



## CASE STUDY

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Major Retailer  
Customer Experience



# Service Management Platform

Challenged with ensuring a consistent customer experience from store to store, this major retailer worked with Geospatial Analytics® to replace a fragmented and outdated facility management (FM) technology stack, and to establish a best-in-class, end-to-end FM solution.

## Overview

The client is a major communications company with over 2000 retail locations distributed across all major U.S. markets.

The client was using a myriad of fragmented tools to manage the physical condition of its stores and needed an enterprise-wide integrated solution to track real estate and FM functions.

The client wanted a partner that could help establish a consolidated technology platform that was simple, agile, and cost-effective, yet still sophisticated enough to provide powerful analytics.

The company partnered with Geospatial Analytics® to leverage its extensive retail track record, solution capabilities, and strong project team credentials.

## Challenges

- Fragmented tools that were difficult to use
- Unclear knowledge of current portfolio condition
- Resource misalignment that led to inconsistent outcomes
- Impaired data and subjective decision making

# Solution #1:

## Mobile Inspection Form

To address the inconsistencies in store appearance, Geospatial Analytics® helped the client implement a mobile inspection form that created a consistent and objective method of evaluation.

The mobile inspection form was quickly and easily deployed without the need for significant training or support.

The form was agile, allowing immediate changes as new requirements were identified.



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### Benefits:

- ✓ A custom template with embedded business intelligence that guides users through a set of questions specific to each inspected asset.
- ✓ The team replaced subjective opinions of store conditions with objective criteria and standards, enabling fact-based decision making on needed expenditures.
- ✓ Photos were automatically labeled and associated with the appropriate inspection question, greatly enhancing the ability to assess asset condition.
- ✓ Electronic real-time aggregation of the inspections reduced the time spent completing inspections in the legacy paper-based environment by more than 50%.

**Geospatial Analytics InSite Solution Platform™** Provides the functionality that your services managers need to develop business intelligence for strategic analysis, cost management, and optimizing performance.

# Solution #2:

## Store Management Portal

The team deemed that active engagement of store management was critical to the success of the effort. Store management needed the capability to easily open work orders and track status.

The client needed a way to enable store management to provide meaningful, real-time feedback on work quality, which was essential for managing vendor performance.

To address these requirements, Geospatial Analytics® helped the client implement a web-based portal that integrated the client's computerized maintenance system (CMMS).

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### Benefits:

- ✓ Geospatial Analytics® provided a retail store portal for store management to quickly and easily have real-time visibility to the status of all work orders and provide feedback on completed work.
- ✓ The solution enabled onsite staff to understand scheduling, determine when coordination was needed with vendors, and understand essential information, such as forecasted completion dates.
- ✓ Store management positive satisfaction survey results increased by 10% within 90 days of implementation.

	FY 17-Q1	FY 17-Q2	FY 17-Q3	FY 17-Q4	TOTAL
Count WO	7,349	11,090	10,140	3,821	34,092
Avg. Duration	9.2	9.7	9.3	6.8	9.0
Store Employee Satisfaction	95.6%	95.2%	93.6%	94.9%	94.8%
On Time %	91.8%	94.3%	98.1%	99.2%	95.6%
Cost per WO	\$489	\$489	\$518	\$462	\$500

# Solution #3:

## Analytics for Service Assurance

Geospatial Analytics® supplied a robust set of dashboards that displayed all aspects of the client's facility management services, including cost, timeliness, and quality.

The client was able to distribute the solution to all stakeholders involved in the process — processing comprehensive real-time information.

The client could quickly assess vendor performance and take corrective action, as well as perform comparative analysis to optimize the associated costs.

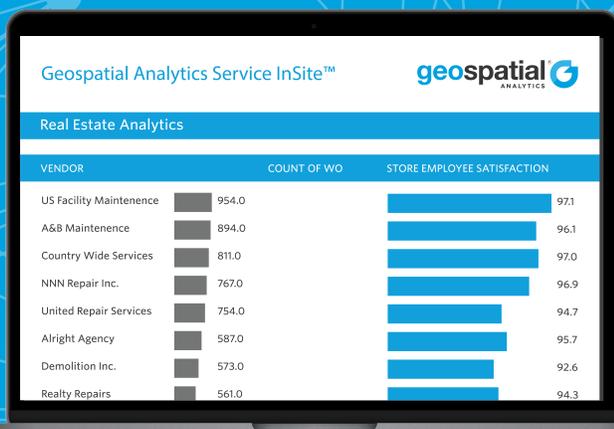
The total solution was extremely cost-effective and easily met the client's required return on investment (ROI).

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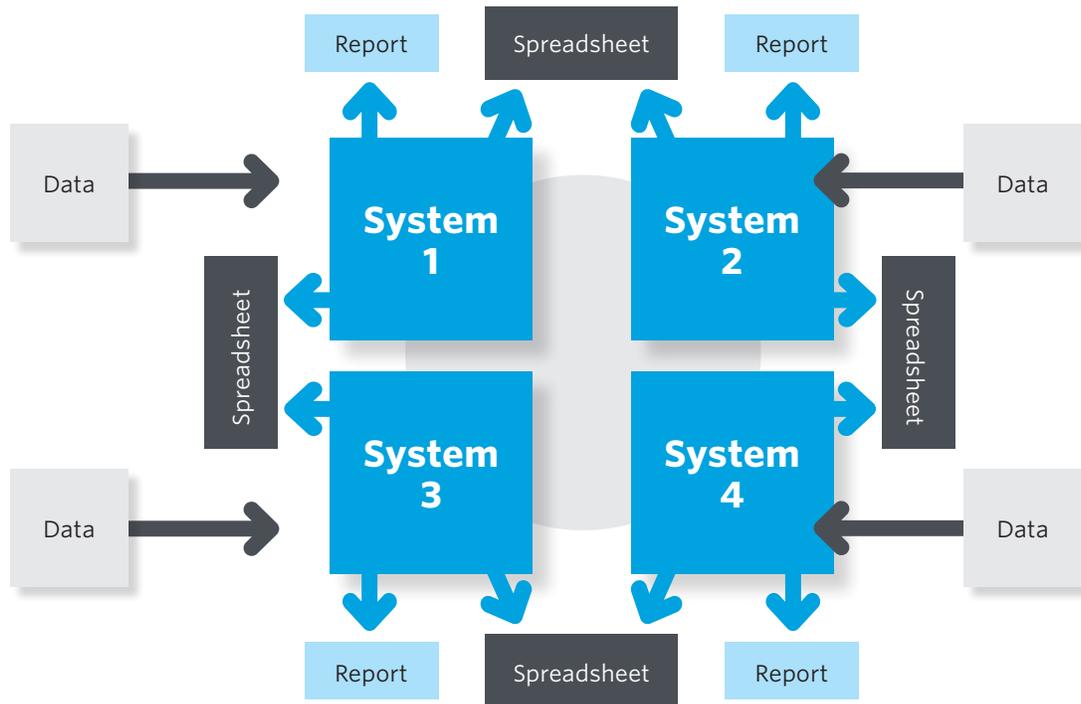
### Benefits:

- ✓ Work order dashboards tracked the cost of individual work orders and provided aggregated views of cost by category, region, store, and vendor.
- ✓ The dashboards also tracked the duration of open and closed work orders. The client could quickly isolate work orders that were problematic by drilling down from aggregated views into specific items.
- ✓ Using this data and working with its vendors, the client reduced costs by over 10% and work order duration by over 15%.
- ✓ The ability to effectively maintain standards for store condition created consistency in appearance across the entire portfolio and optimized the customer experience.



# Enabling Analytics for Value Creation

## TYPICAL SYSTEMS CONFIGURATION



## OPTIMIZED SYSTEM CONFIGURATION



## OUR VISION

To radically transform the way companies collect, manage, and use their information.

## CORPORATE MISSION

To enable customers to better understand and strategically manage their business.

## OUR OBJECTIVES

- Simple, Self-Managed Platforms
- Adaptive and Agile Applications
- Ensure Data Integrity
- Cost-Effective Solutions
- Powerful Analytics that Create Value

# Visualize Analyze Optimize

For more information, or to schedule a presentation for your key staff, please contact:

Michael Chadwick

National Account Manager

913.315.3053 Direct

[mchadwick@geospatialanalytics.com](mailto:mchadwick@geospatialanalytics.com)

Operations Headquarters

11201 N. Tatum Blvd., Suite 300

Phoenix, AZ 85028

Global Sales Office

45 Rockefeller Plaza, Suite 200

New York, NY 10111

Corporate Headquarters

3960 Howard Hughes Parkway, Suite 500

Las Vegas, NV 89169

Support Desk

877.291.3282

[support@geospatialanalytics.com](mailto:support@geospatialanalytics.com)

[www.geospatialanalytics.com](http://www.geospatialanalytics.com)

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