



From Burnout to Bandwidth

How Franchisees Are Scaling Smarter With Facilities Outsourcing

Franchisees are turning to a facilities partner to reduce downtime, control spend, and protect brand standards without stretching their teams thin.

Contents

03 The new reality for growing franchisees →

05 From in-house headaches to outsourced efficiency →

10 Is facilities outsourcing right for you? →

11 Scaling your franchise doesn't have to mean stretching thin →

The new reality for growing franchisees

Running one restaurant, gym, or retail shop is tough. Running 10, 20, or 100+ locations? That's a whole other ballgame.

As a multi-location franchisee, you're managing brand standards, meeting and exceeding customer expectations, and protecting profit margins — often across different states or regions. And the bigger you grow, the more likely your original operations approach starts to break down.

Here's what most franchisees run into as they scale:

- ➔ **Brand compliance:** Maintaining consistent brand standards — from cleanliness to customer experience — gets harder as your location count grows.
- ➔ **Vendor overload:** Every location has its own “guy” for HVAC, plumbing, or electrical. Soon, you're managing dozens of service providers, each with their own track record for showing up and getting the job done.
- ➔ **Inconsistent service quality:** Some locations get issues fixed right away; others wait days. Customers notice.
- ➔ **Surprise costs:** A fryer repair that should cost \$500 suddenly runs triple because no one was tracking invoices or performance.
- ➔ **Manager burnout:** Site leaders spend hours chasing down repairs instead of running the business.
- ➔ **Poor visibility:** With no central view into asset conditions or provider performance, it's hard to know where money is going or which locations are slipping on brand standards.

The result? Instead of focusing on growth, franchisees spend their time dealing with operational hiccups.





From in-house headaches to outsourced efficiency

Most franchisees start by handling facilities in-house or asking general managers to take on the extra work. That may hold up when you've only got a few locations — but, as you add more, the system cracks, creating more stress than solutions.

That's where facilities outsourcing comes in.



We use ServiceChannel Managed so we can focus on our aggressive expansion goals. Otherwise, we would have to hire three more people.

Jeni's Splendid Ice Creams

In plain terms, facilities outsourcing means having a dedicated team of experts manage your day-to-day repair and maintenance, freeing you and your teams to focus on running the business.



They **ensure issues are routed** to the right service provider.



They **hold providers accountable** for response times and quality.



They **track spend and performance** so you know what's working and what's not.



They **report back with insights** — without you having to chase data.

Outsourcing doesn't mean losing control. It means gaining capacity and consistency. You still maintain visibility and approval authority, while your managed services team handles execution (not decision-making). And while some assume outsourcing costs more, many franchisees actually save enough to keep their existing internal teams intact thanks to reduced downtime, fewer repeat visits, and stronger provider accountability.

Some franchisees worry that their operations are too unique for third-party facilities support, but the model is highly configurable and designed to adapt to your processes, brand standards, and provider preferences. Worried you'll have to abandon current providers? Incumbent vendors can be onboarded into the system, making it simple to track their performance and compliance alongside new providers.

Once they give the managed services model a try, franchisees see it for what it is: a smart way to free their team to focus on customers, employees, and growth.



The biggest benefits of facilities outsourcing for franchisees

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Third-party facilities support lifts the operational weight off you and your team, improves service quality across every location, and helps franchisees run a more cost-effective business. That means:



Less time wrangling vendors

Instead of keeping a spreadsheet of every local “go-to” and hoping they show up, you get one point of contact backed by a vetted provider network. That means fewer calls, fewer headaches, and a single partner accountable for results. Imagine if your managers could get back the hours they normally spend chasing down a plumber or double-checking invoices. What could they do with that time?



Faster response times

When an oven breaks down on a Friday night, speed matters. Facilities outsourcing taps into top-performing providers who have service level agreements already in place. So instead of waiting in line, you’re already at the top of it. For some franchisees, that means resolving urgent issues in hours instead of days, preventing lost sales and earning more customer loyalty.



Better accountability

Every provider is tracked for response times, completion rates, and quality of service. That transparency allows you to finally see which vendors are delivering and which are holding you back. It’s no longer your word against theirs — it’s clear data-driven insights you can act on.



Real-time insights without extra work

You don't have to build dashboards or chase reports. Your facilities partner brings the insights to you and organizes it across spend by category, asset trends, provider scorecards, and more. Because work orders, provider performance, and spend tracking all flow through the same platform, you get a clear view whether you're managing in-house or outsourcing. And as more work runs through the system, you get clearer insights into when to repair versus replace and where to adjust provider assignments for better results.



Consistent brand standards

Guests expect the same experience whether they walk into your location in Dallas or Denver. Facilities outsourcing helps ensure cleanliness, uptime, and ambiance are maintained across the board. No more "good" stores and "bad" stores — just a consistent brand your franchisor will take note of and customers will love.



Predictable spend

Outsourcing reduces surprise invoices that can wreck a month's P&L. With cost controls, repair history, proactive asset tracking, and customizable approval rules for things like NTE increases, invoices, and proposals, you can plan rather than react. Some franchisees see 20% to 30% savings compared to managing a patchwork of local vendors, simply because there's oversight and accountability built in.

Ultimately, outsourcing facilities management takes the friction out of your day-to-day. And because the model is highly flexible and customizable, franchisees can choose which trades to outsource, keep others in-house, and scale up or down over time — starting with reactive repairs and later adding preventive maintenance or provider optimization. The result is a smoother, more predictable operation that frees your team to focus on customers, employees, and growth.

Is facilities outsourcing right for you?

Here are some signs that facilities outsourcing might be the next step for your franchise:

If this sounds familiar...	Facilities outsourcing can help by...
You're managing dozens of local vendors	Taking over as the primary point of contact to manage your provider network
Managers spend hours chasing down repairs	Taking repair management off their plates
Service quality varies by location	Enforcing accountability and consistency
Surprise invoices blow up your P&L	Giving you predictable spend and reporting
You lack visibility into asset or provider performance	Delivering real-time insights without extra work
Growth feels limited by facilities headaches	Freeing you up to focus on expansion instead of playing maintenance Whack-a-Mole
You can't hire enough people to keep up with facilities issues	Adding experienced support without increasing headcount
Your providers are too slow and cost too much for the quality they deliver	Optimizing your network for top performers at the best value
Nights and weekends are spent dealing with emergencies	Providing 24/7 coverage so issues get handled without constant escalation

You also don't have to outsource everything on day one. Many franchisees start small — like handing off reactive repair requests — and then add on preventive programs or provider optimization as they grow. You can also choose which trades to outsource and which to keep in-house and set approval rules that fit the way your business already runs.

Scaling your franchise doesn't have to mean stretching thin

You've already done the hard work of growing your franchise. Don't let maintenance slow you down.

The right facilities outsourcing partner can act as an extension of your team, giving you the bandwidth to scale without adding overhead, and the confidence that every location is up, running, and on-brand.



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

Get Started

