



**geospatial**<sup>®</sup> **G**  
ANALYTICS

**IN** SERVICE  
**Site**<sup>™</sup>

Analytics for Services

# Can you thoroughly and effectively analyze the performance and true costs of your service providers?

Large real estate portfolios typically consist of hundreds of properties that require millions of dollars per year for maintenance services. Facility managers typically use a wide range of service providers in dozens of categories, including HVAC, electrical, handyman, and janitorial services, which creates a high degree of complexity to effectively manage.

The cost, timeliness, and overall performance of these service providers are crucial for efficient operations. In many cases, facility managers at multiple locations use different service providers, without a program-level analysis of the overall performance and effectiveness of the vendors. Service provider selection and management are often based on subjective criteria, rather than objective decision making based on analytics.





Despite advances in facility management technologies, many facility service managers still rely on manual, paper-based processes and spreadsheets to track and compare service provider performance. These processes are inherently inefficient, error-prone, and cumbersome. Legacy systems often present expensive, complex, and inflexible environments that cannot easily compare service performance and cost analysis across a complex portfolio. At best, these challenges lead to an incomplete understanding of the overall cost and performance of service providers, and at worst, they result in significant costs that could have been avoided.

Facility managers need a more efficient and effective solution to manage facility service providers, track service timeliness and performance, and optimize cost versus risk.

## An Integrated Service Provider Management Solution — Geospatial Analytics Service InSite™

Analytics for Services

An agile, cost-effective solution that is simple to deploy and to use that solves service provider performance analysis challenges.

# The Opportunity

Facilities managers need to conduct actionable analysis of the actual cost, timeliness, quality, and performance of service vendors compared to estimates, contractual commitments, as well as comparisons to their peers. Analysis can uncover hidden opportunities to implement service improvements, avoid costly service risks, and lead to strategies for improving service results while lowering costs.

## **Benefits of Geospatial Analytics Service InSite™**

- Accurate, aggregated service provider analysis
- Analysis of your complete service provider performance
- Cost savings through more granular performance metrics
- Improved financial forecasting
- Enhanced service provider term negotiations using objective comparative analyses
- Improved decision support for optimizing and consolidating service offerings
- Aid for better informed, timely service decision making



# The Solution

## **Geospatial Analytics® Asset InSite™**

Geospatial Analytics Service InSite™ is a data analytics tool that enables you to efficiently analyze all your service providers, their effectiveness, and their cost-performance, as well as:

- Enables management personnel to easily analyze and compare service provider data across all your properties
- Provides analysis of specific criteria for a wide variety of services and facility requirements
- Ensures that service provider analysis is consistent and objective
- Facilitates service provider comparisons using an intuitive interface
- Integrates easily with existing systems to provide additional information as needed
- Adapts easily to your organization's specific service analysis requirements
- Extremely cost-effective and significant value creation

## **Geospatial Analytics Insite Solution Platform™**

Provides the functionality that your services managers need to develop business intelligence for strategic analysis, cost management, and financial forecasting.



# How You Benefit

## Geospatial Analytics® Service InSite™ :

- Provides comprehensive analysis of your service providers' costs, speed, and quality
- Enables powerful analytics to optimize the value of the services your vendors provide
- Enables on-demand analysis of all vital information, available to all stakeholders, to optimize service outcome
- Provides risk-based evaluations of cost/performance trade-offs for services
- Provides valuable objective analysis to inform service provider negotiation processes
- Enhances your service provider network, and drives better overall performance for all services
- Intuitive interface allows for all internal stakeholders to access and leverage the information
- Low-cost solution is affordable and quickly configured and deployed



# Powerful and Agile Tools

**Geospatial Analytics Service InSite™** is part of the **Geospatial Analytics InSite Solutions Platform™** for enterprise service management.

**Geospatial Analytics Service InSite™** integrates with a range of existing data repositories, service management software, and related systems. Alternatively, organizations can use **Geospatial Analytics Service InSite™** with the following complementary tools in the **Geospatial Analytics InSite Solutions Platform™**:



## Geospatial Analytics® Inspection InSite™

**Inspection for Services** enables you to efficiently create and maintain a complete set of information of service providers' costs, timeliness, quality, and overall performance.



## Geospatial Analytics® Info InSite™

**Services Information** is an integrated data repository that assures standardized information that facilitates effective analysis of data on services. It easily adapts to changes in business requirements.



## Geospatial Analytics Service InSite™

**Analysis for Services** is a powerful solution that provides business intelligence for critical decisions and service optimization using analytics that all stakeholders can easily access.

**Geospatial Analytics Service InSite™** is used by some of the world's largest companies in retail, finance, healthcare, technology, manufacturing, energy and education. **Geospatial Analytics®** clients have over \$1 trillion in combined real estate asset valuation. **Geospatial Analytics®** has a 98% customer retention rate.

# Visualize Analyze Optimize

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

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