



Finding Franchise Nirvana

How Successful Franchisees Manage Multiple Locations Without Stress

Franchisees are using facilities management (FM) software to reduce downtime, control costs, and deliver consistent customer experiences that meet and exceed brand standards across every location.

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Stress-free franchise management at scale

Running multiple locations under a national brand is no small feat. Franchisees are constantly balancing day-to-day operations with unexpected repairs, all while working to uphold standards and keep costs in check.

When operations span multiple locations, it's easy to get stuck in the weeds: chasing down service providers, fielding complaints from staff, and wondering if any of your locations have drifted away from brand standards.

This guide is for franchisees who want to scale smarter or be more efficient with their maintenance and repair operations. You'll see how franchisees in industries like fitness centers and quick service restaurants are using FM software and services to:



Minimize downtime



Predict and control maintenance spend



Deliver a consistent customer experience



Stay on top of every asset across every location

You'll also hear directly from franchisees who've made the shift — and why they're not looking back.



The new facilities playbook for franchisees

If you're running more than a few locations, spreadsheets and sticky notes just don't cut it anymore.

Franchisees who want to scale — whether it's to 10 locations or 100 — eventually hit a point where they have to rethink how they manage maintenance and repairs. Why? Because more locations mean more complexity and more chances of things slipping through the cracks.

FM software has become the go-to tool for growing franchises. It helps you:

- **See what's happening across every site in real time:**

Monitor open work orders, vendor progress, and asset status at a glance. No more relying on calls or email chains.

- **Standardize repair and maintenance processes:**

Establish consistent workflows for how issues are reported, prioritized, and resolved so that nothing is overlooked or left unresolved.

- **Track spend and performance over time:**

Get access to historical and real-time data that shows you where your budget is going and where you can make smarter decisions.

- **Avoid operational surprises that can damage your brand and your margins:**

From missed cleanings to unplanned outages, FM software helps you anticipate and address problems before they impact the guest experience.



The three pillars of operational success

Visibility, consistency, and speed are the three pillars for operational success for multi-location franchisees, and they're only attainable with a unified FM platform. FM software allows you to orchestrate all of the behind-the-scenes work that keeps customers, employees, and the franchisor (i.e., the corporate brand) happy so that you can keep scaling.

While you might not see them on a traditional P&L, these three pillars show up in ways that directly impact your bottom line:



Visibility means knowing what's happening without having to ask.



Consistency means delivering the same brand experience at every location.



Speed means responding to issues before they turn into costly disruptions.

FM software empowers franchisees to strengthen all three — turning them from vague goals into core values that keep your business growing.

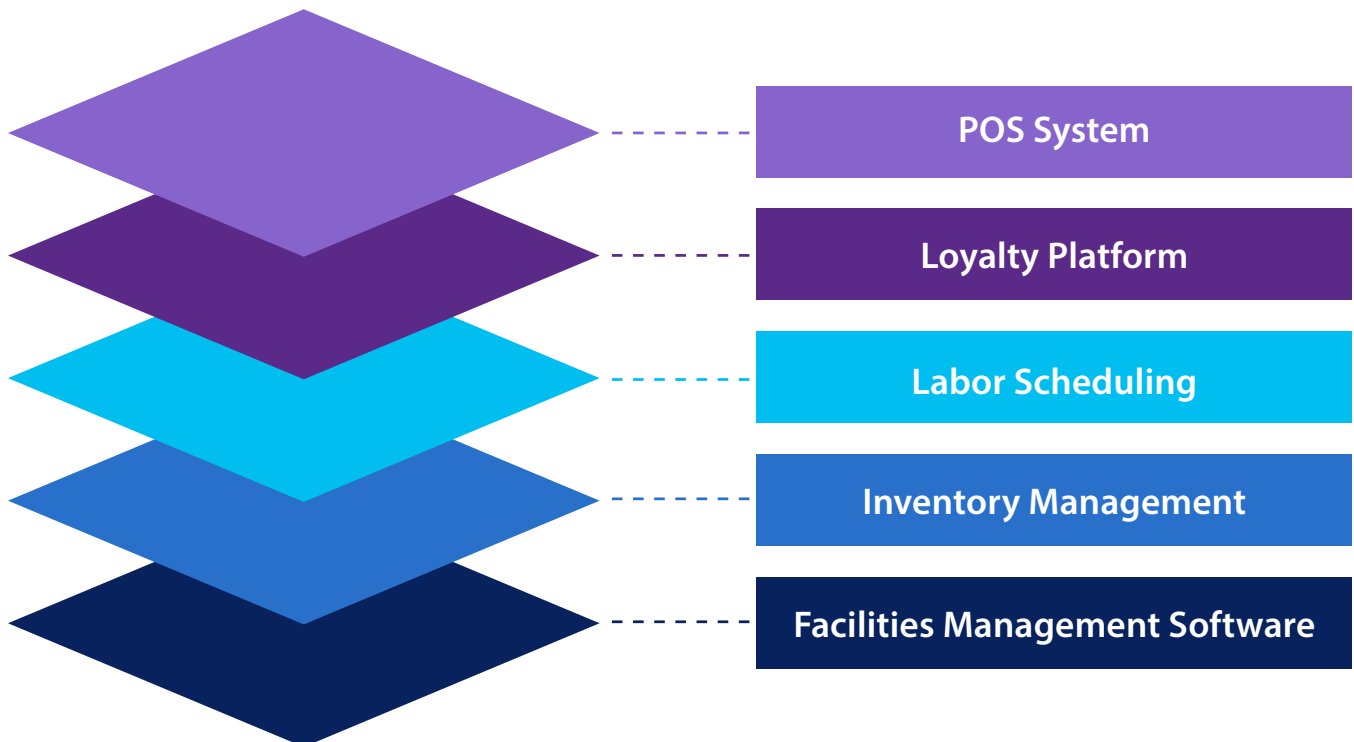
How FM software fits within your tech stack

A modern franchisee tech stack typically includes:

- **Point-of-sale (POS) systems** for transactions and revenue tracking
- **Loyalty tools** for customer retention
- **Scheduling and labor platforms** for shift coverage and staffing
- **Inventory management** tools for supply tracking and ordering
- **Facilities management software** for keeping everything up, running, and on-brand

Each layer plays a different role, but FM software holds it all together operationally. After all, what good is a great POS if your cooler’s down, or a loyalty campaign if the customer walks into a shoddy location?

The franchisee tech stack that’s built to scale



How your FM platform drives profitable franchisee growth

When your business depends on uptime, consistency, and cost control, even small facility issues can create big headaches. But the right platform doesn't just help you fix problems. It empowers you to consistently deliver a peak brand experience that generates more sales and long-term growth, while also saving you money. Here's how:

Faster issue resolution

When a fryer goes down at one location, you don't have time for guesswork. FM software helps franchisees dispatch vetted providers quickly, track the work in real time, and make sure it gets done right — fast.

Less downtime, happier guests, lower costs

Less downtime means fewer missed sales and better customer experiences. And when issues are resolved faster, costs don't spiral.

Improved brand consistency

Your stores should feel the same to guests no matter which one they're in. FM software lets you uphold cleanliness, equipment standards, and ambiance across the board — all the things that protect your customer experience (and your brand reputation).

Predictable maintenance spend

No more crossing your fingers at the end of every month. With repair history, cost data, and asset tracking at your fingertips, you can start forecasting instead of reacting.

Voices from the field:

What successful franchisees are doing differently

Here's how two franchisees are using facilities management tools to drive real operational results. Their stories offer practical insight into what scaling smarter really looks like.

Planet Fitness: Operational efficiency = member satisfaction

Planet Fitness franchisees use ServiceChannel to keep equipment running, locations clean, and members happy. In a business where uptime equals experience, their ops teams rely on the platform to dispatch work quickly, prioritize issues, and minimize disruption.

\$25K+
in total yearly savings

➔ [Read more about the success of Planet Fitness](#)



DYNE Hospitality Group: Gained control over repairs, improved uptime

As Tropical Smoothie's largest franchisee, DYNE Hospitality Group operates more than 100 Tropical Smoothie Cafes in six states. Before ServiceChannel, they relied on a system that didn't give them any insights into the state of their capital equipment. Now, their team resolves issues faster, has real-time visibility across all locations, and uses reporting to manage costs and performance.

➔ [Read the full DYNE Hospitality Group case study](#)

5%

improvement in overall HVAC
repair service provider scores

16%+

reduction in kitchen
equipment spend



Is it time for an FM partner that can take your franchise business to the next level?

As your franchise grows, the tools and processes you started with can start to hold you back. That's usually a sign it's time to invest in purpose-built software that can help you keep up the pace and hit your growth goals without sacrificing quality or control.

Signs you've outgrown your FM partner

- ✗ You rely on email, text, or spreadsheets to manage repairs
- ✗ You don't know which service providers are actually showing up (or how long they take)
- ✗ You get surprise invoices or maintenance costs that blow up your P&L
- ✗ You can't easily compare performance across locations
- ✗ You've had issues snowball because they weren't caught in time
- ✗ You're spending more time on facilities than on running your business

If any of those feel familiar, it might be time to make a change. The right facilities management software and services can streamline the day-to-day and give you peace of mind that every location is running the way it should.

Key benefits of the right FM partner for franchisees

- ✓ **Real-time visibility:** Know what's happening across every location without relying on calls or emails.
- ✓ **Work order automation:** Streamline how issues are reported, dispatched, and resolved.
- ✓ **Provider performance tracking:** See which providers are delivering and which ones are dragging you down.
- ✓ **Cost and asset reporting:** Spot trends, control spend, and plan for replacements before it's too late.
- ✓ **Mobile access:** Empower managers and staff to submit, track, and approve work on the go.
- ✓ **Branded service workflows:** Customize repair workflows to align with you corporate brand standards, ensuring that every location hits the mark, every time.

This approach helps franchisees move from reactive to proactive so the day-to-day doesn't derail the big picture and your brand stays protected.



Stop straining, and start scaling smarter with FM software

As a franchisee, you don't have time to micromanage maintenance, and you shouldn't have to. The most successful franchisees aren't throwing more headcount at the problem. They're investing in tools that help them operate with confidence and consistency.

With a purpose-built FM platform, you can cut down on distractions, reduce avoidable costs, and keep every location running smoothly — all while protecting your brand, your margins, and your time.

**You've already done the hard work to grow.
Let's make sure your operations can keep up.**

[Get Started](#)

