ServiceChannel®

Asset Manager

Comprehensive Equipment & Asset Management for Multi-site Organizations

What Is It?

ServiceChannel Asset Manager makes it easy to get a real-time handle on your thousands of assets. It automates the capture of required information when installing, servicing, and replacing capital assets. It also manages preventative maintenance plans, work orders, and billing with the ServiceChannel mobile app. So you avoid excessive maintenance spend — all while increasing asset uptime and improving the customer experience. Plus, ServiceChannel's mobile app creates a common view for staff and outside maintenance providers, so everyone is operating off of the same playbook, and working towards the same goals.
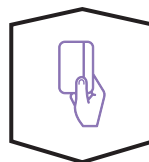
Who Is It For?

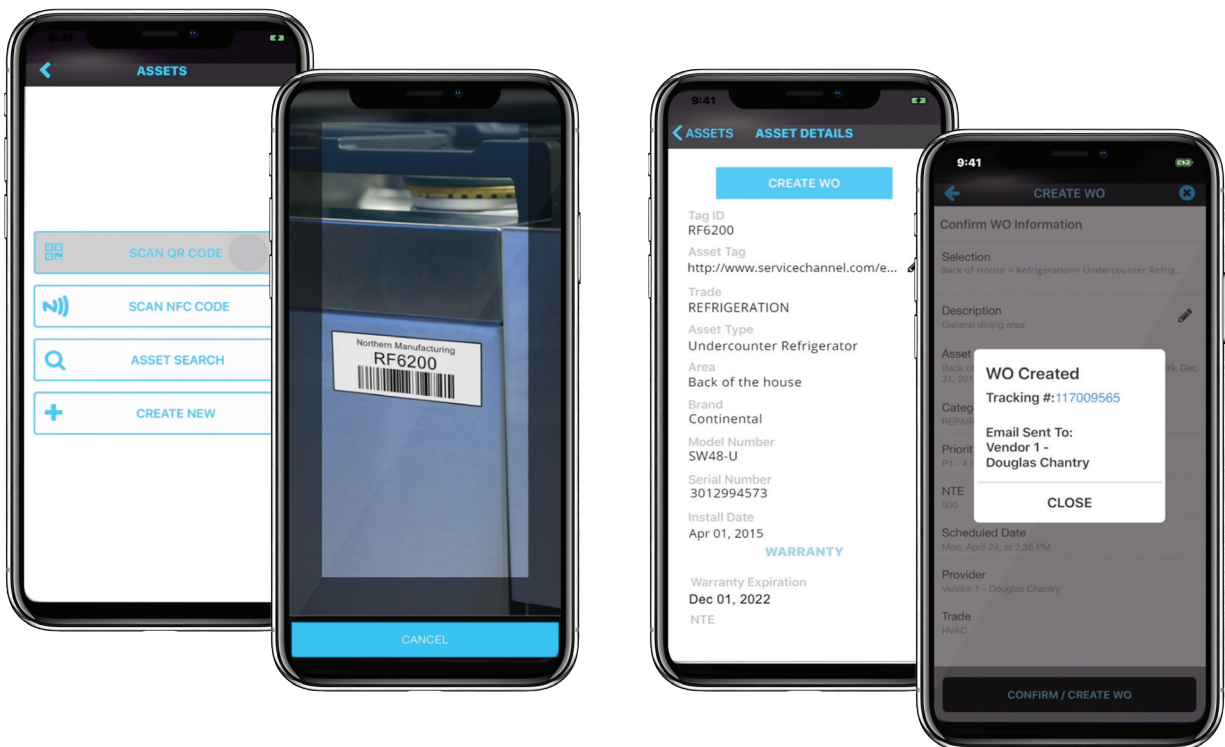| Facility Managers | On-Site/ Location Staff | Internal Technicians | Finance/ Accounting | Procurement/ Purchasing/ Sourcing | Loss Prevention |

Benefits

➜ **Boost visibility and operating efficiency.** A real-time electronic database of all your assets along with their condition and servicing histories gives you one source of truth.

➜ **Reduce overbilling and prevent warranty leakage.** Accurately generate work orders and assign them to the right technician based on expertise, rates, and warranty coverage.

➜ **Increase uptime.** Preventative maintenance management and site audit workflow tools help you spot emerging issues before they lead to costly downtime.

➜ **Get faster repairs.** Smart tag scanning ensures the right warranty technician can service assets right away.

➜ **Optimize repair/replace decisions.** Reduce TCO and get full visibility into asset spend to spot asset categories that cost more to service than to replace.

➜ **Improve financial forecasting.** Get insights to better understand patterns in asset maintenance spend by asset type, region, location, and more.
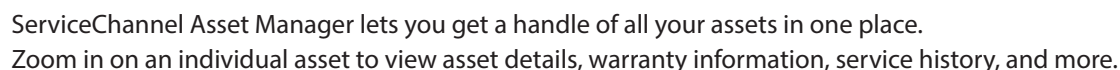
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Features

➜ **Equipment Tracking:** Maintain records for each asset by make, model, serial number and any custom attributes.

➜ **Asset Tagging:** Keep asset inventory and service history accurate by scanning a tag when installing, servicing, inspecting, or replacing an asset. Service providers get visibility via the mobile app to ensure they're doing the right service on the right asset.

➜ **Work Order Automation:** Automatically generate and assign accurate work orders to the right technician by scanning asset tags or through IOT-connected asset.

➜ **Spend Reports and Alerts:** Track historical total spend on assets by type, region, location, and service provider. Automatically get notifications when spend levels reach preset thresholds or exceed historical costs.

➜ **Warranty Management and Tracking:** Monitor warranties for all assets.

➜ **Useful Life Analysis:** Track maintenance by asset type to spot problem asset types that should be replaced with a lower lifetime cost option.

➜ **PM Management:** Generate and drive adherence to a preventative maintenance plan for each asset.

➜ **Equipment Uptime Reporting:** Analyze equipment uptime/downtime trends and exceptions by work orders.

Automatically generate and assign work orders to the right technician by scanning asset tags on the ServiceChannel Mobile App.

ServiceChannel Asset Manager lets you get a handle of all your assets in one place.
Zoom in on an individual asset to view asset details, warranty information, service history, and more.

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.