ServiceChannel®

Decision Engine

Machine Learning, Data-Driven Decision Making

What Is It?

By leveraging all your historical data and past decisions, ServiceChannel Decision Engine brings machine learning techniques to facilities management for the first time. Integrated seamlessly with your operations on the ServiceChannel platform, ServiceChannel Decision Engine uses prescriptive analytics to improve proposal evaluations, asset repairs/replacements, and invoice processes.

Its innovative approach brings data-based decision making to routine FM decisions. And using advanced machine learning methods, Decision Engine evolves to make even better recommendations over time.
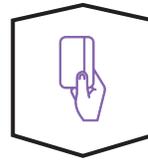
Who's It For?

| Facility Managers | Business Analysts | Finance/ Accounting Personnel | Procurement/ Purchasing/ Sourcing |

Benefits

➔ **Make data-informed decisions.** No longer rely on guesstimates and "gut feel" processes. Get recommendations based on insights from every part of your workflow.

➔ **Improve decision speed.** Spend less time verifying and contesting invoices, reviewing proposals, and managing assets.

➔ **Reduce costs.** Make cost-effective proposal, invoice, and asset repair-or-replace decisions, and identify invoice errors and savings opportunities.

➔ **Boost decision quality and consistency.** Use historical patterns as well as supporting intelligence to augment your FM experience and expertise.

➔ **Drive efficiency.** Automate routine decisions and enable providers to more easily respond to rejected proposals.

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Features

➔ Proposal Review & Recommendation

➔ Asset Intelligence

➔ Invoice Intelligence

➔ Invoice Insights (Exception Monitoring)

➔ Labor Rate Validation

➔ NTE optimization

1. Data

3. Recommendations
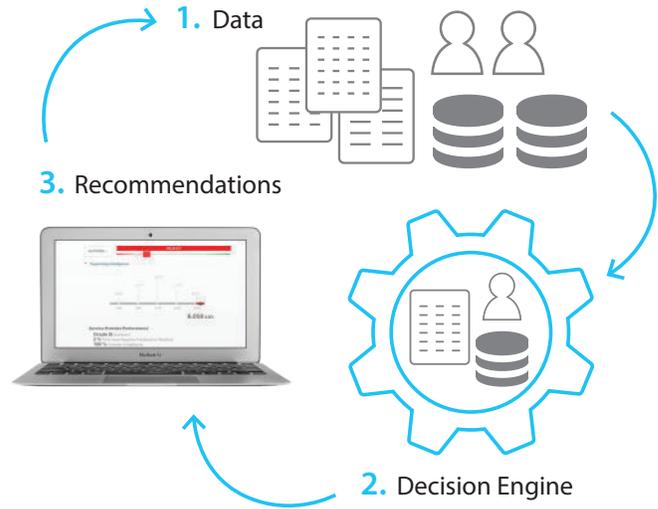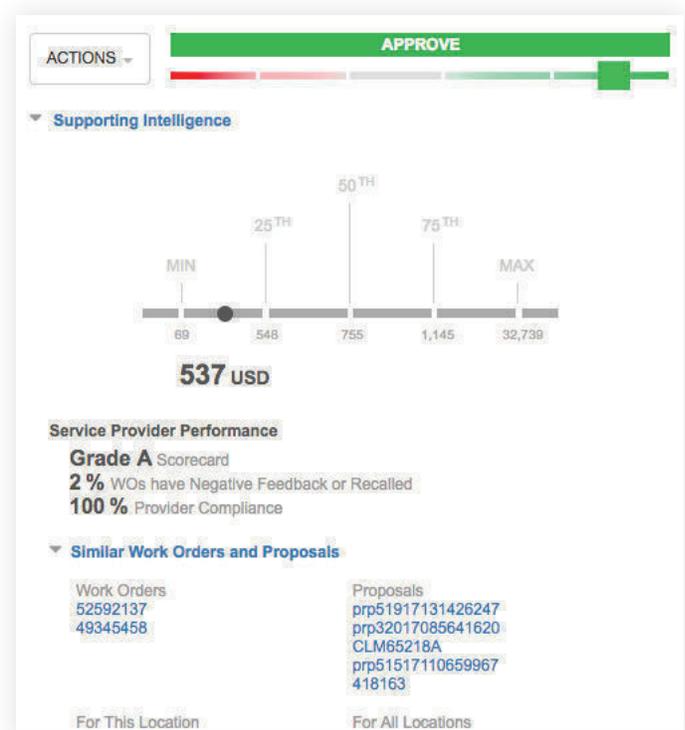
2. Decision Engine

How It Works

1. The ServiceChannel platform captures all your historical data of previously accepted or rejected proposals, work orders, asset info, and past invoices.

2. ServiceChannel Decision Engine analyzes and is tuned to your data, using advanced machine learning techniques.

3. ServiceChannel Decision Engine produces approve/reject recommendation based on a confidence level and provides supporting intelligence to driver better decision making that gets even smarter over time.

Feature Highlights

Proposal Review & Recommendations

Get recommendations to approve or reject a proposal, based on past proposal decisions and service provider performance.

- Provides supporting data providing further confidence on recommendation, including:
  - ◦ How current proposal price compares to past proposals for same problem code/trade
  - ◦ Service provider scorecard grade and compliance %
  - ◦ Similar proposals and work orders

ACTIONS

APPROVE

Supporting Intelligence

50 TH
25 TH   75 TH
MIN   MAX
69   548   755   1,145   32,739

537 USD

Service Provider Performance
Grade A Scorecard
2 % WOs have Negative Feedback or Recalled
100 % Provider Compliance

Similar Work Orders and Proposals

Work Orders
52592137
49345458

Proposals
prp51917131426247
prp32017085641620
CLM65218A
prp51517110659967
418163

For This Location

For All Locations

Asset Intelligence

Get supporting asset information when reviewing invoices and proposals linked to an asset to help make better repair/replace decisions.

- Quickly access asset data on:
  - Warranty status
  - Historical spend
  - Asset condition
  - Asset age & life expectancy
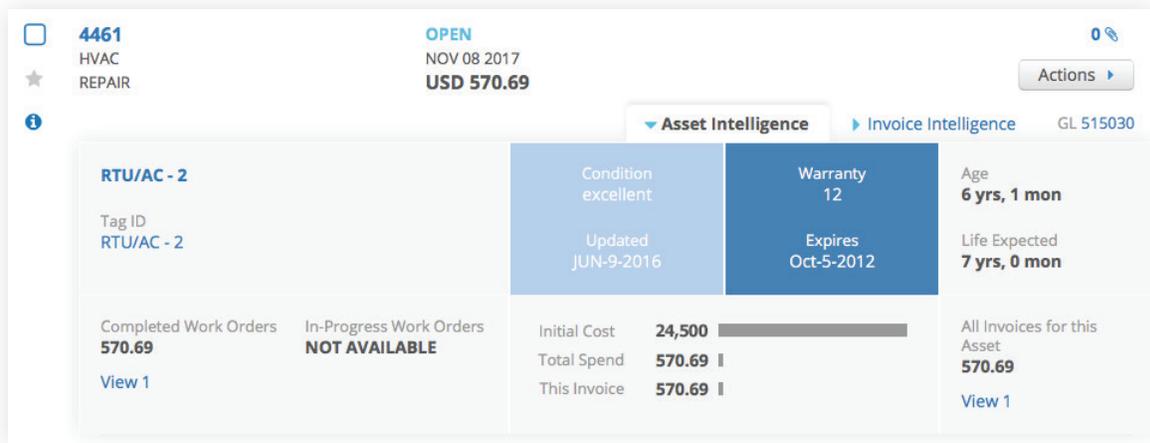
Invoice Intelligence

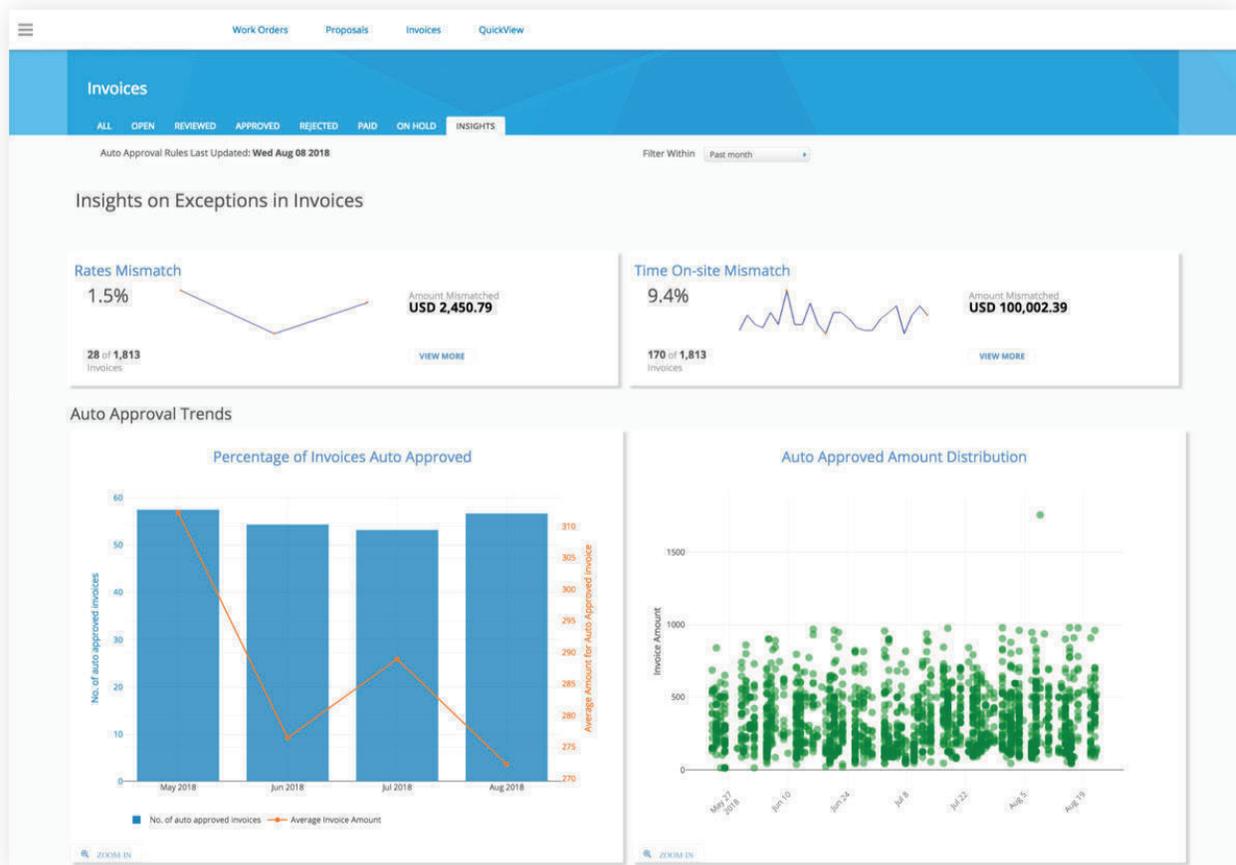See how a given invoice compares with other similar invoices.

- Highlights outliers and serves as final check prior to invoice approval, providing:
  - How invoice compares to past invoices with the same problem code, trade, and provider
  - Service provider scorecard performance and compliance
  - Links to similar invoices

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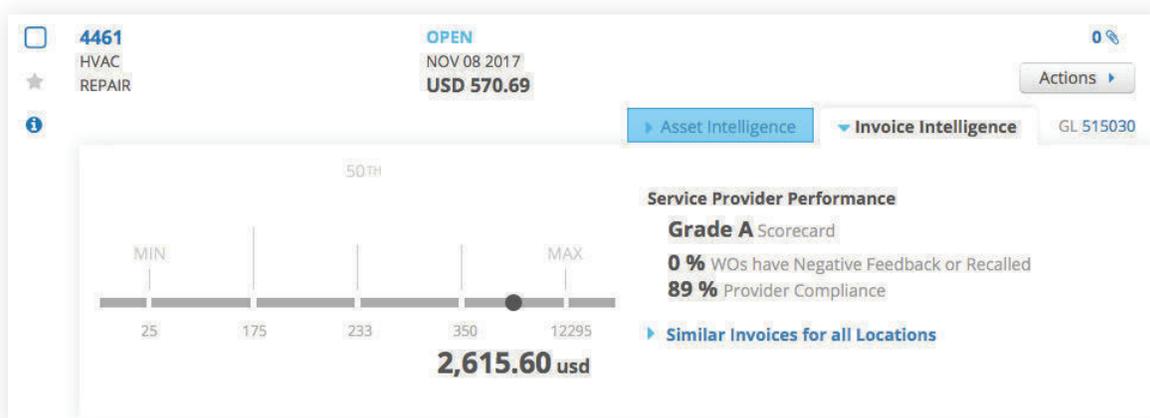
Invoice Insights (Exception Monitoring)

Actively monitor exceptions in invoices, track your exposure, and set automated approval rules to eliminate these exceptions.

- Invoices with rate discrepancies are flagged for review:
  - Labor rate on invoice does not match the agreed upon rate
  - Labor hours do not equal time captured on work order
- Track identified spend exposure via:
  - Percent of invoices with exceptions
  - Amount over/under paid as a result of these errors
  - Top 5 service providers and locations with identified invoice rate and time errors
- Set rules to automatically approve invoices without identified errors
- Capture Service Provider reasons for identified invoice errors

About ServiceChannel

ServiceChannel transforms facilities management for brands that want to deliver a great customer experience across their physical locations with peak operational performance. Executives and facilities leaders at more than 500 global brands like Bloomin' Brands, Cole Haan, CVS Health, Louis Vuitton, and Under Armour, love the ServiceChannel platform for its marketplace of 50,000 service provider companies, cloud applications, analytics, and intelligence into their multi-billion annual repair and maintenance spend. ServiceChannel is a privately held company funded by Accel, with offices in New York City, Pleasanton, Calif., and London.