

# Grow Your Business with ServiceChannel Provider Search

“Having the opportunity to get in front of the clients we want has helped us grow our business at least 50%.”  
Gennaro Plumbing

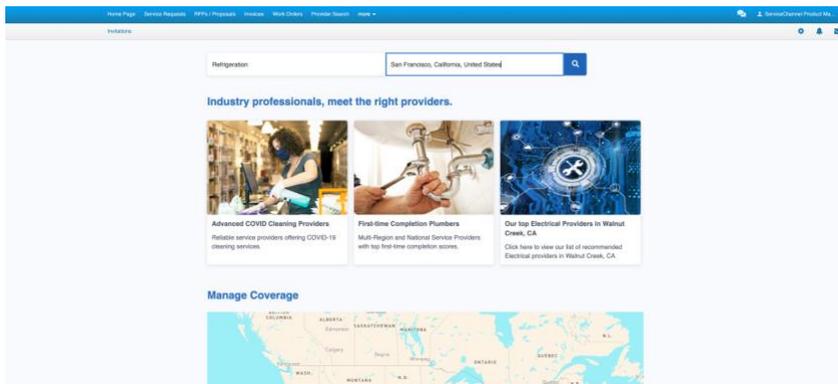


## Get connected to top-brand customers

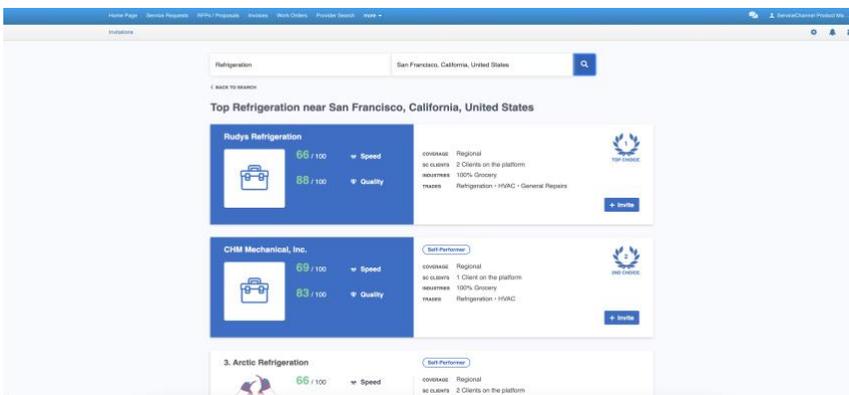
Facilities managers from some 330,000 locations of more than 500 major brand companies nationwide can now search ServiceChannel for top-notch, self-performing providers — providers just like you — and invite you to work with a single click.

### How It Works

1 A facility manager enters the needed trade and region:



2 Search returns a list of all matching providers in the ServiceChannel database ranked in order of their ServiceChannel history for fast, high-quality service:



3 The facilities customer reviews key profile information, chooses a provider, and sends you an invitation to join their ServiceChannel provider network. You review the details of the invitation and accept or decline.

### Top Tips to Win New Business

- Update your NEW ServiceChannel provider profile with as much detail as possible: trades, coverage areas, business hours, credentials, insurance, contact information for new business, and more. [More tips](#) for completing your new profile optimized for Provider Search.
- Keep your ratings high by providing fast, cost-effective service and maintaining a high first-time completion rate.
- Accept invitations and complete the registration quickly.
- Use the ServiceChannel mobile app to provide real-time confirmation of dispatch, on-time arrival and check-in.

# ServiceChannel Provider Search

## Frequently Asked Questions

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### What is ServiceChannel Provider Search?

ServiceChannel customers — some 500 top brands with more than 300,000 locations — can now search ServiceChannel's extensive database to find the best providers to meet their needs.

### Which providers can show up in ServiceChannel Provider Search?

Any provider registered with ServiceChannel can show up in search results. Providers matching the customer's search will be presented in ranked order based on their ServiceChannel history for quality service.

### If I haven't done any work through ServiceChannel, can I still show up in search results?

Yes, if you are registered with ServiceChannel you will show up in search. If you are in an area/trade with very few providers you may get invited, but if you are in an area/trade with many providers, and you have no previous work data in the ServiceChannel system, it is unlikely that you will be seen or invited.

### Is there a cost associated with work I receive through ServiceChannel Provider Search?

By accepting a customer invitation, you agree to ServiceChannel Terms and Conditions, which include a 5% commission applied ONLY to approved invoices for that new customer — a small fraction of what it would cost to obtain that new business through your own marketing or sales force.

### What are the ServiceChannel Provider Search criteria for evaluating quality service?

The ServiceChannel search algorithm currently evaluates provider performance and assigns a numeric rating based on two main factors:

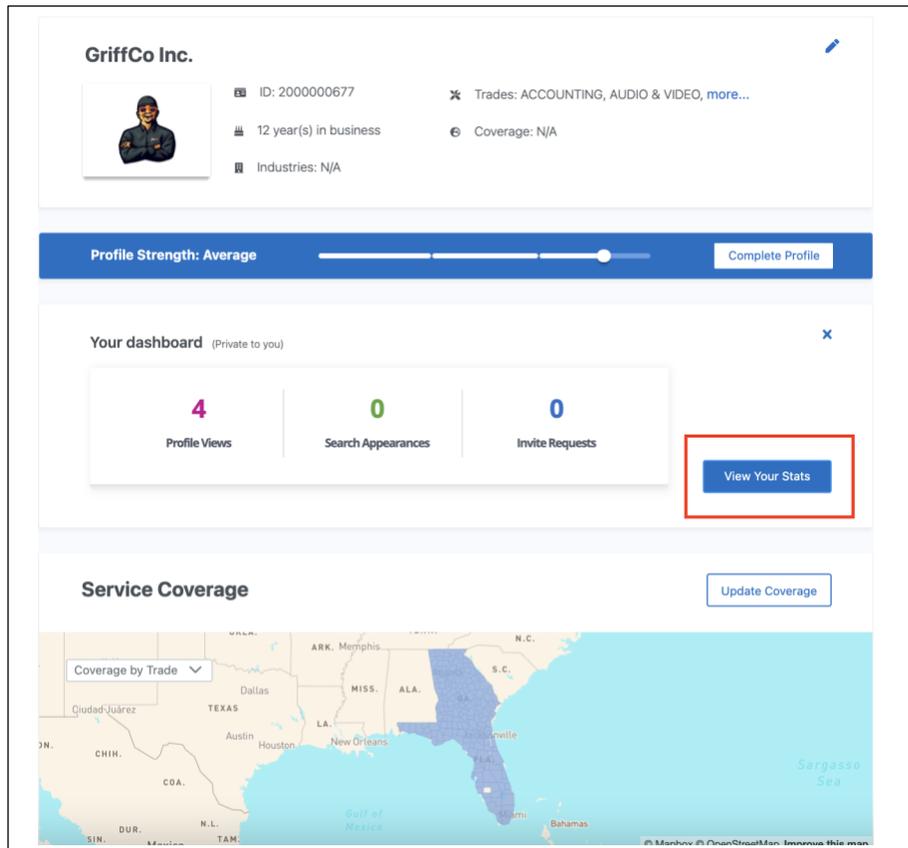
- Speed: Do you respond and complete work orders promptly?
- Quality: Can you be relied on for quality work with very few call-backs?

The algorithm is being updated and in the coming few months to also factor in:

- Price: Are your rates competitive for the region? We look at more than just the hourly rate.
- Communication: Do you keep your customers in the loop as work progresses?

## Where can I see my ratings for speed and quality that prospective customers see?

You can see your numeric ratings for speed and quality in your new provider profile. (Note these are *not* the same as the A-B-C-D scores you see in your scorecard.)



The screenshot displays a provider profile for GriffCo Inc. with the following details:

- GriffCo Inc.** (with a profile picture of a man in a blue shirt and cap)
- ID: 200000677
- Trades: ACCOUNTING, AUDIO & VIDEO, more...
- 12 year(s) in business
- Coverage: N/A
- Industries: N/A

Below the profile information is a blue bar indicating **Profile Strength: Average** with a progress indicator and a **Complete Profile** button.

The **Your dashboard** (Private to you) section shows three metrics:

- 4** Profile Views
- 0** Search Appearances
- 0** Invite Requests

A red box highlights the **View Your Stats** button located to the right of these metrics.

The **Service Coverage** section includes an **Update Coverage** button and a map of the United States showing service coverage by trade. The map highlights the Gulf of Mexico and Florida area.

## Can I see how my ratings compare to other similar providers in my area?

At present, only ServiceChannel facilities management customers are able to run a provider search. However, in the coming months, functionality will be added so that as a provider, you can see how you compare to top performers in your trade and geography.

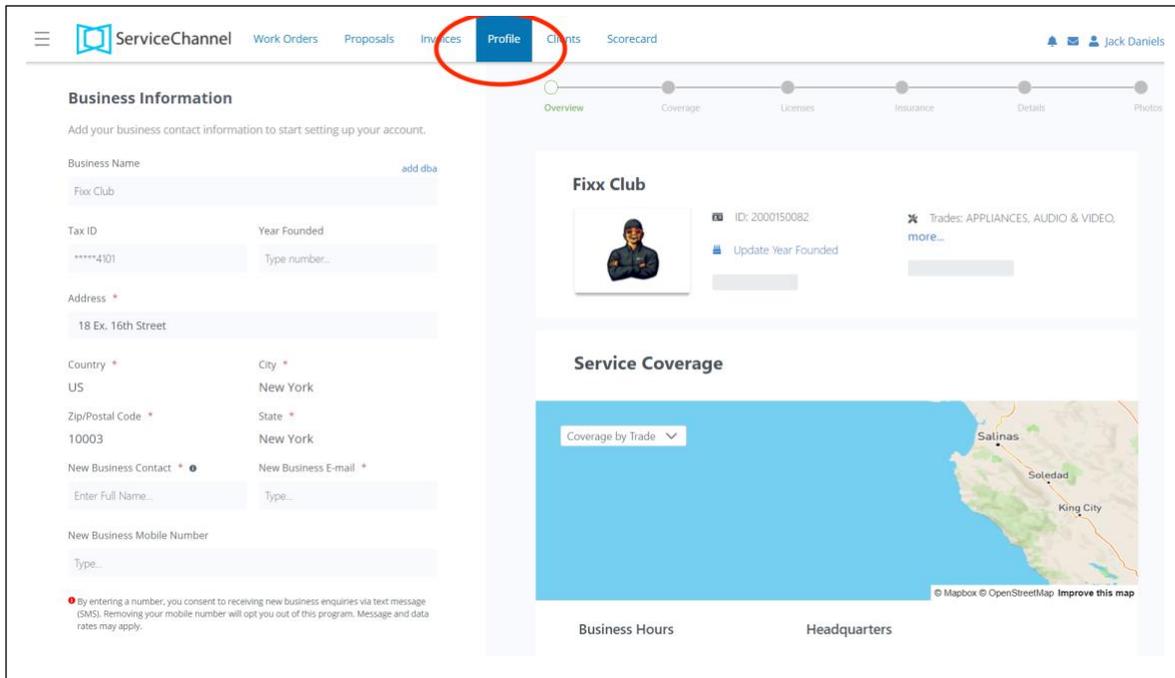
## How do I improve my ranking?

The most important thing you can do is to focus on providing fast, cost-effective service and maintaining a high first-time completion rate. Always use the ServiceChannel platform or app to promptly accept/decline work order tickets, add notes and pictures, and choose the correct root cause and resolution codes.

## Why do you recommend using the ServiceChannel mobile app to confirm dispatch and arrival and completion times?

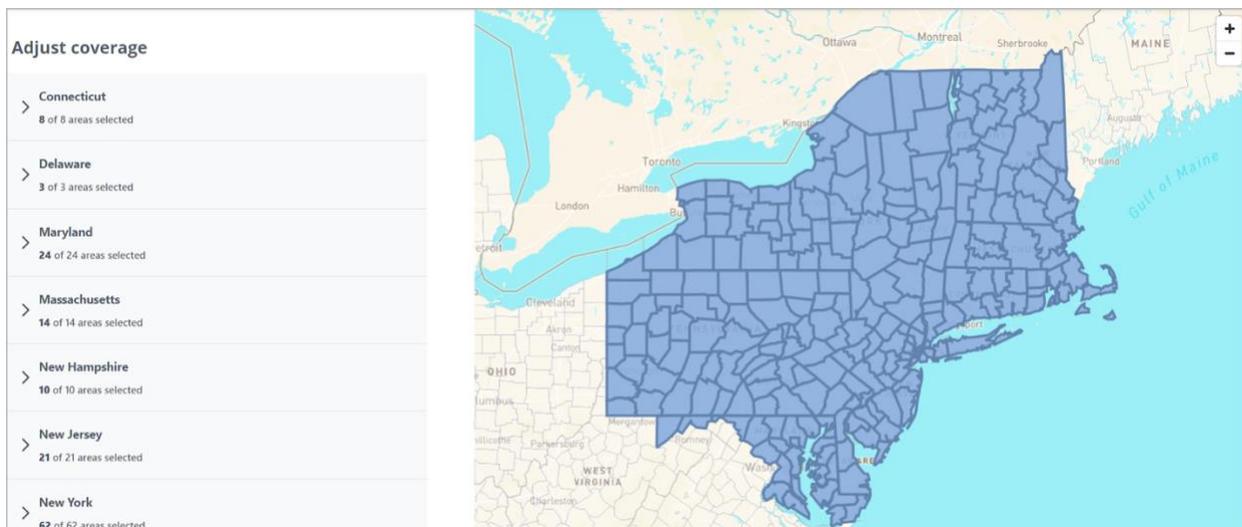
Providing this information in real-time using the mobile app is the best way to ensure a solid rating for prompt service.

In addition to providing fast, quality service and always communicating through the ServiceChannel platform, what else can I do to improve my position in customer search? To increase your opportunity to be found and chosen by customers looking for the services you offer, create a NEW ServiceChannel provider profile with as much detail as possible: trades, your geographic area of service, certificates and licensing, insurance information, hours of service, your preferred contact information for new business, and more. (Note this new profile, optimized for Provider Search, was launched in August, 2021 and is not the same profile you most likely filled out when you first registered with ServiceChannel). See [more tips](#) for creating your new provider profile.



How do I specify the geographic areas I cover:

Use the map in your new provider profile to specify the areas you cover by state and county.



## How will I know if I receive an invitation from a potential new customer?

You will receive an email from the client. If you provide a mobile phone number in your profile, you will also get a text message to know about new opportunities in real time. Clicking the “accept” button will take you to your account login page. From the **Clients > Invitations** section you can see the details and accept the invitation.

### Cajun Soul Restaurant

Received×

**Invitation Date**  
5/28/2021

**Expiration Date**  
6/11/2021

**Trades**  
ELECTRICAL, GENERAL REPAIRS, KITCHEN EQUIPMENT, LIGHTING

Store #	Address	County	State	Accepted	Require excessive time
000	18 E. 16th Street	New York	NY	No	No
002	18 E. 16 Street	New York	NY	No	No
001	1921 Kings Highway	Kings	NY	No	No

[View All](#)

**Number of work orders in last 12 months**

Month	< 4 hr	4 - 24 hr	> 24 hr
Sep 2020	1	0	0
Oct 2020	2	0	0
Nov 2020	2	0	0
Dec 2020	1	0	0
Jan 2021	0	0	0
Feb 2021	3	0	0
Mar 2021	1	0	1
Apr 2021	1	1	3

**Email Message**  
Hi, GriffCo Inc.

You have been invited to join our network of Cajun Soul Restaurant on ServiceChannel. Cajun Soul Restaurant needs support on **ELECTRICAL, KITCHEN EQUIPMENT, GENERAL REPAIRS** and **LIGHTING** in locations like **NY**. Our estimate work orders is **2643** per year.

Look forward to hearing from you.

Regards,  
Sharon Moore,  
Facilities Manager

[Decline](#) [Accept](#)

For more information about ServiceChannel Provider Search, email [contractorsupport@servicechannel.com](mailto:contractorsupport@servicechannel.com)