

geospatial[®] ANALYTICS

CASE STUDY

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

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.



The image shows a smartphone screen displaying the 'Geospatial Analytics Service InSite™' mobile inspection form. The form is titled 'Bed Areas' and contains a table with inspection questions and their corresponding ratings. Below the 'Bed Areas' section, there is a 'Lawn Areas' section with two more questions and ratings. The Geospatial Analytics logo is visible in the top right corner of the form.

| 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 limbs | 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%) |



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%.

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.



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..

The screenshot shows the Geospatial Analytics Service InSite portal. At the top, it says "Date as of: February 10, 2018". Below this are four dropdown menus: "Select Period View" (Quarterly), "Select Category" (Vendor), "Select 1st Metric" (Count of WO), and "Select 2nd Metric" (Store Employee Satisfaction). Below these are five more dropdown menus: "REGION" (All), "VENDOR" (All), "SERVICE MODEL" (Multiple Values), "TASK GROUPING" (All), and "WO TYPES" (All). Below these is a table titled "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).



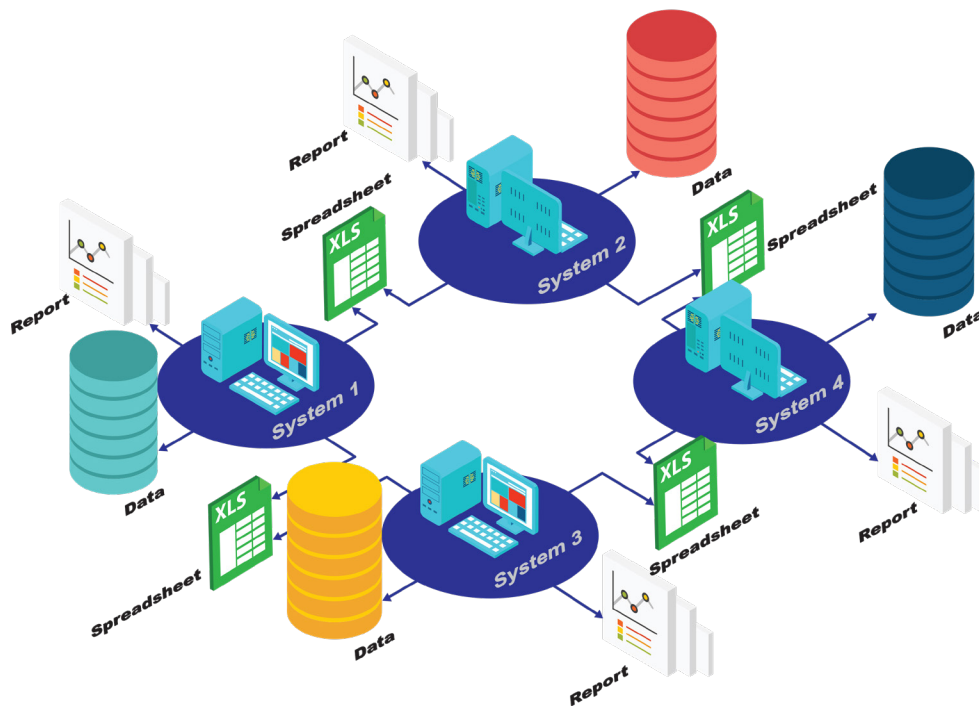
Benefits:

- ✓ 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.

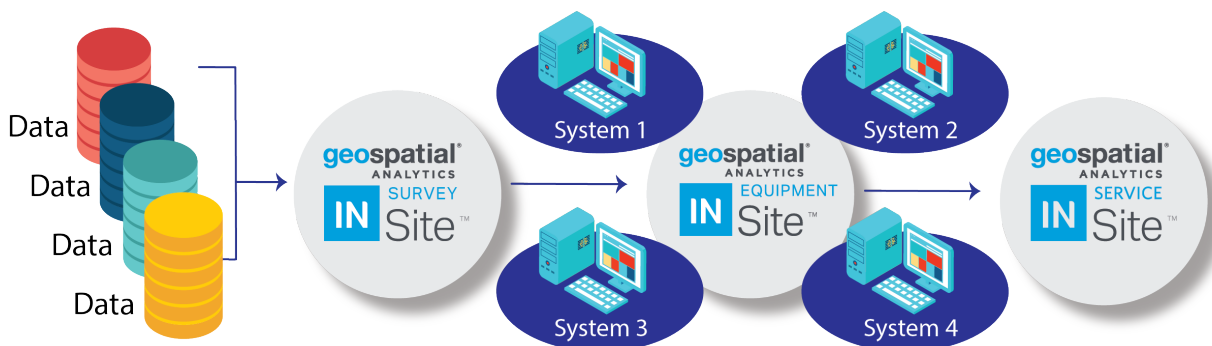


Enabling Analytics for Value Creation

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



Geospatial Analytics InSite Platform™
provides a comprehensive set of
strategic technologies to reduce
cost, decrease risk and improve
asset performance.

Geospatial Analytics® software
provides a no code environment
which allows it to quickly adapt
to the unique needs of any real
estate organization.

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