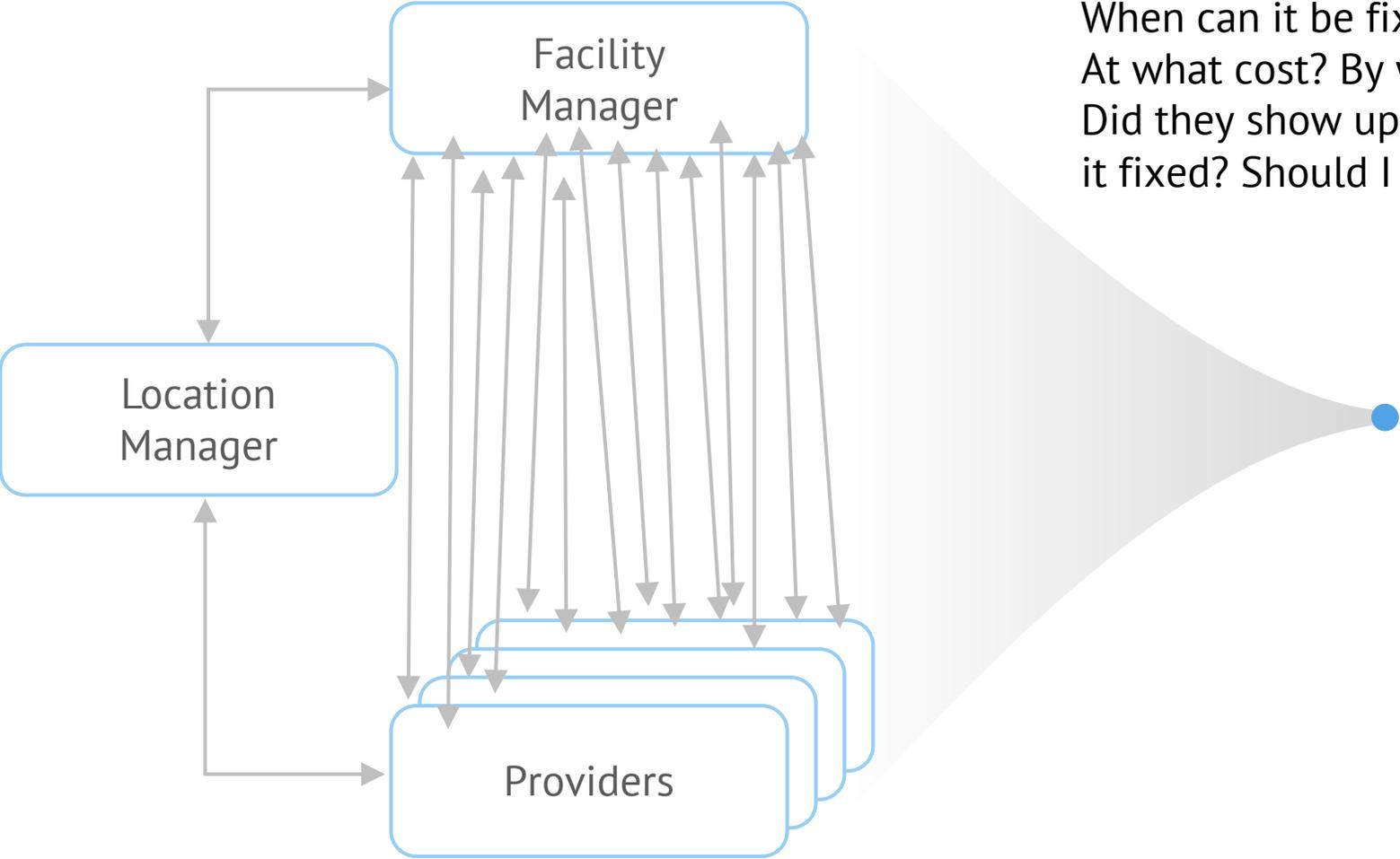
Facilities Management or Juggling?



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

Calls, voicemails,
texts, emails, faxes

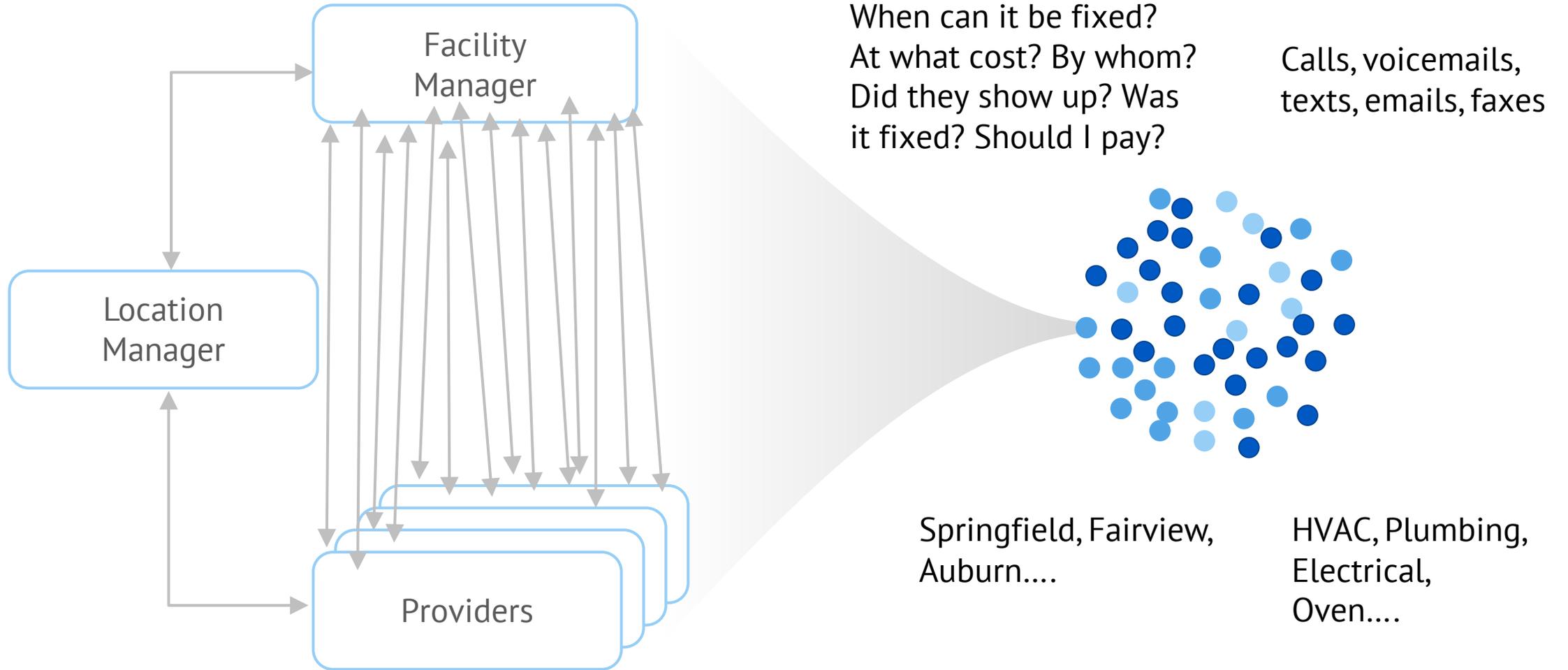
Facilities Management or Juggling?



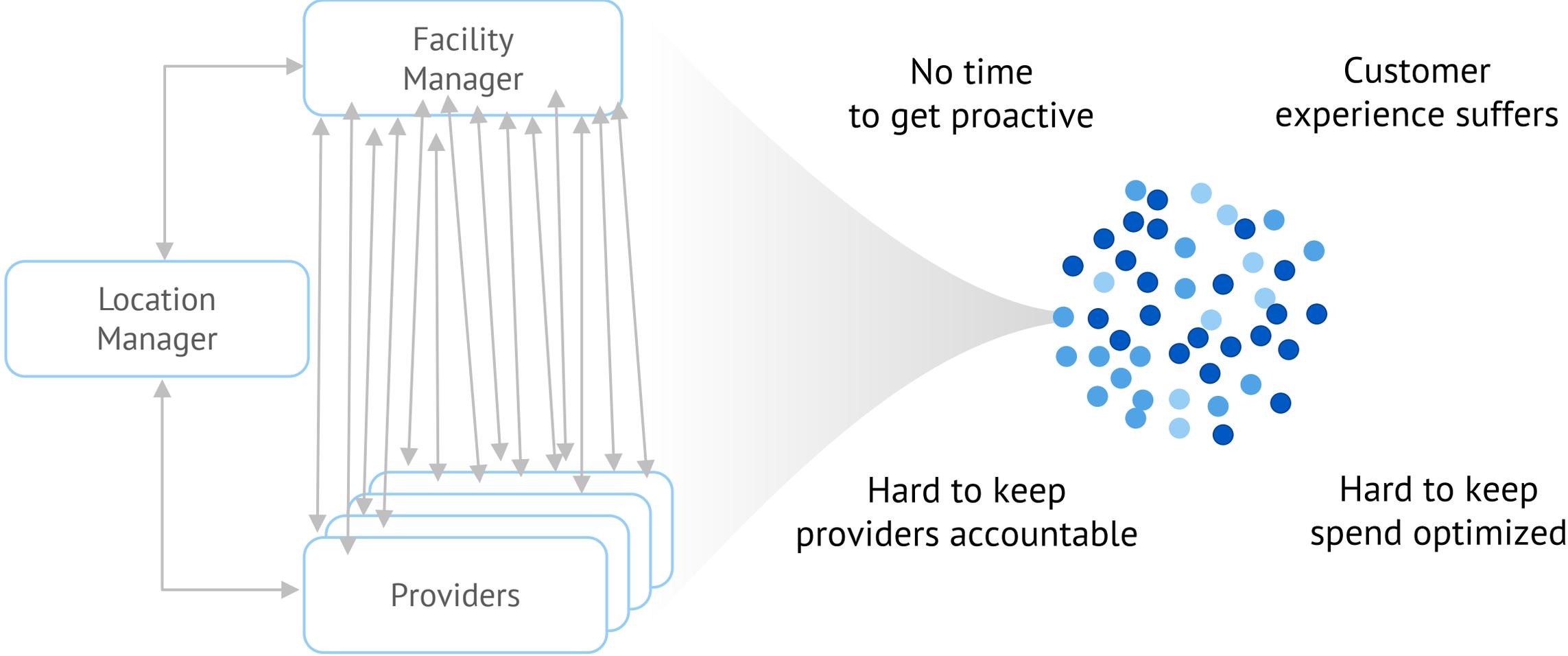
When can it be fixed?
At what cost? By whom?
Did they show up? Was
it fixed? Should I pay?

Calls, voicemails,
texts, emails, faxes

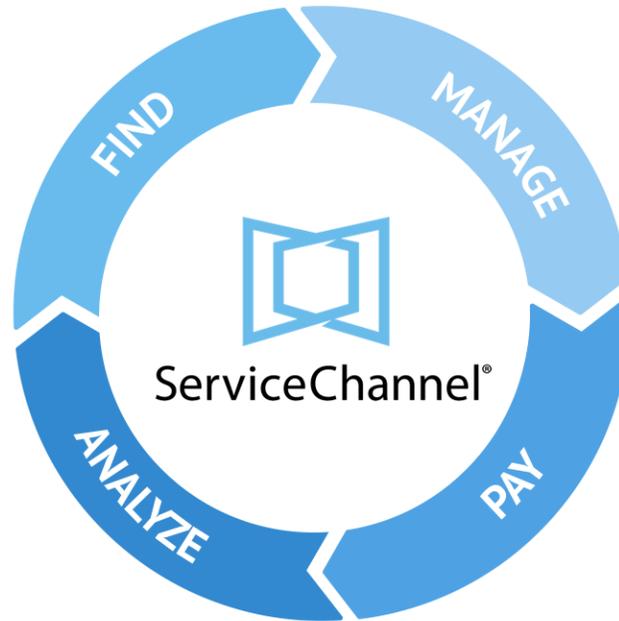
Facilities Management or Juggling?



Inefficiency Creates Other Problems



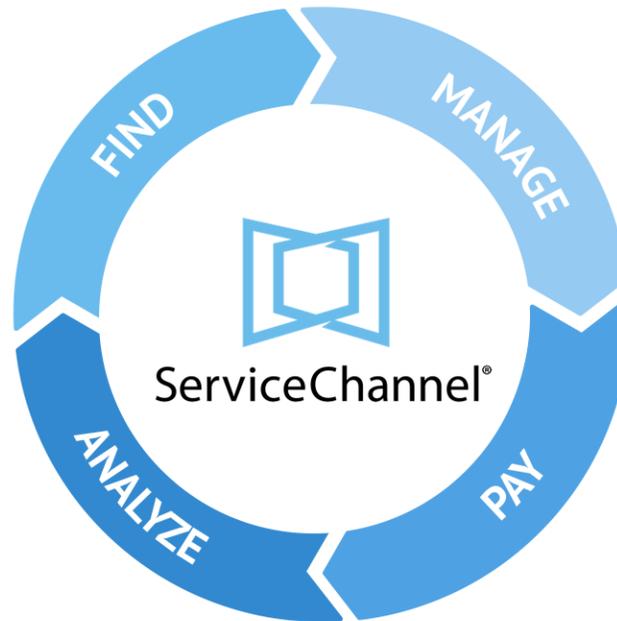
Solution: The #1 Facilities Management Platform



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

93% Overall Compliance of 1381 Contractors

Only Show Contractors Being Invited
 Only Show Contractors In My Network
 Only Show Primary Ranked Contractors

Filter by Trade: [Dropdown] Search for a Contractor: [Input]

1381 Contractors | **33% Compliant** (469) | **67% Non-Compliant** (912)

Column Selector 12 of 12	806	32	150	28	28	40	25	0	0	0	0	3
Contractors	Certificates of Insurance	Client Contacts	Client Rates	W9 Form	Banking	Sales Tax	Trade Licenses	Trades	Ferguson Mandated Service Provider Standards and Practices	Ferguson Health and Safety Handbook	Ferguson Independent Contractor Agreement	Mandatory Rack Repair Requirements
<input type="checkbox"/> 1-800 Water Damage of Cincinnati/So...	100%	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> 1st Choice Service Group, Inc.	92%	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> 2 RIVER GROUP	92%	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> 23rd Group, LLC	100%	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> 3E Cleaning Company	100%	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> 4 Seasons Yard Care	92%	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> A LINE ASPHALT MAINTENANCE INC	92%	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	-
<input type="checkbox"/> A Shift Moving	92%	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	-

Send Notification to 0 Contractors | Export 0 Contractors | 50 PER PAGE | 1 OF 28

Deliver a Great Customer Experience



Manage the workflow & resolve issues faster

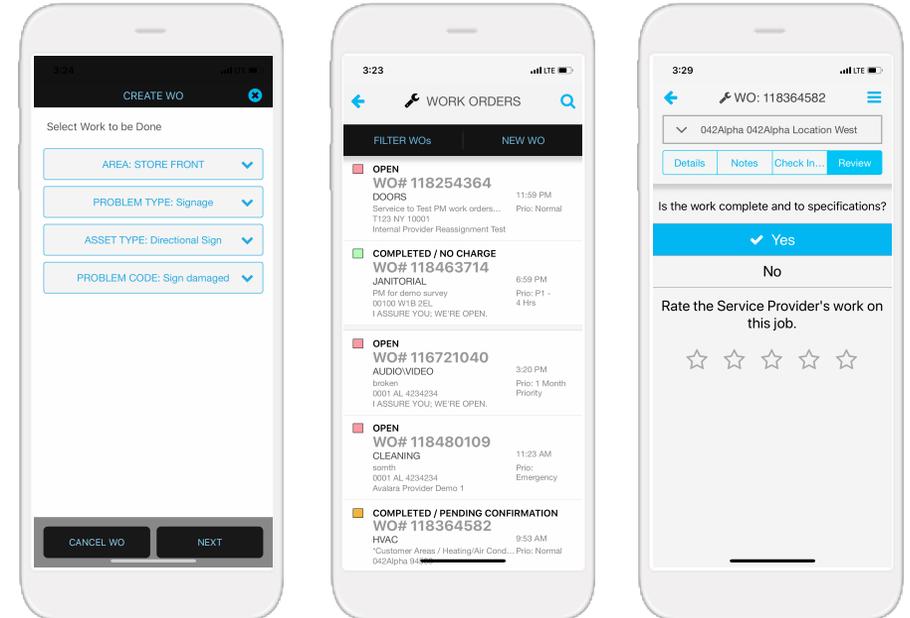
Configure provider assignment, scheduling, NTE limits, approvals.
Controls around GPS/IVR check-in, proposals and PM scheduling

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

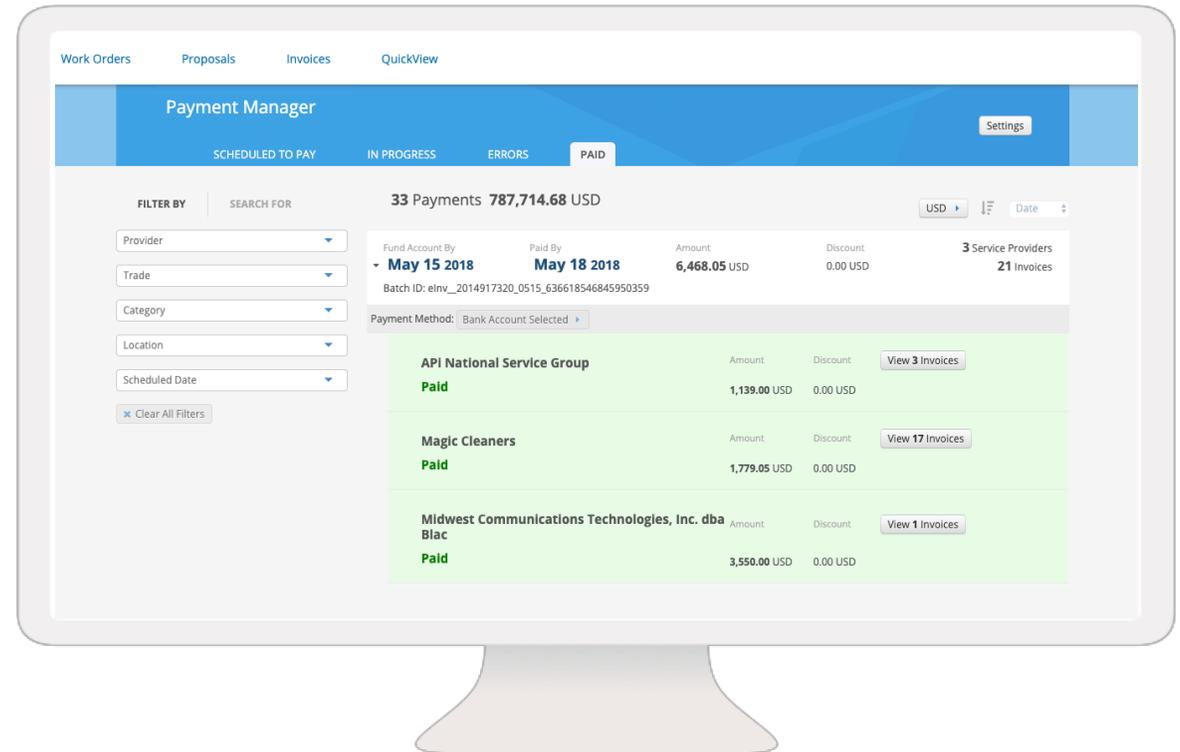
Guided troubleshooting, identify work covered by lease or warranty

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

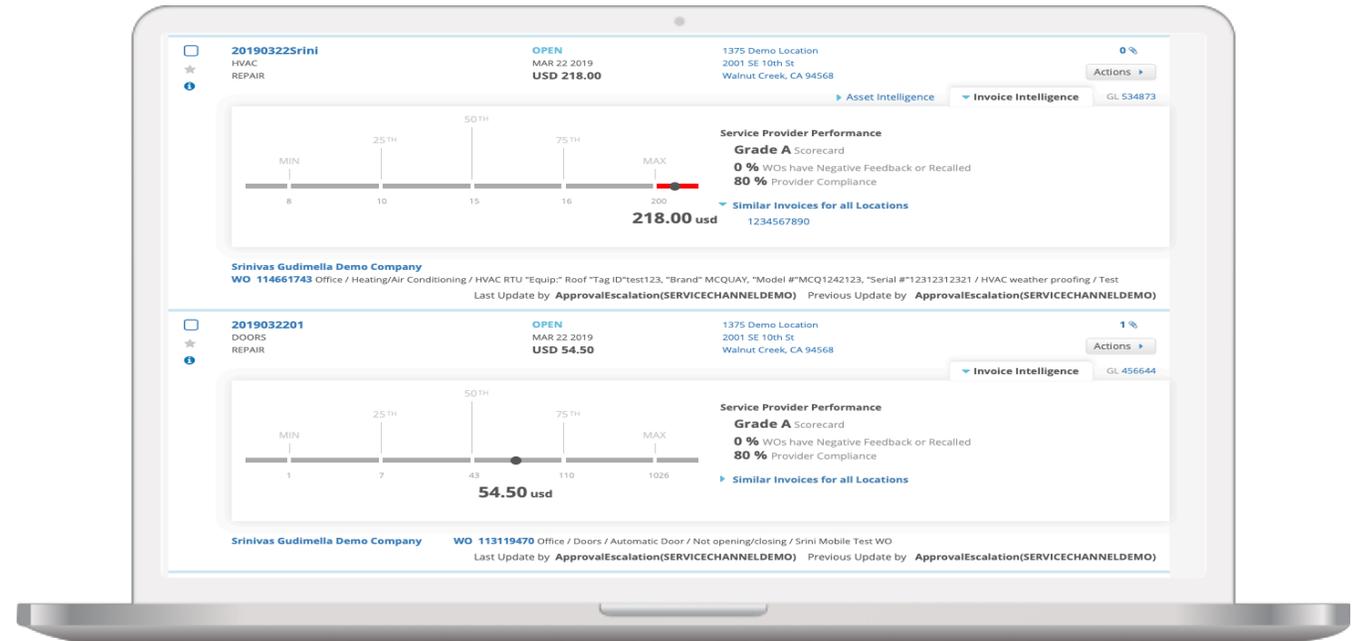
Overall & by region, location, trade, provider

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



ServiceChannel®

Next Steps

