



How {COMPANY} Can Deliver \${X} in Value through Facilities Digital Transformation

The Business Case for ServiceChannel

{DATE}

Executive summary

CURRENT SITUATION

Facilities portfolio

{DESCRIBE PORTFOLIO SIZE AND GROWTH PLANS}

Systems

{DESCRIBE EXISTING SYSTEMS}

Operating model

{DESCRIBE CURRENT FACILITIES OPERATING MODEL AND OUTSOURCING}

Business objectives

- Accelerate digital transformation of legacy facilities management (FM) operations.
- Build a mature asset tracking program to optimize asset lifecycle management.
- Streamline overall reporting and analytics capabilities.

Challenges in the way

- Current system is not built for multi-site facilities management.
- Data on work orders, assets, vendors, proposals, and invoices is fragmented across multiple channels & systems.
- Entirely reliant on manual workflows to manage the work order lifecycle.
- Reporting is limited; must combine multiple datasets to manually create key executive reports.
- Heavily reliant on brokers with high invoice markup for service; no bandwidth to source local, self-performing vendors.

Outcomes with ServiceChannel

- Operational efficiencies: automate redundant manual tasks, lower avg. work order resolution time, and real-time reporting.
- Cost efficiencies: lower avg. invoice amounts, automate warranty tracking, and optimize asset lifecycle decisions.
- Vendor efficiencies: build a deeper bench on local self-performers, and independently track vendor performance.

Estimated financial results

{ \$X }

Cost Savings in Year 1

{ X% }

ROI in Year 1

{ \$X }

Cost of Delay per Year

Financial results

Estimated

{ \$X }

Total value

{ X } months

Payback period

{ X% }

Return on investment

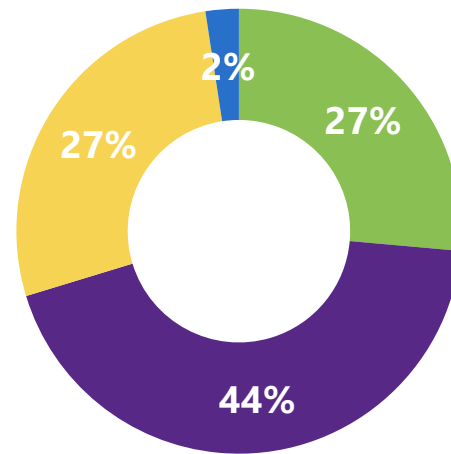
{ \$X }

Cost of annual delay

{ \$X }

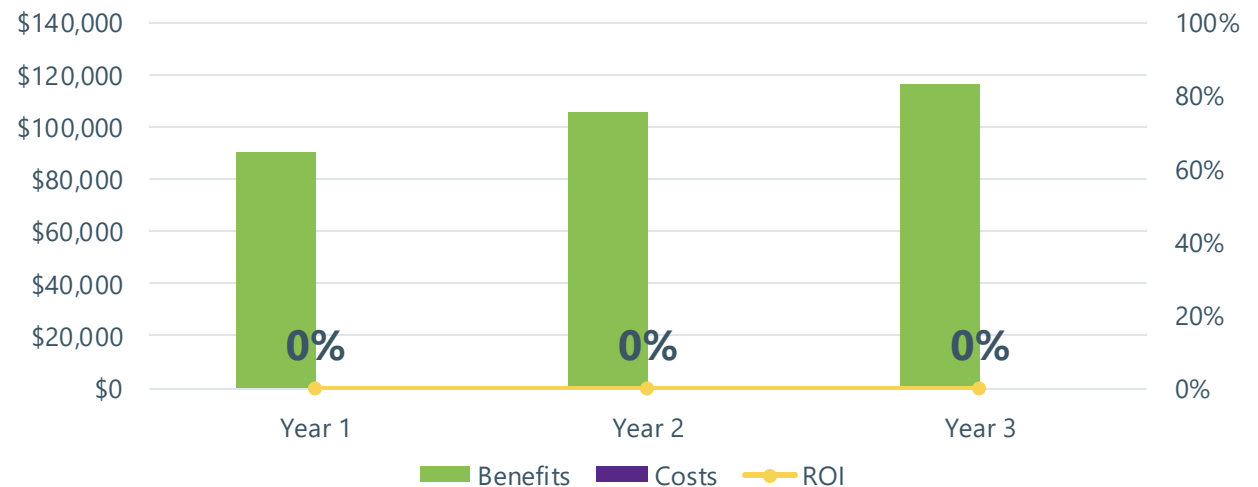
Total cost over 3 years

Areas of Impact



- Avoided Costs
- Reduced Costs
- Reduced Costs for Assets
- Avoided Revenue Loss

Return on Investment



Investment Summary for {COMPANY}

Potential value of solving current challenges with ServiceChannel

Investment Summary	Year 1	Year 2	Year 3	Total
Value with ServiceChannel				
Avoided Costs				
Duplicate Work Order Avoidance	{\$X}	{\$X}	{\$X}	{\$X}
Landlord Responsibilities	{\$X}	{\$X}	{\$X}	{\$X}
Guided Work Order Avoidance	{\$X}	{\$X}	{\$X}	{\$X}
Maintenance Compliance	{\$X}	{\$X}	{\$X}	{\$X}
Reduced Costs				
Provider Optimization	{\$X}	{\$X}	{\$X}	{\$X}
Proposal Management	{\$X}	{\$X}	{\$X}	{\$X}
Labor Cost Validation	{\$X}	{\$X}	{\$X}	{\$X}
Late Invoice Avoidance	{\$X}	{\$X}	{\$X}	{\$X}
Reduced Costs for Assets				
Warranty Leakage	{\$X}	{\$X}	{\$X}	{\$X}
Asset Repair Efficiency	{\$X}	{\$X}	{\$X}	{\$X}
Asset Volume Purchasing	{\$X}	{\$X}	{\$X}	{\$X}
Avoided Revenue Loss				
Asset Downtime	{\$X}	{\$X}	{\$X}	{\$X}
Total Value	{\$X}	{\$X}	{\$X}	{\$X}
Investment				
Total Investment				
Net Benefits	{\$X}	{\$X}	{\$X}	{\$X}
Return on Investment	{X%}	{X%}	{X%}	{X%}