

Solutions for Facilities Service Management

Accenture has helped brands in industries such as **Higher Education, Retail, Healthcare and Energy & Utilities**, among many others, successfully extend ServiceNow across the enterprise to combat their unique facilities management business challenges.

- **Facilities Service Automation:** This ServiceNow application lets users request changes to the operation and maintenance of facilities and track requests to specific rooms or buildings.
- **Streamlined bid and approval process & integration with vendor systems:** Make requesting multiple types of facilities services from multiple vendors at multiple sites easier and reduce costs by automating these processes.
- **Track physical assets:** Track costs and time associated with the maintenance of non-IT assets such as HVAC, elevators and buildings with contract and financial management capabilities.
- **Self-Service Portal:** Create a custom interface for end users to submit facilities requests easily without disrupting a help desk team.
- **Performance Analytics:** Obtain actionable intelligence into the performance of the facilities organization by tracking key performance indicators and service level agreement metrics.



National Jeweler Streamlines Workflows

We helped the nation's largest privately owned jeweler streamline facilities workflows for its 20 locations. By integrating vendor systems into the bid and approval process, we helped the retailer decrease the cost of this process and simplify the handling of over 150 requests types with over 75 vendors.



Regional Electrical Distributor Improves Asset Management

A regional electric distributor headquartered in Connecticut needed preventative maintenance for non-IT assets as well as asset, contract and financial management capabilities. By extending the Asset Management application in ServiceNow, Accenture is helping the company manage these non-IT assets in buildings and track costs and time associated with their maintenance.



University Hospital Simplifies Service Requests

In order to modernize its maintenance of various physical entities, Accenture helped a university hospital extend ServiceNow's Facilities Service Automation application by implementing dashboards displaying key performance indicator information and service level agreements. The hospital also launched a CMS portal to make it easier for end users to request services.

Learn more about how Accenture can help you with your Facilities Service Management project.

Visit www.accenture.com to get started.