



TRANSFORM YOUR OPERATIONS WITH SERVICECHANNEL

The world of multi-site real estate and facilities management in multi-site retail has evolved rapidly over the past few years, with comprehensive data, automated workflows, and proactive asset maintenance becoming more critical than ever before.

Yet, many organisations are still struggling to find technologies that work intuitively for their teams, optimise efficiency, save costs and provide comprehensive analytics and robust data to identify the industry's best service providers.

With ServiceChannel, you can empower facilities teams to deliver the best possible customer experience, by transforming your operations – with less hassle and cost – through data-driven facilities solutions tailored to your unique business needs.



Drive revenue with asset performance
Leverage the full potential of your budget, facilities team, and service providers, while you scale your business with more automation.



Proactive asset management
Proactively manage your multi-site locations through preventative maintenance and work order management, thereby optimising TCO by using repair and maintenance data.



Strengthen the brand image
Quickly shift resources and workflows to meet market demands while elevating in-store ambiance and the shopping experience for customers.



Collaborative approach
Together with you, we design a data-driven programme for getting peak performance from your assets and providers, helping your facilities team in daily operations.

600+
CUSTOMERS

\$9B
ANNUAL FACILITIES SPEND

70K+
SERVICE PROVIDERS



INDUSTRY-LEADING SAAS PLATFORM

The robust cloud-based CMMS paves the way to increase the ROI of facilities by enabling more strategic business decisions. Customers benefit from:

- **Usability: real-world power & efficiency.** Intuitive dashboards and relevant metrics at your fingertips, refined across 200 million work orders and 300,000 locations.
- **Enterprise data analytics and industry insights.** From ready reporting to customised visualizations, to data warehouse integrations, ServiceChannel unlocks the value of data.
- **Invoice and payment automation.** Validate invoices and avoid overpaying, including rate validation. Invoicing workflow automatically detects whether providers have invoiced for excessive hours or at excessive rates.
- **Scalability.** Scales to meet the needs of organizations from under 10 to over 10,000 locations.

SERVICE PROVIDER MARKETPLACE

Whether you are searching directly or want us to manage your network, we source the highest-performing providers for faster repairs with better quality and lower costs, ensuring the work is done right on the first attempt.

- **World's largest provider network.** You can confidently rely on the unmatched trustworthiness of the world's largest provider network, with over 70,000 vendors. Featuring unparalleled data to identify the industry's best providers.
- **Industry's best providers.** Customers can find dependable providers based on track records of outstanding performance and verified data on quality, speed, engagement, and cost.
- **Facilities management as a service.** Customers have the option to outsource the management of their entire real estate portfolio to us and enjoy peace of mind as well as a pay-as-you-go approach.

300+ REFERENCEABLE CASE STUDIES DEMONSTRATE THE UNRIVALED SUCCESS

Leading brands across industries rely on ServiceChannel to accelerate the performance of every asset, service provider, and location.



UNPARALLELLED SOLUTIONS FOR THE FULL REAL ESTATE LIFECYCLE

Leading brands across industries rely on ServiceChannel to accelerate the performance of every asset, service provider, and location.



Streamlined lease management

By integrating Accruent's [Lucernex](#) with ServiceChannel, organisations can automate the process of managing service requests and work orders for leased properties, improving communication and reducing errors.



Market planning and site selection

[Lucernex](#) also provides robust market planning and site selection capabilities, enabling the management of new location construction, openings and capital improvement processes with data-driven insights.



IoT and energy management solution

The integration with Accruent's [vx Observe](#) / [AOEM](#) improves service speed and operations efficiency. Real-time monitoring and reporting help to identify energy anomalies for prompt resolution, leading to significant energy cost savings.



Optimised space management

Accruent's [EMS](#) scheduling software makes it a breeze to simplify your workspace, event and resource scheduling processes – all while creating a safe, enriching and modern experience for your in-store ambiance.

CONTACT FOR A DEMO



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