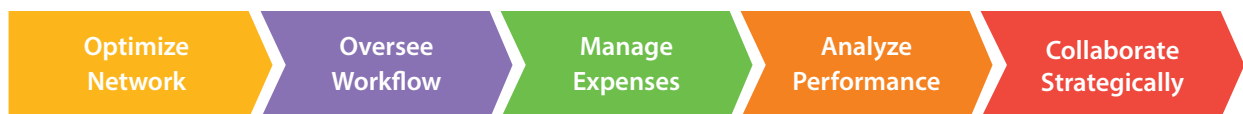# ServiceChannel®

ServiceChannel Managed

Facilities Management as a Turnkey Solution

What Is It?

ServiceChannel Managed is an end-to-end facilities management program that helps you take control of facilities spend. We deliver the best outcomes in turnkey fashion by leveraging the best data and the best software — so you can stay focused on what's core to you.

Optimize Network	Oversee Workflow	Manage Expenses	Analyze Performance	Collaborate Strategically

We use the industry's richest data to select the best providers, who we then manage using the FM software of choice of leading brands. The result is best practices workflows applied to controlling your costs and optimizing performance, with a level of real-time transparency that ensures accountability.

THE INDUSTRY'S RICHEST DATA

70K
Providers in Network

130M
Work Orders

4.7B
Performance data points tracked annually

Improved Outcomes

ServiceChannel Managed delivers better business outcomes — meaning you get lower costs, higher quality, and more control. Typical improvements for brands using providers identified by ServiceChannel's data-driven sourcing and selection approaches include:

10-30%
Reduction in Costs

50-100%
Improvement in Speed

20%
Improvement in Quality Metrics

ServiceChannel Managed Benefits

Ensure accountability through visibility and transparency

➔ Gain on-demand visibility into everything from day-to-day status to program-level insights

➔ Gain granular visibility into invoice costs broken down by time, materials, and markup

➔ Ensure everyone stays accountable and aligned using a central, transparent view into costs and performance

Reduce your R&M costs

➔ Eliminate wasteful spend by using providers with a track record of outperforming their peers

➔ Get data-driven recommendations for cost control strategies that won't compromise brand standards

➔ Reduce truck rolls with automated workflows for dynamic troubleshooting and routing of warranty and landlord work

➔ Free yourself from managing transaction-level costs and manage your spend at the R&M portfolio level instead

Ensure a great experience at all your locations

➔ Have your locations serviced by providers who outperform their industry peers for speed, quality and costs

➔ Enjoy consistently high levels of service thanks to ServiceChannel's monitoring, coaching, and optimization of providers

➔ Ensure location staff stay informed on work order details through on-demand or proactive communications from ServiceChannel

Get a program foundation that works for any future operating model

➔ Maintain continuity in tight process controls, provider networks and rich data if you choose to take in-house ownership of your program

➔ Avoid costly change management for deploying new software, transferring data and sourcing providers

➔ Have the freedom to test and learn with ServiceChannel technology as a system of record

Augment your capabilities with our experts

➔ Ease your administrative burden by offloading day-to-day management

➔ Ensure your location staff needs are met with our service center serving as a single point of contact

➔ Keep costs in check with our trade experts who ensure submitted proposals are competitively priced

About ServiceChannel

ServiceChannel, the #1 Facilities Management Platform, is used by global multi-location brands to see inside their buildings, assets, and provider networks — and deliver amazing customer experiences at every location. The ServiceChannel platform captures the industry's richest performance data, with billions of data points drawn from 100 million work orders and over 70,000 providers. Industry leaders such as Louis Vuitton, Bloomin' Brands, CVS Health, and Trader Joe's rely on insights from our platform to work with the best providers, optimize spend, and deliver impeccable customer experience. ServiceChannel is a privately held company funded by Accel, based in the San Francisco Bay Area.