Case Study: Global Retailer

Global Retailer Sees Increased Visibility, New Service Model and Reduced Spend

Highlights

NEW SERVICE MODEL manages both repair/ maintenance work and contractor invoicing

NEW VISIBILITY into work performed and not performed

Quantifiable Results

30% REDUCED TOTAL MAINTENANCE SPEND

46% IMPROVED IVR COMPLIANCE

63% IMPROVED RECALL OF WORK ORDERS

73% ELIMINATED CALL CENTER OVERHEAD

Allowing store personnel to focus more on customers

Customer

A leading global retailer offering clothing, accessories and personal care products for men, women and children. Products sold across 3,000+ high-quality storefronts via multiple brands.

Challenges

With thousands of well-known, highly trafficked stores, maintaining a quality brand image was crucial. However, there were neither systems nor processes in place to ensure a consistent shopper experience and to manage facilities cost effectively:

➔ Scheduled maintenance was not occurring but was being invoiced to retailer

➔ No access to actionable data to manage trends or identify outlier stores and contractors

"From finding and qualifying contractors to managing labor and supplies all the way through final payment, ServiceChannel is a complete solution: part CMMS and part e-procurement"

– *Facilities Sourcing Manager*

Global Retailer
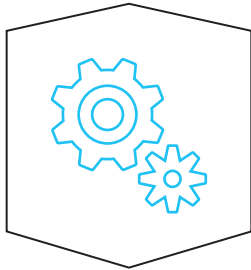
Service Automation

Fixxbook
by ServiceChannel®

CONTRACTOR SCORECARD Detail:

Headline Insights	487
Gain a high level view of spend, transaction volumes and SLAs with the contractors selected in the dropdown above	Open-In Progress
	31,37 Completed W

KPI and Ranking	Assess the performance ranking for each metric in

My Performance	Last 30 Days
IVR Compliance Rate	100%
First Time Completion Rate	100%
Work Order Dispatch Confirmation Rate	78%
On Time Arrival Rate	100%

Trade Analysis - Top 10 by Total Invoice Amount

Trade	Avg. Invoice Amount	NTE
BEER SYSTEMS	859.40	
ELECTRICAL	509.11	
GASKETS	775.40	
GREASE TRAP	392.45	
HOOD/DUCT/EXHAUST FAN	785.66	
HVAC	1,187.93	
KITCHEN EQUIPMENT	779.90	
MANAGEMENT FEES	9,075.00	
PLUMBING	562.09	
REFRIGERATION	884.93	

→ Flawed process from work order to invoice prevented budget management

→ Stores placed calls to contractors not under contract and without proper credentials

→ No visibility into existing work orders resulting in duplicate service requests

→ Minimal contractor management: no SLAs in place, quality control or established rate cards

→ Poor contractor payment process

Not surprisingly, the facilities department was running over budget and was viewed negatively from the corporate level to the stores.

Goal

The retailer's facilities department needed to:

→ Increase service order visibility

→ Enhance interactions with the stores

→ Improve contractor sourcing

→ Allow store management to focus on selling

Specifically, they wanted store managers to be able to effortlessly **place work orders online** and **view their status anytime.** As to sourcing, the facilities group desired to **own the sourcing process** so they could select their own service providers who had been properly vetted.

Solution

The retailer deployed ServiceChannel's SaaS-based solution and contractor directory to upgrade their facility management processes and get associated costs under control:

→ *Service Automation* enabled them to validate work performed and manage work orders, preventive maintenance and assets for all trades and locations, in real time

→ *Fixxbook* enabled them to find and qualify contractors for all trades across North America

ServiceChannel®

Global Retailer

Benefits

The retailer realized important benefits through its ServiceChannel deployment. Visibility was significantly improved across the entire service request contractor chain resulting in **improved efficiencies, cost savings and greater resource utilization.**

Through integrating with the retailer's Oracle ERP system, the financial back office process was streamlined. Now work orders could flow directly from ServiceChannel to contractors' back office systems, providing complete transparency in every step. Only exceptions to SLAs needed to be addressed.

> "The data from ServiceChannel gave us both qualitative and quantitative information that lets us work more strategically with our contractors, which is a win-win for everyone."
>
> *– Facilities Sourcing Manager*

Results

With greater visibility into facilities spend, the facilities group has taken a more strategic approach to its operation. Total maintenance spend was reduced by twice the original goal with no negative impact on store operations along with other quantifiable results:

➜ Reduced total maintenance spend by approximately 30%

➜ Improved IVR compliance by 46%

➜ Improved recall of work orders by 63%

➜ Reduced call center headcount by 73%

With greater visibility and business intelligence into spend now, the retailer can not only **negotiate better service rates** but the facilities team is providing stores with **improved service** and greater access to critical operating information. KPIs are now **tracking service levels** and ServiceChannel generated scorecards **measure and track true vendor performance in real time.**

About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure. The world's leading global brands use ServiceChannel and Big Sky solutions daily to help optimize millions of transactions and billions of dollars of spend annually.