

# Decision Engine

Machine Learning, Data-Driven Decision Making

## What Is It?

By leveraging all your historical data and past decisions, ServiceChannel Decision Engine brings machine learning techniques to facilities management for the first time. Integrated seamlessly with your operations on the ServiceChannel platform, ServiceChannel Decision Engine uses prescriptive analytics to improve proposal evaluations, asset repairs/replacements, and invoice processes.

Its innovative approach brings data-based decision making to routine FM decisions. And using advanced machine learning methods, Decision Engine evolves to make even better recommendations over time.

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## Who's It For?



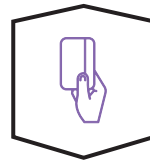
Facility  
Managers



Business  
Analysts



Finance/  
Accounting  
Personnel



Procurement/  
Purchasing/  
Sourcing

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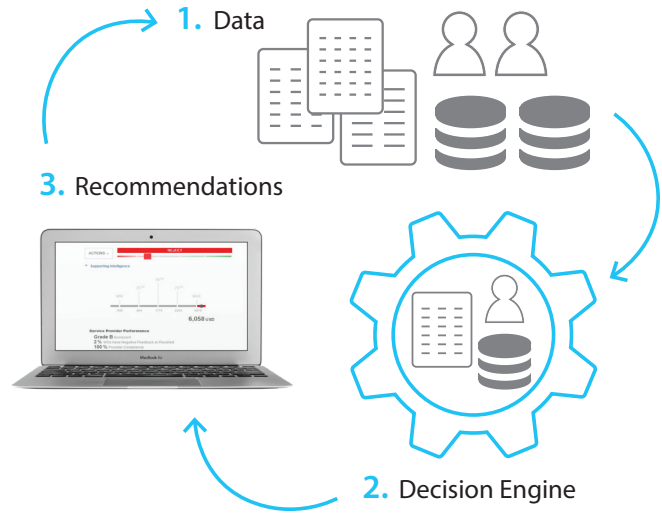
## Benefits

- **Make data-informed decisions.** No longer rely on guesstimates and “gut feel” processes. Get recommendations based on insights from every part of your workflow.
- **Improve decision speed.** Spend less time verifying and contesting invoices, reviewing proposals, and managing assets.
- **Reduce costs.** Make cost-effective proposal, invoice, and asset repair-or-replace decisions, and identify invoice errors and savings opportunities.
- **Boost decision quality and consistency.** Use historical patterns as well as supporting intelligence to augment your FM experience and expertise.
- **Drive efficiency.** Automate routine decisions and enable providers to more easily respond to rejected proposals.



## Features

- Proposal Review & Recommendation
- Asset Intelligence
- Invoice Intelligence
- Invoice Insights (Exception Monitoring)
- Labor Rate Validation
- NTE optimization



## How It Works

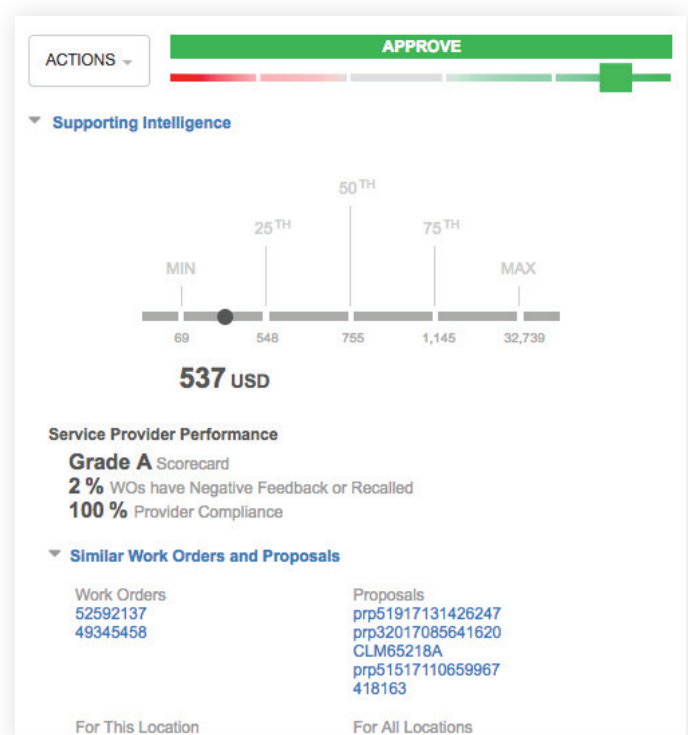
1. The ServiceChannel platform captures all your historical data of previously accepted or rejected proposals, work orders, asset info, and past invoices.
2. ServiceChannel Decision Engine analyzes and is tuned to your data, using advanced machine learning techniques.
3. ServiceChannel Decision Engine produces approve/reject recommendation based on a confidence level and provides supporting intelligence to driver better decision making that gets even smarter over time.

## Feature Highlights

### Proposal Review & Recommendations

Get recommendations to approve or reject a proposal, based on past proposal decisions and service provider performance.

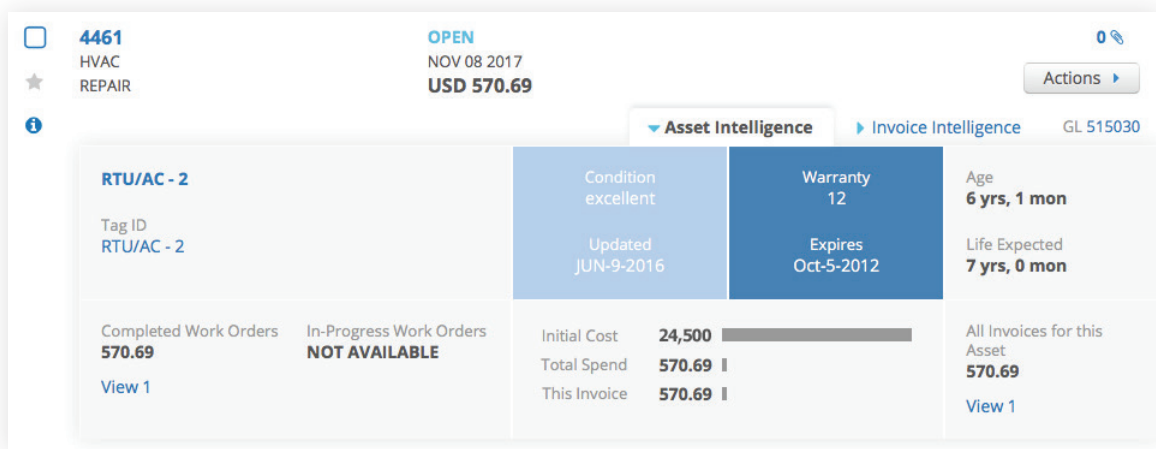
- Provides supporting data providing further confidence on recommendation, including:
  - How current proposal price compares to past proposals for same problem code/trade
  - Service provider scorecard grade and compliance %
  - Similar proposals and work orders



## Asset Intelligence

Get supporting asset information when reviewing invoices and proposals linked to an asset to help make better repair/replace decisions.

- Quickly access asset data on:
  - Warranty status
  - Historical spend
  - Asset condition
  - Asset age & life expectancy



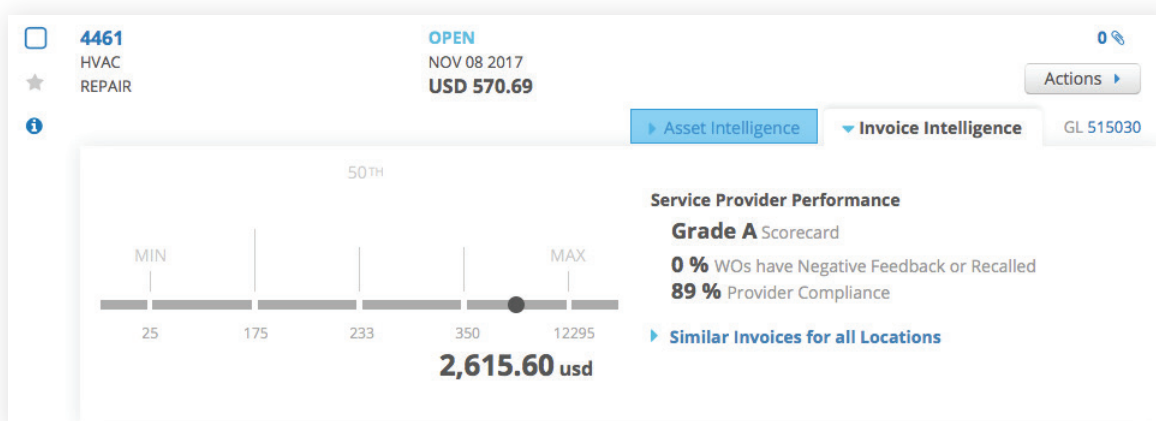
The screenshot shows the 'Asset Intelligence' tab for invoice 4461. It displays key asset metrics:

- RTU/AC - 2** (Tag ID: RTU/AC - 2)
- Condition:** excellent (Updated JUN-9-2016)
- Warranty:** 12 (Expires Oct-5-2012)
- Age:** 6 yrs, 1 mon (Life Expected: 7 yrs, 0 mon)
- Work Orders:** Completed 570.69, In-Progress NOT AVAILABLE
- Costs:** Initial Cost 24,500, Total Spend 570.69, This Invoice 570.69
- GL:** 515030

## Invoice Intelligence

See how a given invoice compares with other similar invoices.

- Highlights outliers and serves as final check prior to invoice approval, providing:
  - How invoice compares to past invoices with the same problem code, trade, and provider
  - Service provider scorecard performance and compliance
  - Links to similar invoices



The screenshot shows the 'Invoice Intelligence' tab for invoice 4461. It features a comparison chart and performance metrics:

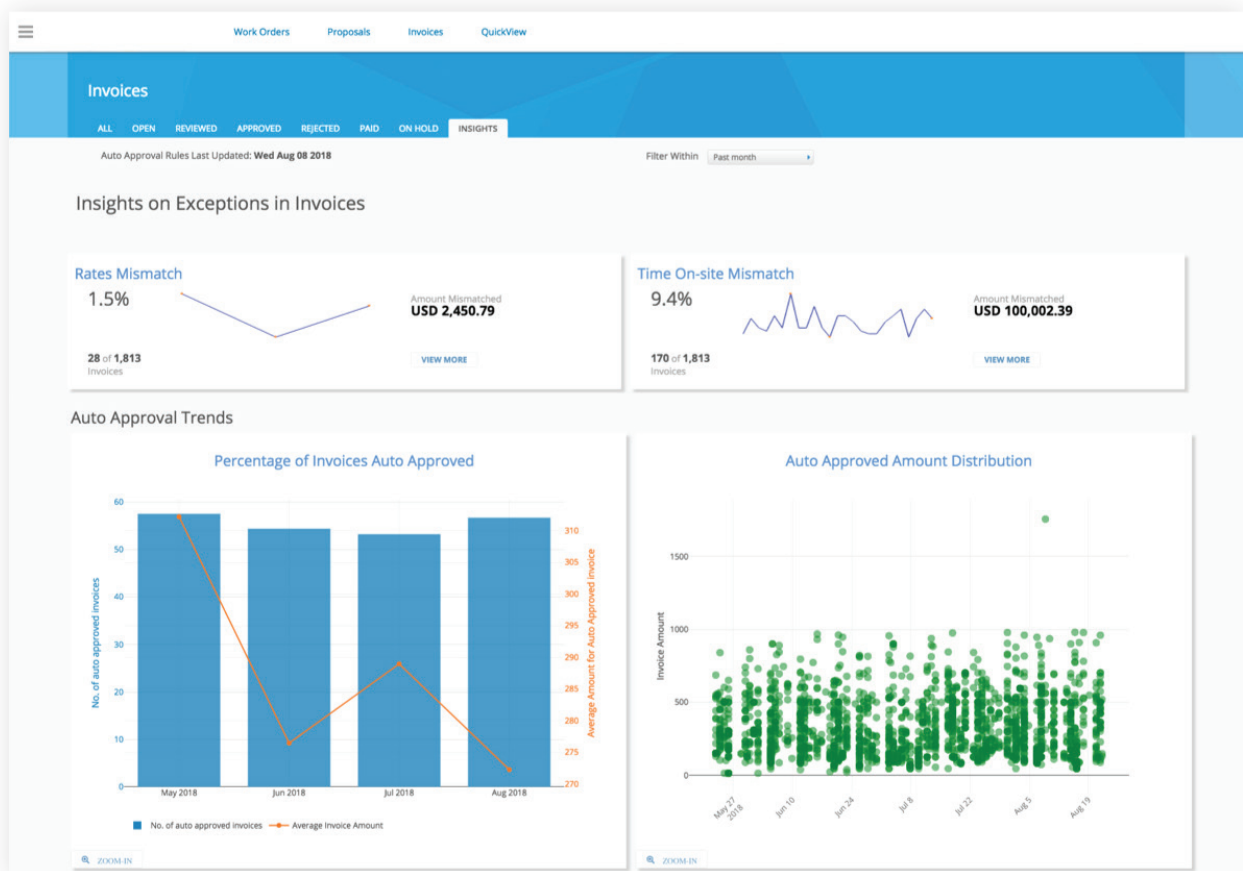
- Comparison Chart:** A horizontal bar chart comparing the invoice amount of 2,615.60 USD against a range of similar invoices. The values shown are 25 (MIN), 175, 233 (50TH), 350, and 12295 (MAX).
- Service Provider Performance:** Grade A Scorecard with 0% WOs having negative feedback and 89% provider compliance.
- GL:** 515030



## Invoice Insights (Exception Monitoring)

Actively monitor exceptions in invoices, track your exposure, and set automated approval rules to eliminate these exceptions.

- Invoices with rate discrepancies are flagged for review:
  - Labor rate on invoice does not match the agreed upon rate
  - Labor hours do not equal time captured on work order
- Track identified spend exposure via:
  - Percent of invoices with exceptions
  - Amount over/under paid as a result of these errors
  - Top 5 service providers and locations with identified invoice rate and time errors
- Set rules to automatically approve invoices without identified errors
- Capture Service Provider reasons for identified invoice errors



ServiceChannel Work Orders Proposals Invoices QuickView DEMO-PRESENT...

INVOICE 79875 Mar 12 2018 OPEN CLOSE

CHARGES HISTORY 1 ATTACHMENTS

CLIENT RATES CHECK IN / OUT

1 Labor		# of Techs	Hourly Rate	Hours	Amount
1.1 Technician	Regular	1	105.00	1	105.00
▲ Agreed Rate	Rate Applied	Reason			
100.00	105.00				
				<b>Labor</b>	<b>1</b>
					<b>105.00</b>
					<b>Travel</b>
					<b>50.00</b>
3 Material		Units	Unit Price	Qty	Amount
3.1 Chrome Toilet Arm	ARM123	Each	1.00	37.99	37.99
				<b>Material</b>	<b>37.99</b>
<b>Called by</b>					<b>Sub Total</b>
Igal Buzilo Mar 02 2018					Tax
					<b>2.98</b>
<b>OPEN by</b>					<b>Total USD</b>
Name: pasquale.magneri1@gmail.com Mar 12 2018					<b>192.99</b>
					<b>195.97</b>

Print On Hold Reject Approve Approve and Next Next



Add Condition CLOSE

Include  Exclude from Auto-Approval

Has Approved Proposal  Required

Has WO Attachment  Required

Invoice Rate > Agreed Rate  Invoice Rate < Agreed Rate

Invoice time > WO check in/out time  Invoice time < WO check in/out time

Time Difference: 0.25 hrs

Category: All

Trade: All

Total Amount: 0

Close Save changes

## About ServiceChannel

ServiceChannel transforms facilities management for brands that want to deliver a great customer experience across their physical locations with peak operational performance. Executives and facilities leaders at more than 500 global brands like Bloomin' Brands, Cole Haan, CVS Health, Louis Vuitton, and Under Armour, love the ServiceChannel platform for its marketplace of 50,000 service provider companies, cloud applications, analytics, and intelligence into their multi-billion annual repair and maintenance spend. ServiceChannel is a privately held company funded by Accel, with offices in New York City, Pleasanton, Calif., and London.

