

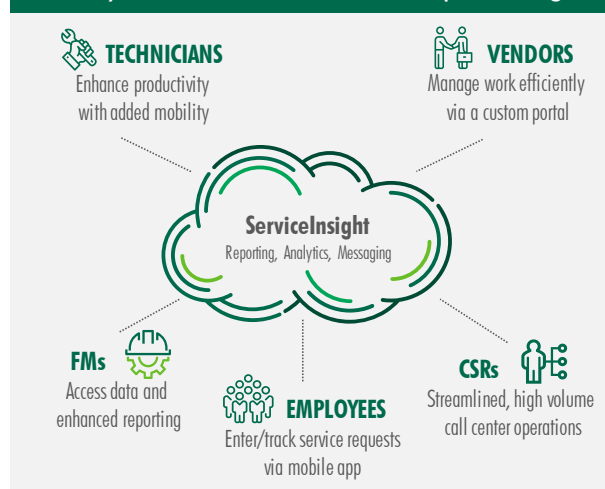
ServiceInsight
**SERVICEINSIGHT
 OVERVIEW**

Simple, effective facilities management tools.
 The global standard for maintenance.

CBRE ServiceInsight leads facility maintenance solutions in user and operational adoption. We created a powerful, sophisticated, usable software that streamlines maintenance and facilities management by giving users great tools and insight.

Connected where you need it.

ServiceInsight provides a solution and benefits for every role involved in work order processing



ServiceInsight’s 100% cloud-based tools can be accessed anytime and from anywhere with any device. Empower CSRs, facility managers, and service technicians to work more effectively. Engage employees and vendors with self-service portals to improve communication and to provide visibility into service requests and work orders.

Eliminating the up-front expense and burden of IT infrastructure, our SaaS solution includes technical infrastructure, product upgrades, back-ups and system administration, at no extra charge, ensuring the system continues to operate efficiently.

Concentrate on what matters, maintaining your facilities and making your customers’ lives easier.

EMPLOYEES

Employee expectations of their workplace have changed. Fueled by the personalization that mobile technology provides in their personal lives, employees expect their workspace to be personalized as well. This requires responsiveness and convenience in addressing facility maintenance issues.

ServiceInsight enables employees to enjoy the same level of access and responsiveness at the office as they enjoy outside the office. Our mobile applications and portals are simple to access and use. Employees can initiate service requests, remain informed of the facility team's progress in completing the work, and provide feedback on the service.

FACILITY MANAGERS

Facility Managers balance a myriad of responsibilities every day, including resources, vendors, safety, inventory, and assets, all while ensuring their locations are safe and secure. It's a significant challenge.

ServiceInsight enables Facility Managers to effectively manage these responsibilities through mobility, automation, and intelligence. ServiceInsight will optimize technician and preventive maintenance schedules, identify cost drivers, and aid decision-making by providing quick access to key performance indicators.

TECHNICIANS

Let your technicians focus on what they do best! The days of technicians needing to complete their work and then spending unproductive and frustrating time completing paperwork are gone.

ServiceInsight's mobile applications enable technicians to capture and modify work order data on the fly as work is performed. Easy to use and comprehensive, your technicians will love ServiceInsight!

VENDORS

Third party vendors and contractors play an important role in maintaining your space. Their specialized skills and responsiveness are critical to providing a great customer and employee experience. But managing vendors can be challenging. Communicating instructions, priorities, and invoicing can be inefficient and frustrating for both parties.

ServiceInsight's Vendor Activity Website (VAWS) streamlines interactions with your vendors and gives them to the power to monitor their work orders.

CUSTOMER SERVICE REPRESENTATIVES (CSR)

CSRs are paramount in properly creating, coding and dispatching work orders. Service delays can occur if work order routing or coding issues occur.

ServiceInsight ensures your CSRs are informed of all critical information for work order entry to avoid delays.

SOLUTION ADOPTION

ServiceInsight, used in over 50 countries in more than 10 languages, is the facility maintenance software leader in user and operational adoption. What drives the high level adoption and performance?

- Reporting and Analytics – we recognize great analytics comes from great data. ServiceInsight's ease of use promotes capturing the data needed for insightful analytics
- Personalization – ServiceInsight's flexibility allows us to fit the solution to your business
- Integration & Security – our APIs, web services, and SSO (single sign on) capabilities streamline processes with high security
- Services – our knowledgeable services team is here to help with implementation, training, and support to ensure solution adoption in your business.

Optimize Your Workplace

ServiceInsight provides the right tools for each role to maximize performance at your facilities. Optimize asset performance and employee experience for your facilities with ServiceInsight.

CONTACT US TODAY FOR A DEMO

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