



## Site Access

Mobile-based technician identification and on-site access verification

### What Is It?

ServiceChannel Site Access streamlines the on-site interactions between technicians and your location staff. It enables you to define workflows to ensure locations are accessed only by authorized technicians, enforce check-in policies based on geo-location and timing, and minimize distractions for location staff to keep them focused on the customer.

ServiceChannel Site Access can be rolled out selectively based on geography, trade, or provider, allowing for flexible deployment based on your business requirements.

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### Who Is It For?



Facilities  
Managers



Location  
Managers



Risk  
Management



Service Providers  
& Technicians

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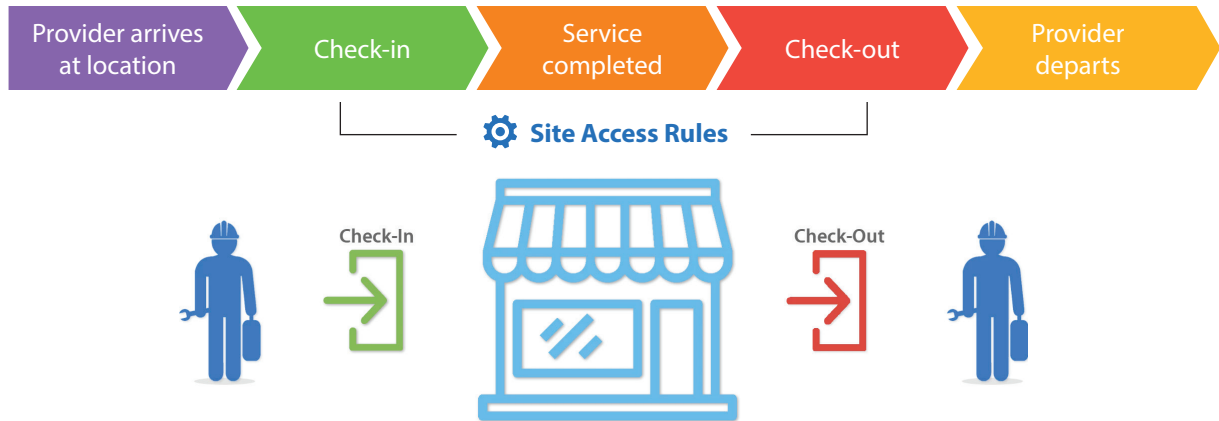
### Benefits

- **Enable smooth engagement** between technicians and location staff by creating a standard, consistent protocol for on-site interactions.
- **Reduce distractions** by giving location staff confidence that technicians arriving on site are authorized to be there.
- **Reduce operating risk and loss** by requiring anyone requesting location access to show authorization.
- **Simplify change management** by phasing deployment of more stringent protocols based on provider and location readiness.
- **Ensure more accurate invoicing** by requiring each technician to record time spent on-site.
- **Boost efficiency and safety** by requiring mobile app-based check-ins as an IVR alternative.



## Configure Site Access Rules

Get transparency and control from check-in to check-out, with mobile Site Access rules – and exceptions.



### Check-in Methods and Options

- Require ServiceChannel Provider app log-in
- Disable IVR check-in
- Display custom message outside operational hours
- Prevent check-in from outside geolocation radius
- Set acceptable check-in time frame

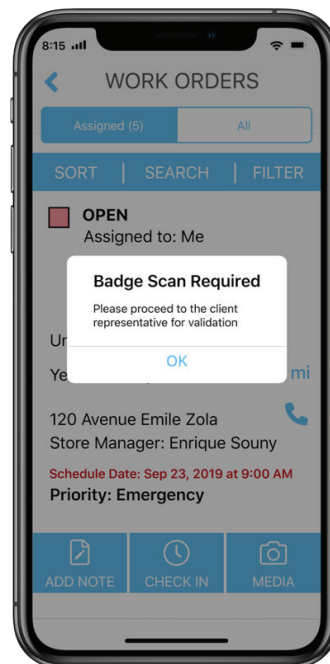
### Check-out Options

- Set automatic checkout time frame
- Prevent checkout from outside geolocation radius

## Badge Scan Options

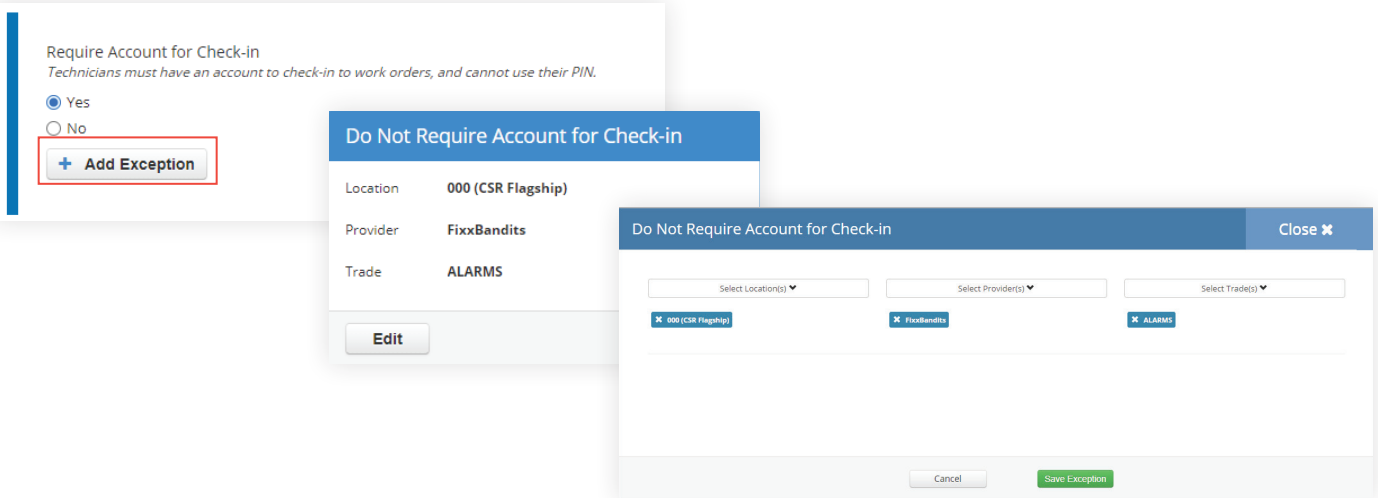
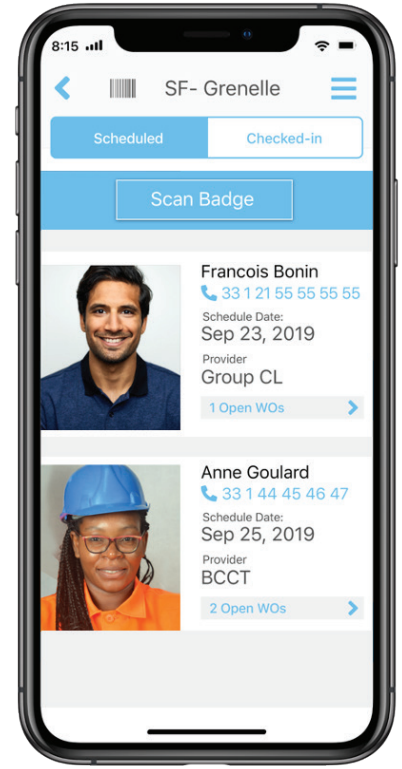
Different protocols to meet your needs.

- By Default** → Require badge scan for every check-in
- By Exception** → Scan for check-ins that violate certain criteria such as location and time of check-in
- Ad Hoc** → Scan technician badges as you desire. Scan not required for check-in



## Features

- Get a daily view of names and photos of technicians scheduled to arrive, currently checked in, and already checked out
- Contact technicians via text message
- Identify technicians authorized for specific work orders using system-generated scannable badges
- Configure check-in and check-out rules for technicians
- Customize badge scanning requirements according to business needs
- Receive push notifications when scans are required, upon check-in, and more
- Automatically generated badges for each WO



## 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.

