

# Innovate Customer Experiences With Data-Driven Capital Plans

**BUILD DEFENSIBLE CAPITAL PLANS BY LEVERAGING  
EXISTING FACILITIES AND ASSET DATA**

accruent



Capital plans are the back bone to retailers changing and innovating year over year to better serve their customers. By integrating maintenance and asset data into capital plans, retailers can build accurate budgets that include forecasted maintenance spend and key asset replacements, all while building in the necessary funding to be innovative with spaces and processes to better serve customers.



Express values across  
all physical locations



Use facilities and asset  
data for multi-year forecasts



Ensure accurate  
asset condition data



Creating the perfect customer experience is one of the most important challenges retailers face. By utilizing asset and maintenance data to better inform your capital planning efforts, retailers can create better capital plans to drive a better customer experience. Retailers can create more inclusive capital budgets around replacing assets, running construction projects, and long-term project plans and maintenance spend. That way retailers won't be caught off guard by large asset replacements and construction projects or leaving maintenance/building issues open at the store level.

## HAVE ACCESS TO ASSET CONDITION DATA

- Drive a consistent experience across sites by decommissioning suboptimal assets
- Flow asset condition from surveys and field work across systems for both teams to utilize
- Ensure an accurate view of assets across the enterprise

## TRACK FORECASTED VS. ACTUAL SPEND

- Create additional visibility into forecasted spend and actual spend on capital projects
- Gain transparency and improve accuracy of your budgets
- Give stakeholders additional information needed to make decisions that drive customer-centric innovation

## CREATE MULTI-YEAR FORECASTS

- Create multi-year forecasts based on site and asset data
- Track immediate needs vs. long-term needs
- Create accurate budgets and that include room for large maintenance projects and asset replacement

## CLEAR COMMUNICATION BETWEEN TEAMS

- Allow capital planners and surveyors to communicate work orders back from field surveys
- Streamline management of lifecycle renewal
- Avoid work order delays and ensure maintenance issues don't impact customers

***“Our Kykloud, capital planning solution allows us to help our clients move from a reactive to a proactive way of working and make informed decisions on managing their large facility portfolios.”***

*– Barry Murray, Manager, Contract Delivery and Performance, Macutex*

