

Everything as a Service



Facilities Management - Extending Service Automation to Outside Contractors

Mike Gordon
Regional Facilities Manager
Einstein Noah

Quick Agenda

- Einstein Noah Overview
- The Importance of Service Automation
- Our Service Automation strategy and “stack” today
- How we use Service Automation today
- Where we are taking it – a vision for the future
- Questions and discussion

Einstein Noah Restaurant Group

- Largest U.S. operator of bagel bakeries
- Fresh-baked goods, made-to-order sandwiches, crisp salads, gourmet coffee
- 3 brands, 855 restaurants, in 42 states



Service Automation Is a BIG Part of Our Operational Strategy

- Service levels have direct impact on customer experience (Brand Uptime)
- Service levels directly impact company revenue
- Operational visibility is crucial
- Service management is historically costly and inefficient

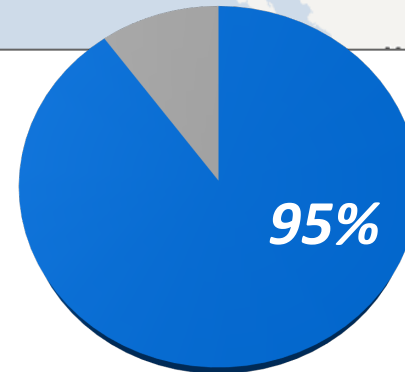


Our Service Automation Challenge – Part 1

- Need an efficient way to do IT deployments across:
 - Local stores / establishments
 - Corporate facilities
- Responsible for diverse set of technology and services
 - Corporate purchased, and employee-owned equipment
 - Integrations
 - Service requests
 - Warranty repairs
 - Help desk
- Integrate with other systems
 - E.g., Facilities services automation for external contractors

Our Service Automation Challenge – Part 2

- The enormity of it all!
 - 855 locations nationwide
 - 2,000+ monthly work orders
 - 200+ independent contractors
 - 30+ trade specialties
- And they are asking me to:
 - Reduce costs and improve service quality
 - Ensure contractor compliance
 - Minimize operational risk
 - Ensure brand preservation – *all with 95% of the work done by people NOT on our payroll*



Our Service Automation 'Stack' – *Mr. Inside + Mr. Outside*

servicenow

Enterprise/IT Service Automation

- Enterprise System of Record
- Manage IT Service Requests
- Analyze Services and Work Orders
- Direct Internal Staff

servicechannel

Facilities Management Service Automation

- Find External Contractors
- Manage FM Service Requests
- Analyze Facilities Program
- Pay External Contractors
- Automate Site Audits

Our Service Automation 'Stack' – *Integration and Consistency*

servicenow

Enterprise/IT Service Automation

- Enterprise System of Record
- Manage IT Service Requests
- Analyze Services and Work Orders
- Direct Internal Staff



Common/Shared

Business Rules

Hierarchy

Approval Matrix

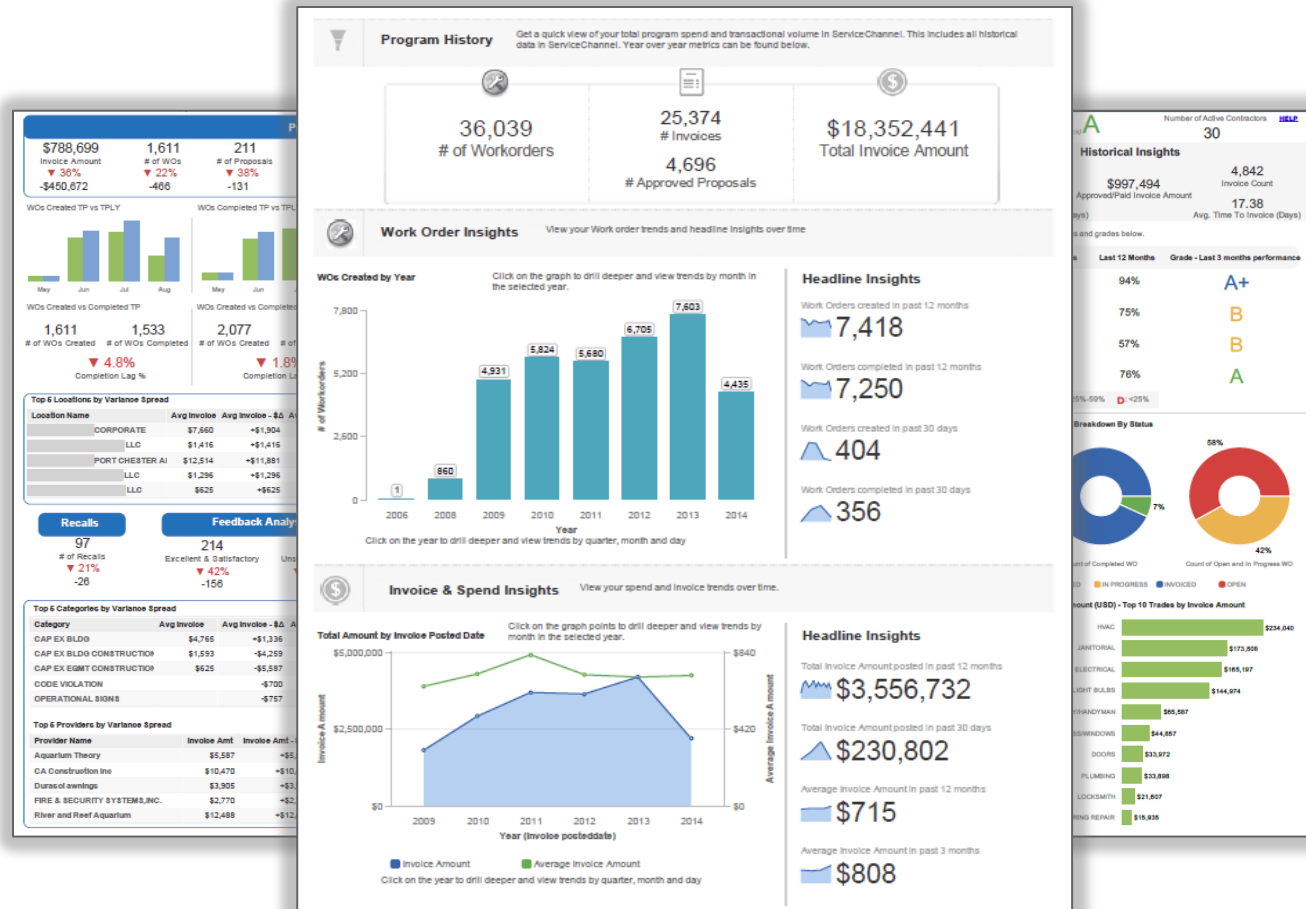
Work Order Status

servicechannel

Facilities Management Service Automation

- Find External Contractors
- Manage FM Service Requests
- Analyze Facilities Program
- Pay External Contractors
- Automate Site Audits


How I Use Service Automation Today – “It's All About the Data”



Today – We Track Contractor Performance

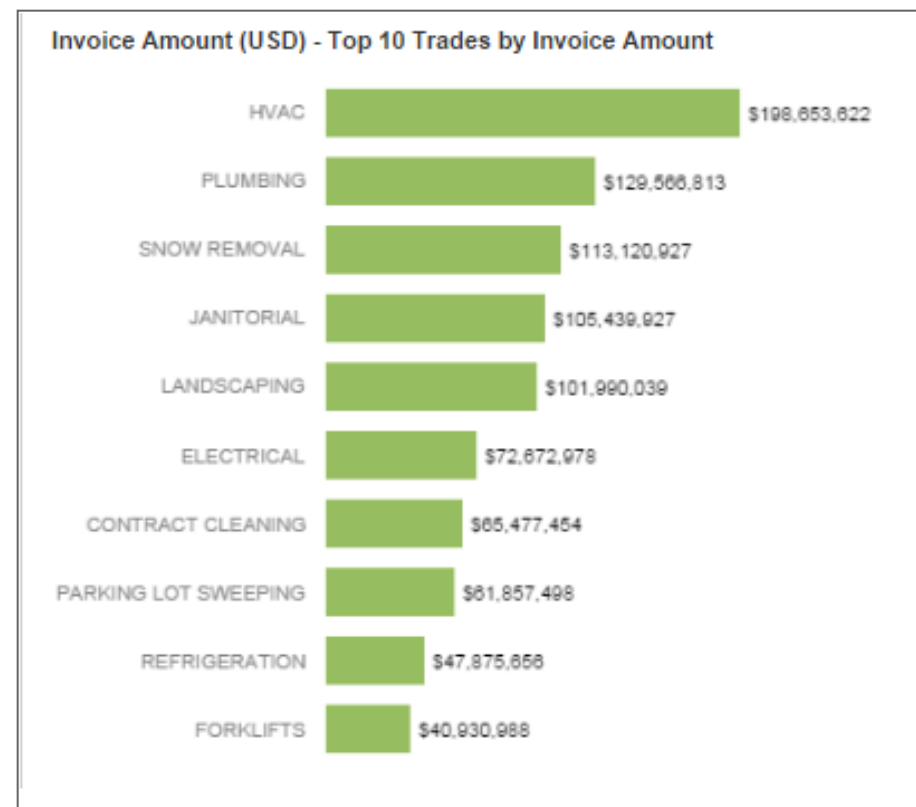
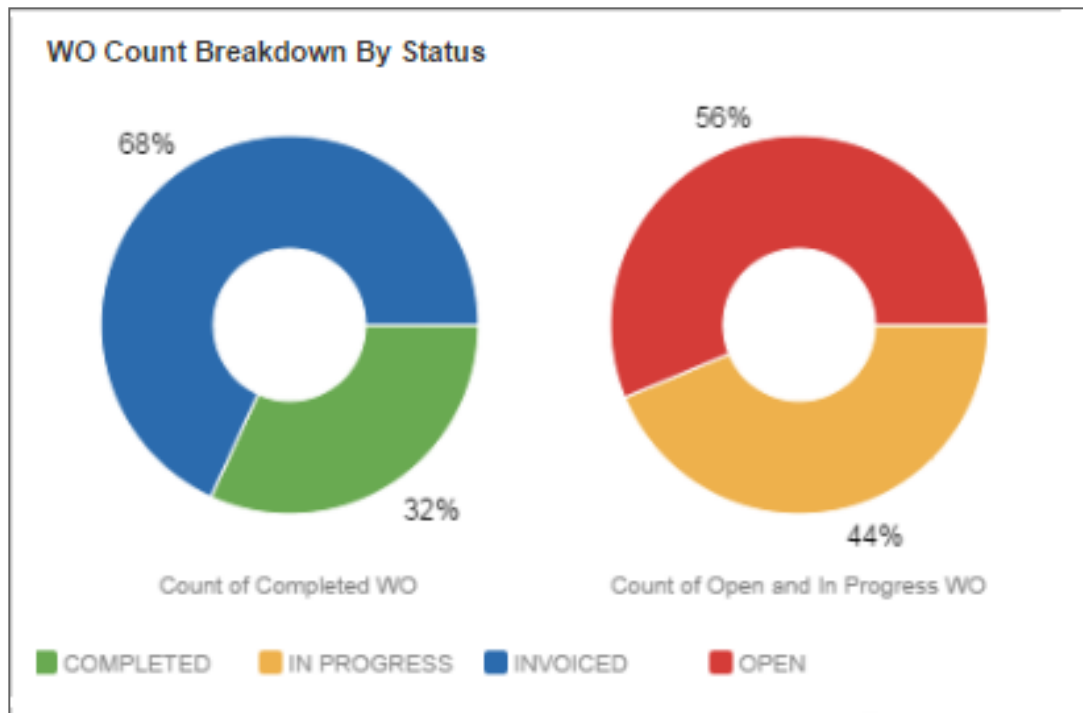
Key Performance Indicators (KPI)

Assess your performance based on key metrics and grades below.

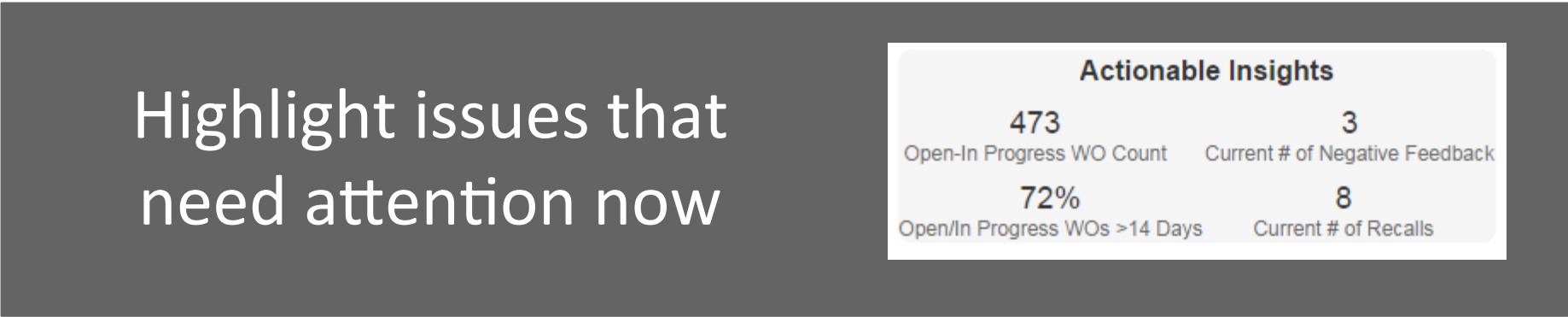
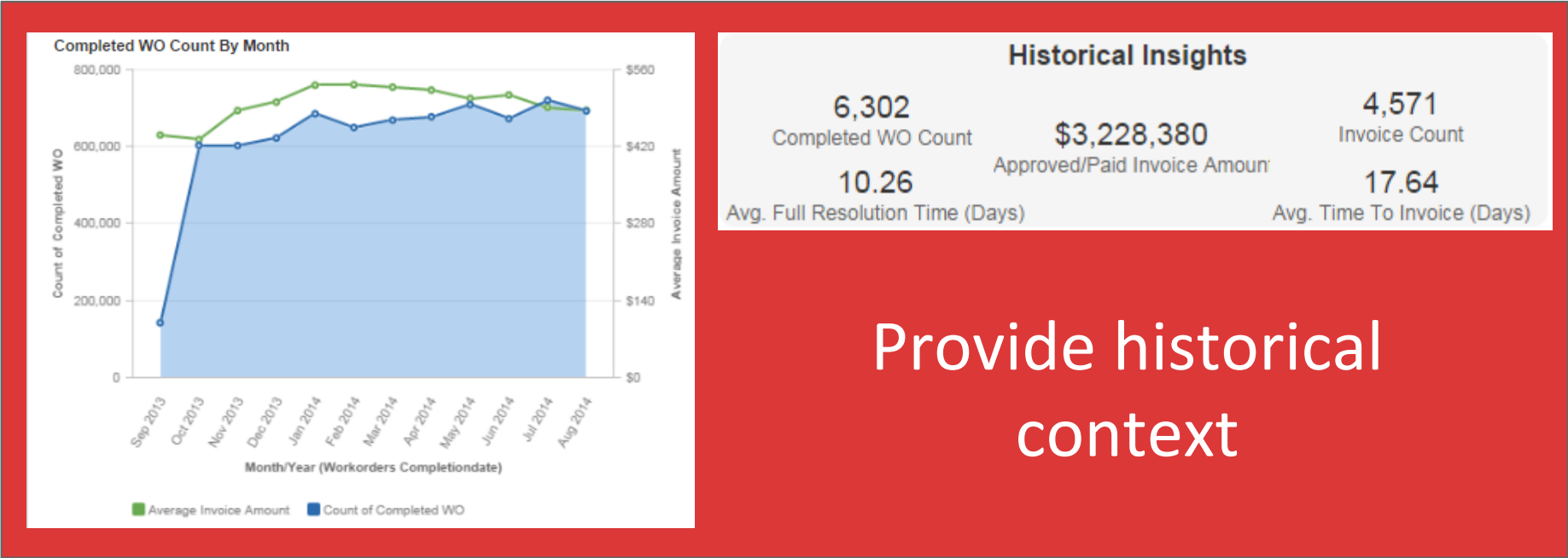
My Performance	Last 30 Days	Last 3 months	Last 6 months	Last 12 Months	Grade - Last 3 months performance
Check-In Compliance Rate <i>% of successfully completed work orders that have a check in and check out</i>	86% 	80%	73%	74%	B
First Time Completion Rate <i>% of work orders fixed on day of first visit</i>	70%	60%	55%	53%	C
Work Order Dispatch Confirmation Rate <i>% of Emergency Demand work orders confirmed within 1 hour of receipt</i>	79%	78%	76%	75%	B
On Time Arrival Rate <i>% of work orders where the Contractor was onsite before scheduled ETA</i>	85%	78%	74%	72%	B

A+: >=90% A: 80%-89% B: 60%-79% C: 25%-59% D: <25%

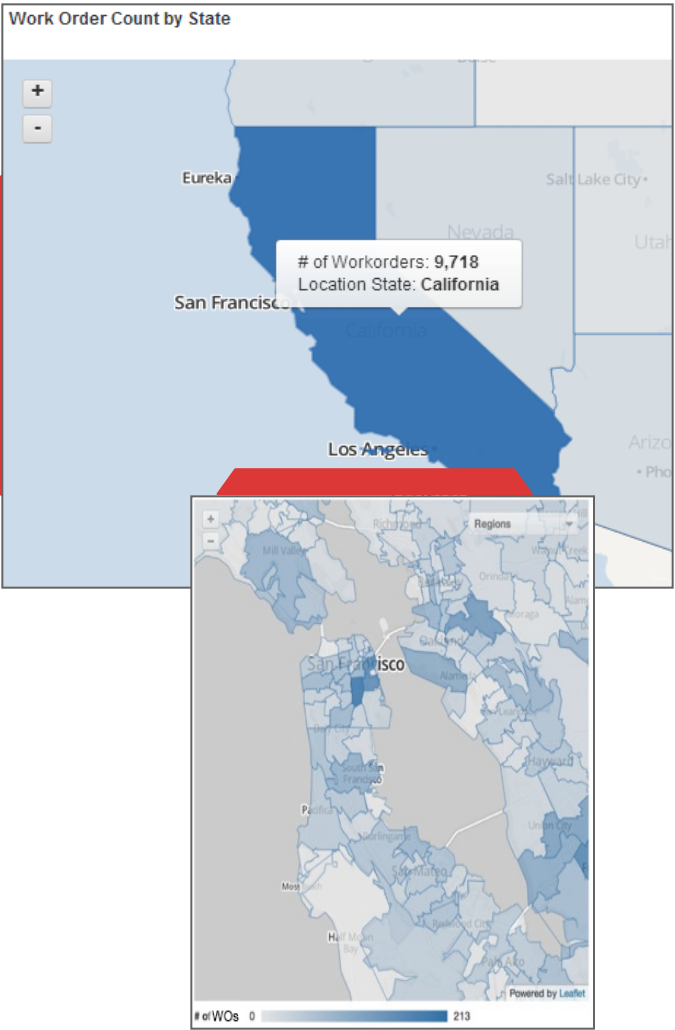
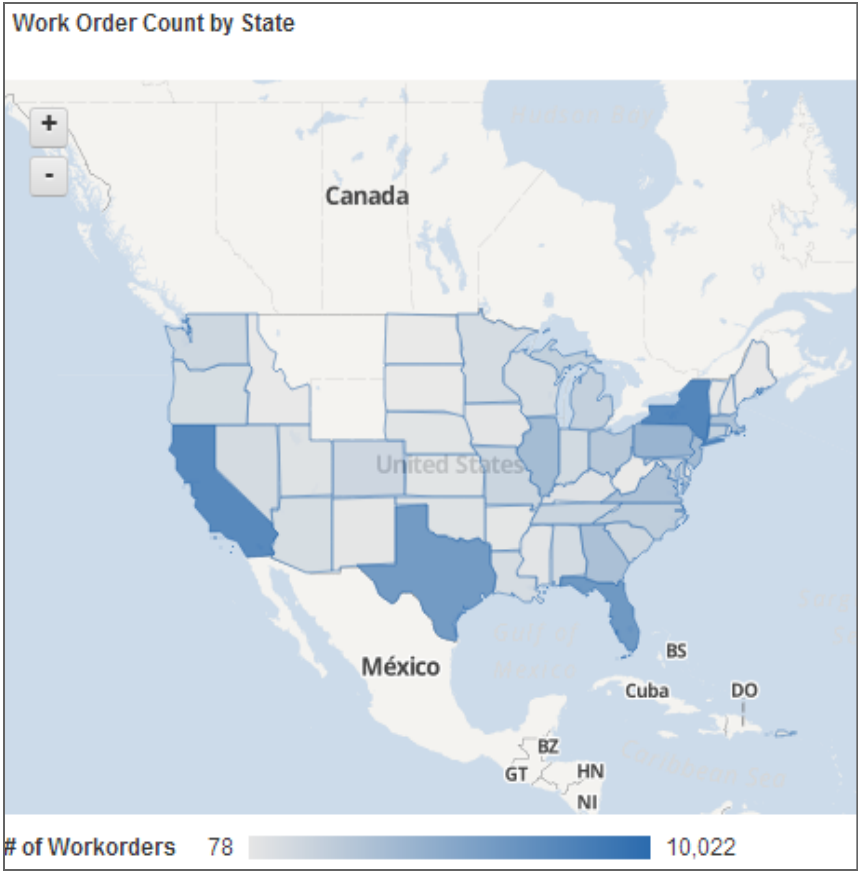
Today – We Help our Partners with Insights to their Business



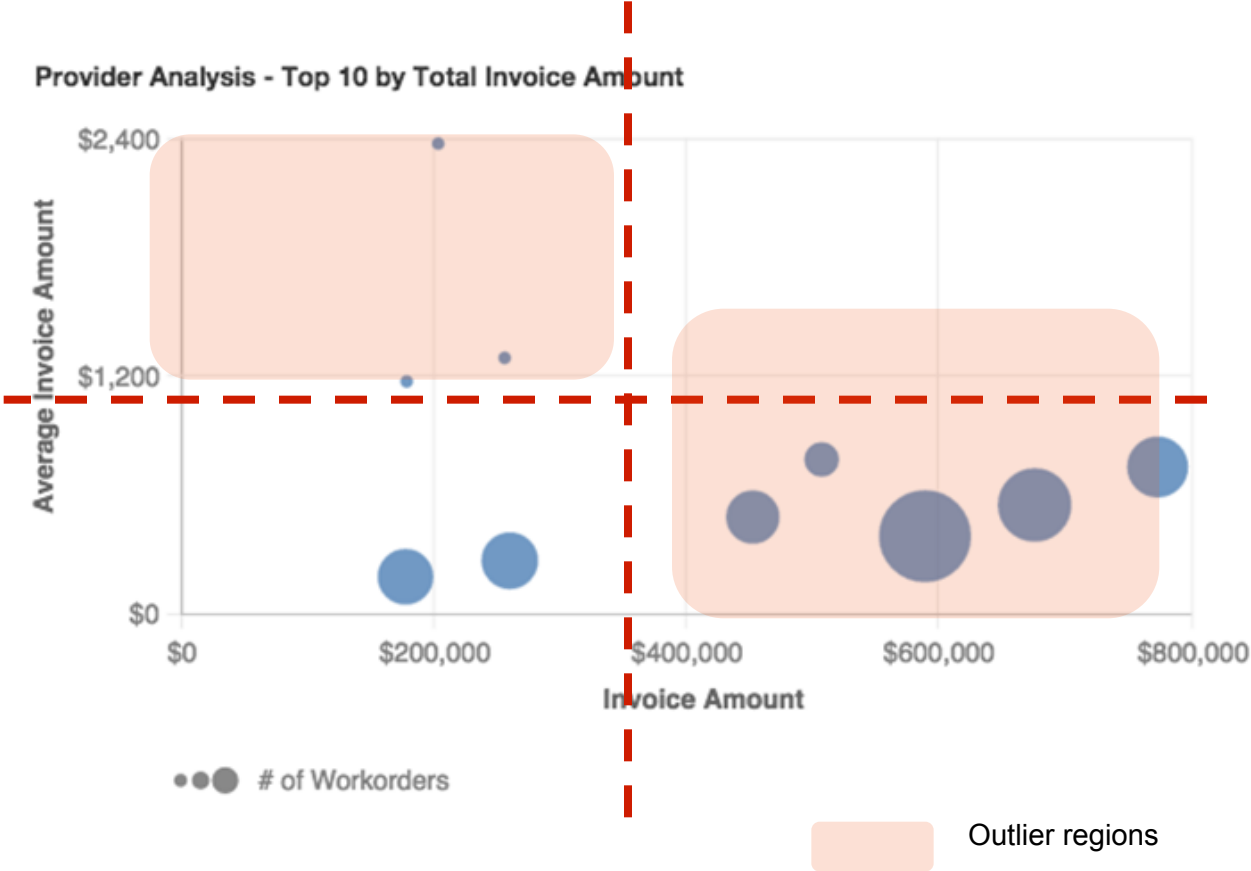
Soon – We will Track Historical Trends, and Highlight Immediate Concerns



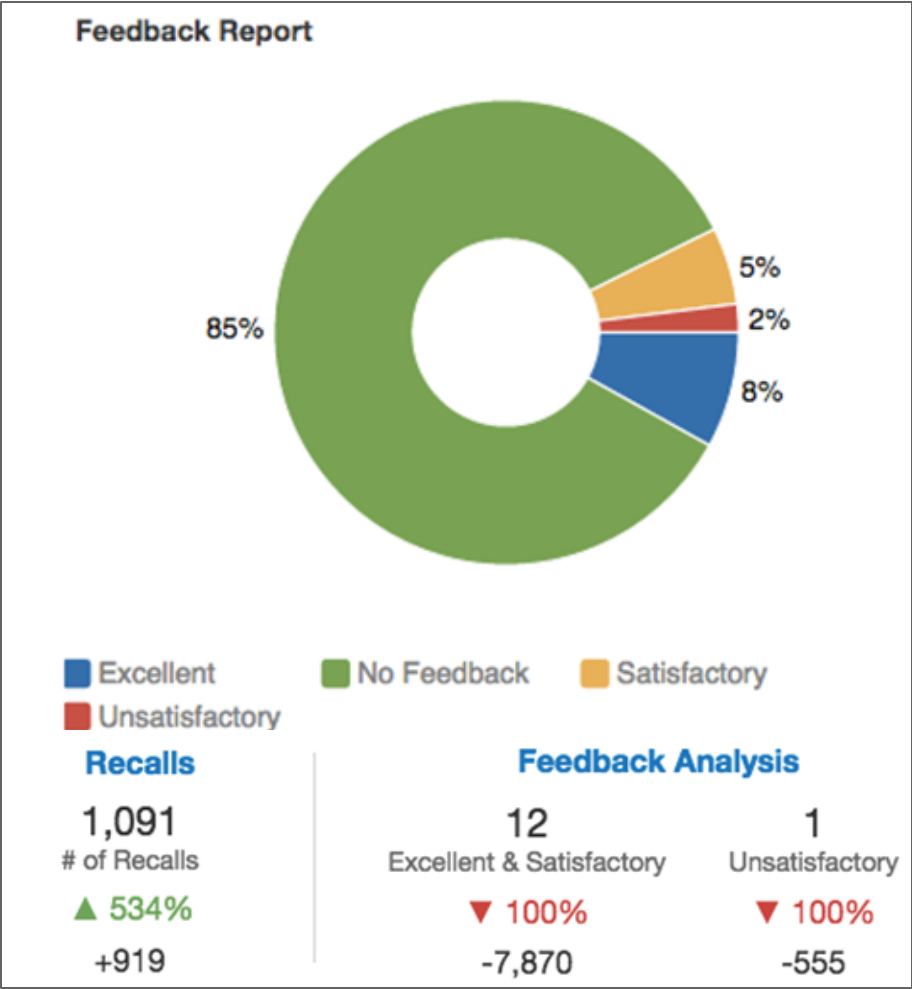
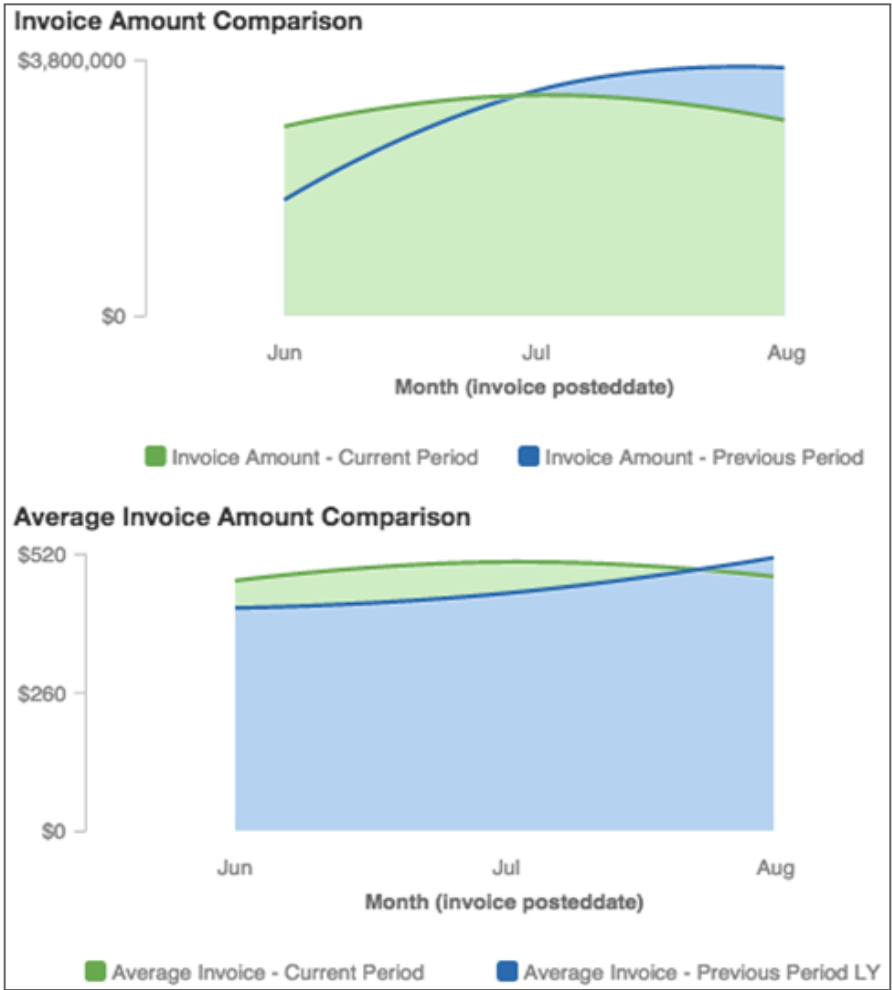
Soon – We Will Compare Location and Geography Performance Data



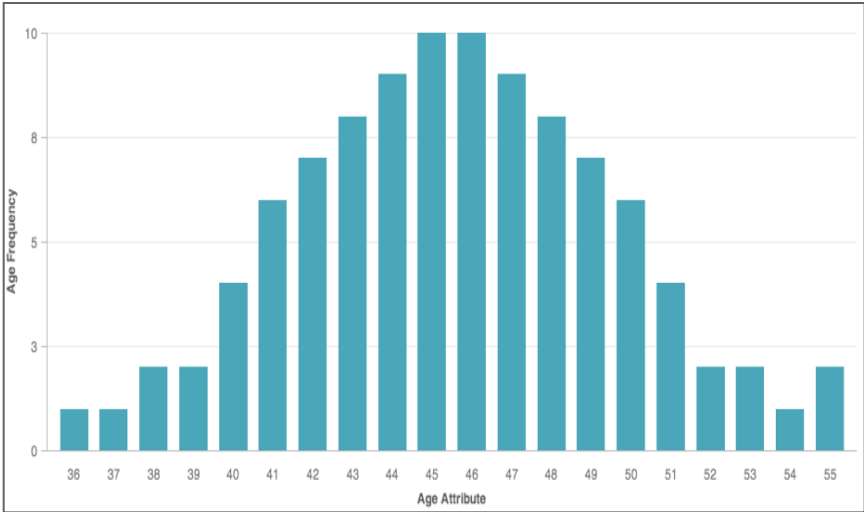
Soon – We Will Identify and Review Outliers (Good and Bad)



Soon – We Will Analyze Spend and Location-Based Feedback



Soon – We Will Gain Insights on Site Aging and Operational Trade-Offs



But TODAY, We Are Just Dealing With the Tip of the Iceberg!

12%

Data in organizations is
being used for analytics.

Not enough data

52%

Simple data requests take a week
or more to turn around.

<1/3

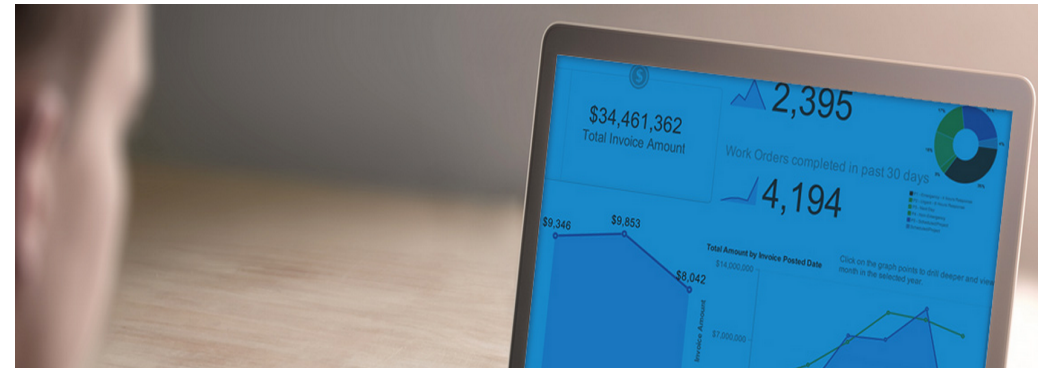
Complex data requests are
fulfilled within one month.

Changes not fast enough

Source: Forrester Research

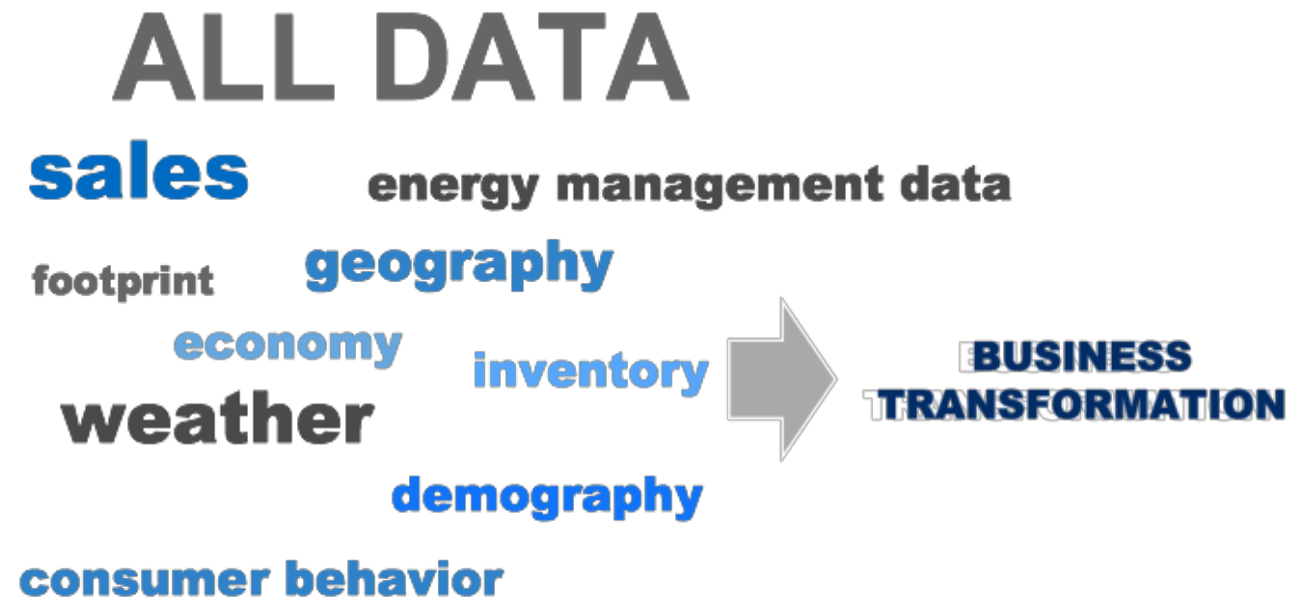
Our Vision – Where We Want to Take Service Automation

- Our approach as an industry should be to use data to make better decisions
 - **Descriptive Analytics** so we can see historical data
 - **Diagnostic Analytics** so we can understand why the data looks like it does
 - **Predictive Analytics** so we can prepare for the future
 - **Prescriptive Analytics** so we can make decisions with data introduced into the work flow



Our Vision – What's Next?

Making our Service Automation data relevant to the bigger picture



Top Takeaways

1 Service Automation Everywhere – Inside and Outside

2 Data and Analytics are the key

3 With (1) and (2) we can move from reactive to proactive

Note:

This banner is a placeholder that will be replaced with one containing information about how to complete the online survey for this session

Thank You

Mike Gordon

Regional Facilities Manager

Einstein Noah Restaurant Group

mgordon@einsteinnoah.com

Note:

This banner is a placeholder that will be replaced with one containing information about how to download this presentation