ServiceChannel®

Analytics Standard & Analytics Premium

Analytics, Visualization, and Business Intelligence for Multi-Site Enterprises and Organizations

What Is It?

ServiceChannel Analytics puts the data you need at your fingertips to ensure your operations are efficient and effective. You'll gain visibility into activity, spend, and status across all your locations, assets and providers, and get answers to business-critical questions within minutes. Specifically built for companies managing multi-site locations, ServiceChannel Analytics includes financial, operational, and strategic reports and dashboards that flag key trends, hotspots, and outliers. You can even automate reports and tailor analytics to your specific business needs – so you can always make effective data-driven decisions in any situation.

Who Is It For?
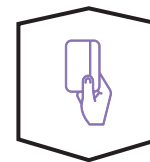
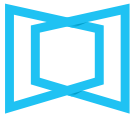| Facilities Directors/ VPs	Facility Managers	Business Analysts	Finance/ Accounting Personnel	Procurement/ Purchasing/ Sourcing	Real Estate & Construction

Benefits

➔ **Don't miss a thing.** Get the richest details - on every asset, work order, location, and provider - collected from the industry's most robust workflow.

➔ **Prioritize your work.** Receive notifications for emergencies and exceptions to identify cost and performance hotspots, so that nothing slips through the cracks.

➔ **Optimize your future.** Investigate performance and spending trends to make strategic improvements in how you deploy your assets and budgets.

➔ **Get the best from your providers.** Manage provider relationships effectively, using objective performance data on their costs, speed, and quality.

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Reporting Analytics

ServiceChannel Analytics enables you to analyze R&M spend and contractor performance, and drive improved results for your organization. Find insights from numerous standard reports, including:

Volume & Spend Trends
- Work order history by spend or volume
- Work order insights
- Invoice spend insights

Status Reports
- WO, Proposal, & Invoice status analysis
- Work order aging

Trade & Category Analysis
- Invoice total and average by trade or category

Service Provider Analysis
- Spend reports
- Feedback analysis
- Service level by trade analysis
- Invoice analysis by trade

WO Priority Analysis
- Committed spend
- WO volume by priority
- Aging by priority

Location Analysis
- Geographic charts
- WOs by region and location
- Invoice spend by region and location

Asset Analysis
- Repair vs replace analytics
- Asset WO report
- Asset spend report
- Asset aging report
- Asset resolution time analysis

Analytics Solutions

Different businesses have different analytics requirements. ServiceChannel provides two solutions so you can select the one that fits your team's specific business needs.

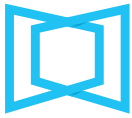| Feature Set Comparison	Standard	Premium
Spend & QoS Insights	✔	✔
Visualizations	✔	✔
Reports	✔	✔
Dashboards	✔	✔
Email Subscriptions	✔	✔
Edit Dashboards		✔
Create Dashboards		✔
Training and Support		✔
KPI Manager		✔
Data Analyzer		✔
Data Loader		✔
Data Updater		✔

Standard Features

➜ Pre-built dashboards and reports to help you gain operational and strategic insights

➜ Measure service provider performance and track costs with Contractor Scorecard™

➜ Drill down from top-level metrics to work order details to see what is driving your performance

➜ Easily export reports and data tables into spreadsheets or printable documents

➜ Subscribe to, print, and share reports with business partners or anyone in your organization

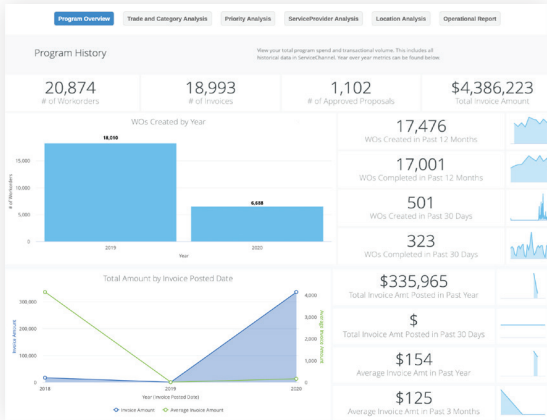➜ Hourly data refresh for up-to-date insights

Additional Features for Analytics Premium

➜ Custom visualizations and dashboards specific to your business with self-service reporting and dashboard capabilities

➜ Create and monitor customized KPI metrics

➜ Receive email alerts when custom metrics cross thresholds

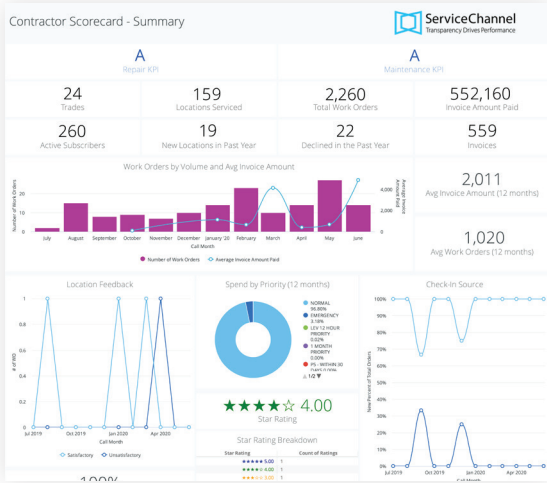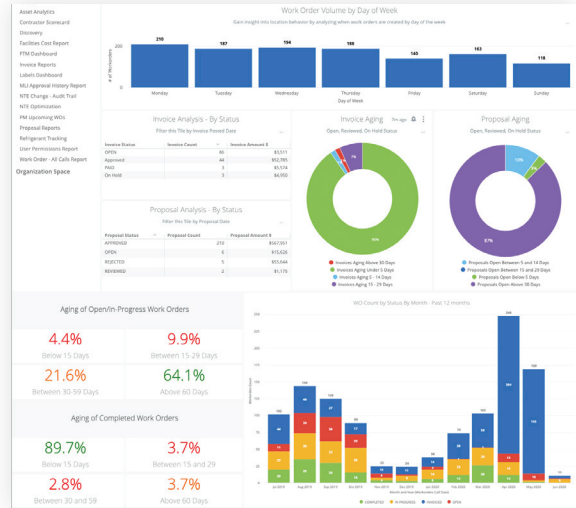➜ Upload proprietary data to the platform for deeper contextual insights

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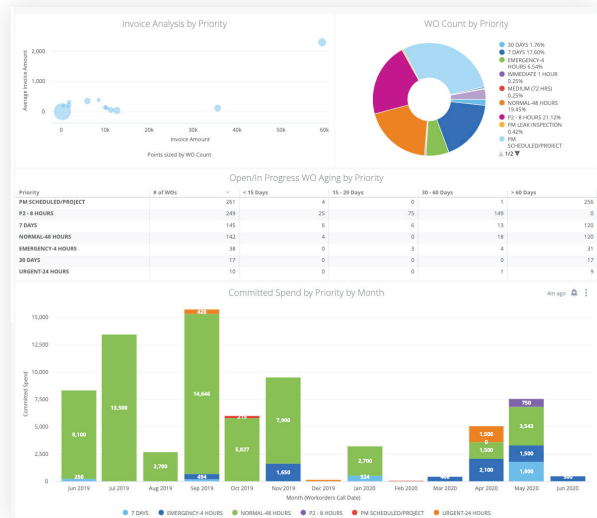**Insite – See the entire FM program at a glance**

Contractor Scorecard – Understand provider performance
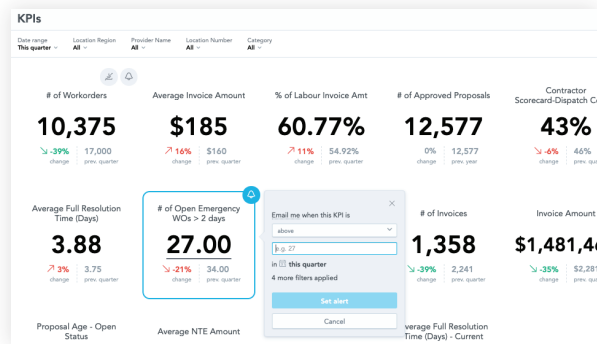

Contractor Scorecard – Operational Metrics

Status Reports – Identify aging WOs, proposals, & invoices

Priority Analysis – Analyze emergency spend

Customized KPIs – Easy access to your metrics

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.