GoodData

ServiceChannel Fixes an Entire Industry with Analytical Insight

ServiceChannel
Transparency Drives Performance

Customer Since:
2013

Solution:
Powered by GoodData

Use Case:
Advanced Analytics for
Customer Service

Favorite Metric:
Number of organizations that
have upgraded

Best Feature:
Seamless integration to distribute
analytics to customers

Results:
▸ Seamlessly integrated actionable
insights

▸ #1 reason customer upgrade

▸ 80% of Plus and Enterprise
customers use daily

Adding Insight Transforms Facilities Management

Facilities management is an industry that keeps people, processes, and buildings working.

Currently, more than 200 global brands use the ServiceChannel Service Automation platform to manage more than 100K external locations.

But what is ServiceChannel exactly? Think Angie's List on massive steroids but for facilities management folks. ServiceChannel runs a single SaaS platform to source, procure, manage and pay for maintenance services from commercial contractors. The complete source-to-settle solution combines both web and mobile-based work order management of everything from finding qualified contractors to managing labor and supplies, straight through to final payment. "Our platform lets you initiate and validate work performed in the field," explains Sid Shetty, Vice President, Global Services at ServiceChannel. "Facilities can have one solution that manages all service requests, all proposals, and all invoices across all trades, categories and locations."

But ServiceChannel wanted to do more. Knowing that advanced analytics and benchmark results would help its multi-site customers optimize their businesses, it decided to up the ante.

"We wanted to give our information-hungry customers a way to unlock the power of our enormous amount of data," says Shetty. "But we wanted to concentrate on building a world class facilities management platform, not manage a BI solution." In a game-changing, strategic decision, ServiceChannel chose to equip customers with insight Powered by GoodData. Using GoodData, ServiceChannel was able to embed advanced analytics within its service offering in less than 90 days. "An earlier Amazon-based BI solution had required way too much data management on our part," explains Shetty. "GoodData's easy-to-use reporting and visualization was exactly what we needed."

Empowering Facilities with Self-Service Analytics

ServiceChannel now enables Facilities Managers, Finance/Procurement professionals and Senior Management worldwide to better understand their operations, reduce costs, and improve efficiencies; and external contractors to win more business by leveraging the insights they receive from the Contractor Scorecard.

By enriching its platform, ServiceChannel can now equip its clients with scorecards and dashboards that track contractor performance and deliver cost clarity across the entire enterprise.

"We are empowering our customers with GoodData's tactical, operational, and strategic insight to change how the industry as a whole makes decisions."

Sid Shetty
Vice President, Global Services
ServiceChannel

According to Paul Walsh, Former Gap, Inc. Director of Strategic Sourcing, "ServiceChannel is transforming the Facilities Management industry—assisting companies to better understand and run operations and their external service providers to better compete."

"The insights gleaned from GoodData give facilities managers and contractors visibility into trends and anomalies so they can answer business-critical questions immediately," says Shetty. And as Myriah Kingen, Facilities Director for Burlington Coat Factory explains, "The biggest opportunity is the visibility and accountability it brings to both the store level and to the contractors—allowing us to better manage our spend across the board."

## Helping Contractors Compete More Strategically

Contractors also benefit from insights provided by GoodData. With visibility into how they compare with other vendors based on ServiceChannel benchmarks on costs, turnaround time, and invoicing workflow, they can optimize operations by making data-driven decisions about how to improve resource allocation and better meet customer needs.

"ServiceChannel allows us to do a better job managing our customers' service and maintenance," said Ron Praeger, COO of HVAC company Brinco. "With its new Contractor Console, we have a more graphical view of all of our client information – so we never miss anything important. And with the MyScorecard feature, we can flag any SLA problems before the client calls, and show clients and prospects how we're exceeding expectations."

ServiceChannel helps keep contractors accountable for work they perform by providing unbiased, independent data on contractor performance.

Since GoodData works with unlimited data sources, ServiceChannel is testing the boundaries of what data can be used to empower its clients with weather data and prescriptive analytics.

"With GoodData, we're able to continually innovate-improving our business along with our clients' results," says Shetty. "As we expand our offering and add more analytics into the workflow of ServiceChannel itself, we can effectively increase our clients' arsenal of BI insight while simultaneously creating new revenue sources for ourselves."
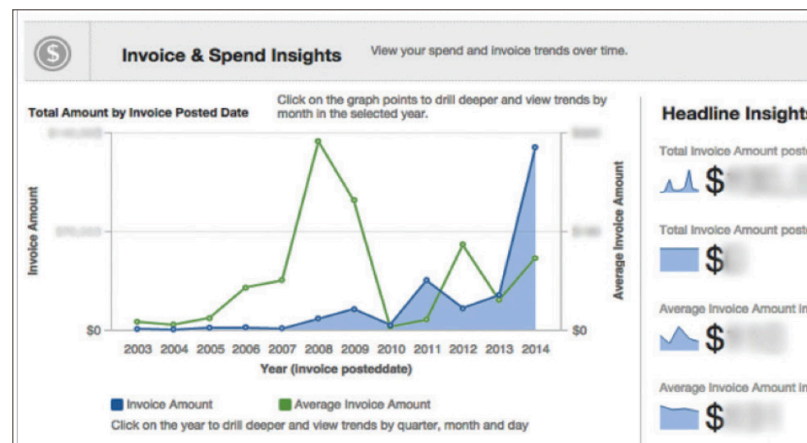
Service Channel Daskboard
All data has been genericized.

Additional resources

If you'd like to discover more about embedded analytics and the GoodData platform, we have a number of additional resources available.

Learn more
Visit GoodData's **embedded analytics** website to learn more about different types of embedded analytics, solutions, benefits, and additional customer success stories.

Embedded analytics trial
With the **embedded analytics trial**, you can see GoodData's analytics platform embedded in an application's user interface so you can get a clear example of what embedded ad hoc data discovery looks like. Explore a demo application enhanced by analytics visualizations, then create analytical insights using an intuitive drag-and-drop experience.

Get more information

Have a question or want more information that we didn't cover here? Our team is happy to **schedule a call.**

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