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Service Management
Major Retailer

Service Management Platform

Challenged with maintaining appropriate service levels from its vendors, this major retailer worked with Geospatial Analytics® to implement a robust vendor management program and to establish a best-in-class performance management solution.

Overview

The client is a preeminent department store chain, with approximately 1,000 locations distributed across all major U.S. markets.

The client was using a myriad of fragmented tools to manage the performance of its service providers and needed an enterprise-wide integrated solutions to track real estate and facilities management functions.

The client wanted a partner that could help establish a consolidated technology platform that was simple, agile, and cost-effective, yet sophisticated enough to track real estate and facilities management functions.

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

Challenges

- Difficulty effectively and consistently measuring vendor performances

- Unclear knowledge of vendor performance

- Resource misalignment that leads to inconsistent results

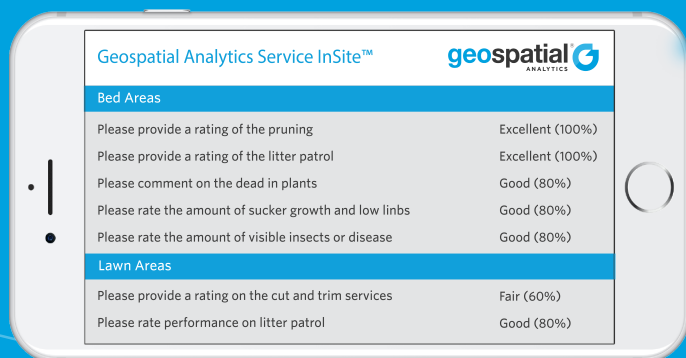- Impaired data and subjective decision making

Solution #1:
Mobile Inspection Form

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IN INSPECTION Site™

To address the inconsistency in managing vendor performance, 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.
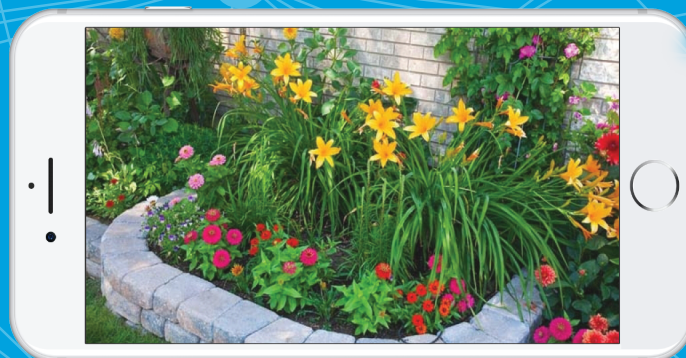
The form was agile, allowing for immediate changes as new requirements were identified.

Benefits:

✔ A custom inspection form with embedded business intelligence that guides users through a specific set of questions that the client required.

✔ The team replaced subjective opinions of quality of services with objective criteria and standards, enabling fact-based assessments of vendor performance.

✔ Photos were automatically labeled and associated with the appropriate inspection question, greatly enhancing the ability to assess service quality.

✔ 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 Service InSite™

Bed Areas	
Please provide a rating of the pruning	Excellent (100%)
Please provide a rating of the litter patrol	Excellent (100%)
Please comment on the dead in plants	Good (80%)
Please rate the amount of sucker growth and low linbs	Good (80%)
Please rate the amount of visible insects or disease	Good (80%)
Lawn Areas	
Please provide a rating on the cut and trim services	Fair (60%)
Please rate performance on litter patrol	Good (80%)

Solution #2
Performance Management

The team deemed that measuring results pursuant to defined service levels was critical to the success of the effort. The client needed a way to enable store management to easily track status and validate service provider actions.

Geospatial Analytics® enabled store management to provide meaningful, real-time feedback on work quality, which was essential to management of vendor performance.
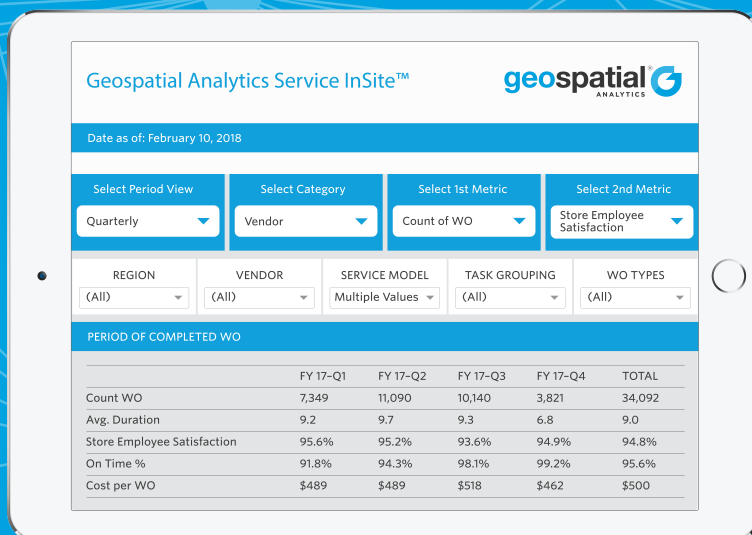
Service Assurance teams could easily access the results of the inspections allowing for assessment and collaboration with the store personnel.

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IN INFO Site ™

Benefits:

✔ Geospatial Analytics® provided a retail store portal for store management to quickly and easily view the results of service activities performed in the client's stores.

✔ The solution enabled onsite staff as well as headquarter personnel to understand how the vendors were performing relative to their service level targets, enabling real-time adjustments to underperforming areas.

✔ Key performance indicators (KPIs) that measure targets for service levels of key vendors improved more than 12% within 90 days of implementation..

Geospatial Analytics Service InSite™

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Date as of: February 10, 2018

Select Period View	Select Category	Select 1st Metric	Select 2nd Metric
Quarterly ▼	Vendor ▼	Count of WO ▼	Store Employee Satisfaction ▼

REGION	VENDOR	SERVICE MODEL	TASK GROUPING	WO TYPES
(All) ▼	(All) ▼	Multiple Values ▼	(All) ▼	(All) ▼

PERIOD OF COMPLETED WO

	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
Vendor Management Program

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

The client was able to distribute the solution to all stakeholders and vendors involved in the process — providing a comprehensive, program-level approach.
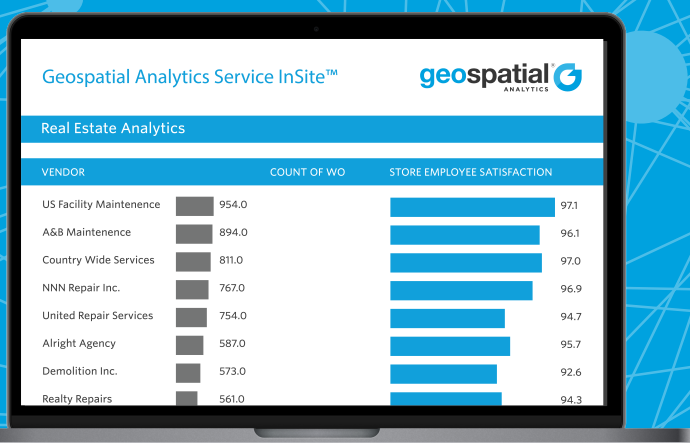
The total solution was extremely cost-effective, which easily met the client's required return on investment (ROI).
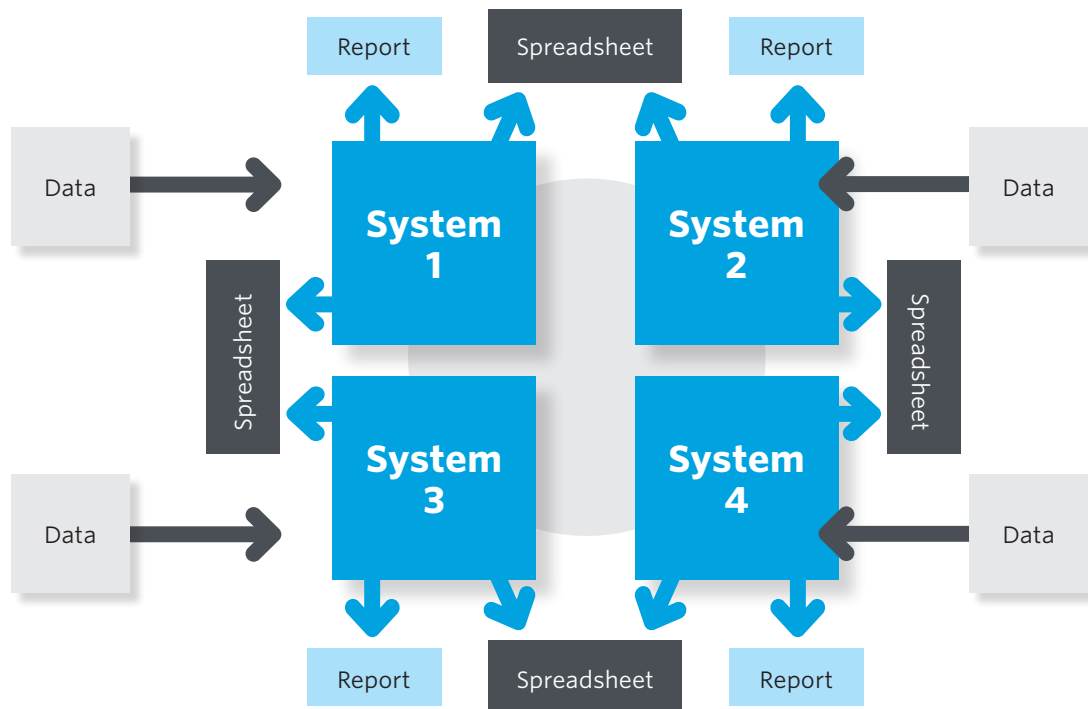
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IN SERVICE Site™

Benefits:

✔ Vendor performance dashboards tracked store maintenance activities and provided aggregated cost views by category, region, store, and vendor..

✔ The client shared the dashboards with vendors to regularly review expectations, assess performance against targets, and create action plans for improvement.

✔ Comparative analysis of vendor performance enabled the client to award additional work to high-performing vendors and incentivized vendors to overachieve targets.

✔ By implementing a comprehensive approach to vendor management and creating an objective approach that created a competitive environment, the client realized more than 8% savings and similar improvements in quality of service.

Geospatial Analytics Service InSite™

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Real Estate Analytics

VENDOR	COUNT OF WO	STORE EMPLOYEE SATISFACTION
US Facility Maintenence	954.0	97.1
A&B Maintenence	894.0	96.1
Country Wide Services	811.0	97.0
NNN Repair Inc.	767.0	96.9
United Repair Services	754.0	94.7
Alright Agency	587.0	95.7
Demolition Inc.	573.0	92.6
Realty Repairs	561.0	94.3

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:

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