

Convenience Store

Facilities Management Insight Report



®

A Publication of



ServiceChannel[®]
Transparency Drives Performance

Innovating Facilities Management: Convenience Stores



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-

Sector Overview

Across the over 150,000 convenience store (“C-Store”) locations in the US (one for every 2,100 people!) the focus is on being fast, friendly and clean. In a landscape of never-ending alternatives, facilities need to be in top working condition all the time. How’s this being done? Staff, previously an afterthought, are being upgraded through more stringent hiring standards (one company accepted only 5% of candidates in one program).

Restrooms used to be small and cramped, far from ideal places to go. But recently, bathrooms are getting larger counters, are being built for greater volume and maintainability, and are even becoming more sophisticated. That’s important because the nicer the restroom, the easier it is to maintain. Why? People tend to respect it more and abuse it less.

And as competitive pressures increase, some C-Stores are offering a broader range of services including quick-serve restaurants, coffee islands, financial services kiosks and even showers. Facilities issues like store and grounds appearance and cleanliness are becoming more of a factor in consumers’ decisions. Thus, while stores are becoming larger and supporting more and increasingly complex equipment, it’s imperative that they be better maintained.



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Facilities Management Pressures

Supporting hundreds to thousands of highly trafficked locations, dealing with dispensing fuel and meeting all types of regulatory and cleanliness standards, the job of facilities management (FM), operations and real estate groups is never-ending. C-Store marketing departments always assume each facility is 100% functional. Supporting new business initiatives leads to even more pressure on the FM and related departments to perform.

Key FM and related operational issues facing C-Stores include:

Repair Speed	Faster repairs lead to lower costs
Labor Costs	Need to manage contractor costs and validate work performed
Warranty Management	Want to ensure warranty benefits maximized whenever possible for all service work
Repair/ Replace Decisions	Need ability to optimize total cost of ownership (TCO) decisions; determine when too costly to service old equipment
FM Org Structure	Maintaining store operations and optimizing R&M decisions in decentralized environment is difficult and overburdens store managers
Business Analytics	Need capability to easily and rapidly identify business trends, identify outliers and leverage savings opportunities
Sustainability / Environmental Health & Safety	Risk and compliance issues, particularly for petroleum retailers, require careful monitoring and detailed reporting

C-Store Operations Insights

Optimizing your facilities management work is always crucial; it's even more important for C-Stores as there's a higher volume of work orders here than in the general retail sector.

Where is most work directed? From our years of experience in working with C-Store repair & maintenance programs, we've found the top 5 trades by spend are: Fueling Systems, Fuel Dispensers, General Maintenance, Snack Center Equipment and HVAC/Refrigeration; and the top 5 service requests by spend are related to Dispensers, Fueling Systems, Environmental/Compliance, Plumbing and All Dispensers. **ServiceChannel has built its platform to handle just these types of problems.**



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ServiceChannel for C-Stores

We provide a complete **source-to-settle work order management and business intelligence platform** to manage the **specific types of service requests and equipment used by C-Stores** like gasoline dispensers, beverage machines and refrigerators.

ServiceChannel clients save real dollars across their repair and maintenance budgets. On average, ServiceChannel clients are able to **reduce their overall repair and maintenance spend by about 18%-22%**.

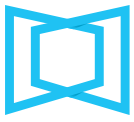
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18% to 22%

With *ServiceChannel for C-Stores*:

- | |
|--|
| <input checked="" type="checkbox"/> Your own staff can enter/track all work orders via an easy to use web or mobile interface |
| <input checked="" type="checkbox"/> Everyone gains visibility of all work being done by both internal and external service providers |
| <input checked="" type="checkbox"/> Get actionable business intelligence to manage FM budgets and accurately forecast capex |
| <input checked="" type="checkbox"/> All your equipment/warranties are captured in one system so you can optimize repair/replacement decisions about your assets |
| <input checked="" type="checkbox"/> Schedule and report on all site audits/inspections your team performs on a regular basis |
| <input checked="" type="checkbox"/> Ensure that all scheduled and preventive maintenance occurs |
| <input checked="" type="checkbox"/> Order parts/supplies directly from suppliers like Grainger, FMP or ASN for your warehouse or have stores order approved items directly |
| <input checked="" type="checkbox"/> Validate that service contractors are on-site via IVR or GPS functionality |
| <input checked="" type="checkbox"/> Source qualified and vetted contractors and monitor performance against KPIs |





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Why ServiceChannel?

ServiceChannel has deep experience in the facilities management and C-Store sectors. We bring over 20 years of experience, coupled with a dedicated technology team to offer the most appropriate system for this industry. Our technology is all up-to-date and in compliance with key industry standards like SSAE 16 and PCI-DSS.

Importantly, as a key vertical for us, we have a clear focus and vision on where this industry is going and how best to support it going forward.

C-Store Use Case

A \$15 billion+ C-Store chain with over 300 locations was looking for ways to drive down costs and improve the quality of its facilities by shortening repair time, eliminating missed warranty coverage, lowering repair costs, extending the life of its equipment and making more data-informed business decisions.

In addition, according to one of its managers, "Facilities management was distributed and managed on a store-by-store basis. We had no control over the work being done and no visibility into our spend. We quickly realized that we needed to centralize management of facilities operations."

Through deploying ServiceChannel's platform, the company realized **over 12% cost savings in its first year**, more than double its targeted goal. Visibility across its R&M program and overall quality of service was vastly improved.

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SSAE 16
and
PCI-DDS

A complete source-to-settle work order management and business intelligence platform to manage the specific types of service requests and equipment used by C-Stores



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Sample Reports



About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure. The world's leading global brands use ServiceChannel and Big Sky solutions daily to help optimize millions of transactions and billions of dollars of spend annually.

