



ACHIEVING EXCELLENCE IN REAL ESTATE AND FACILITIES MANAGEMENT

Traditionally, every team in the real estate department maintains its own data silo. However, to take the next step in your organisation's growth and increase your return on investment, it is critical to seamlessly integrate data throughout every stage of the property lifecycle.

With the new integration between Lucernex and ServiceChannel, you can do just that. These best-in-class solutions are designed for retailers operating large location portfolios. Our offering combines a robust facilities management platform with an industry-leading real estate management solution to address the entire facilities lifecycle. You no longer need to choose between an integrated system with limited capabilities or point solutions that don't work well together.

By automating key commercial real estate, construction, lease, facility, and asset management processes, the power to optimize every aspect of your business is finally within reach. From acquisition and planning to maintenance and disposition, you'll be empowered to make data-driven decisions and maximise the value of your properties.



Enhance visibility for better decision-making

Get access to real-time data with a unified dashboard and make informed asset management and real estate lifecycle decisions.



Expand returns on capital invested

Break silos by integrating data across every stage of the property lifecycle and increase financial projection accuracy and optimise the shopping experience.



Increase efficiency and reduce costs

Maximise speed to market, increase lease management processes and avoid paying out-of-pocket costs by syncing and automating key workflows of your operations.



Market-leading technology offerings

Confidently rely on best-in-class, purpose-built solutions trusted and endorsed by the world's leading brands in the retail and food services markets.



FACILITIES MANAGEMENT PLATFORM

With ServiceChannel, facilities teams can consistently deliver the best possible customer experience, by transforming your operations – with less hassle and cost – through data-driven facilities solutions that are tailored to your unique business needs.

- **Automated, Proactive Maintenance.** Proactively manage your multi-site retail locations through preventative maintenance and asset health insights.
- **Exclusive Provider Network.** Gain access to over 70,000 commercial vendors, featuring access to unparalleled data to identify the industry's best providers.
- **Scalability and Usability.** Scale to meet the needs of organisations with any number of locations, ranging from just a few to over 10,000 locations. Easily access intuitive dashboards and relevant metrics, giving you the actionable insights that you need, regardless of the complexity of your processes or the size of your organisation.



REAL ESTATE LIFECYCLE MANAGEMENT SUITE

Lucernex is a comprehensive lease administration and real estate lifecycle management solution that enables optimal site selection, lease accounting, and portfolio optimisation.

- **Lease Accounting and Compliance.** Simplify complex lease accounting requirements and regulations with precision and accuracy. Quickly calculate lease and expense obligations, identify underperforming assets, ensure team efficiency, and achieve FASB/IASB compliance. Maintain compliance with financial reporting standards through simplified management of complex real estate and equipment lease scenarios.
- **Portfolio Optimization.** Robust market planning and site selection capabilities help customers to understand market conditions, make informed decisions, and conclude negotiations faster. Manage new location construction, openings, and capital improvement processes with data-driven insights. Easily allocate resources, control costs, increase cross-functional collaboration, and save time.

THE POWER OF INTEGRATION

ServiceChannel and Lucernex combined help retailers to manage their entire physical footprint seamlessly, from site inception to daily maintenance. With data-driven insights, automation, and real-time performance tracking at its core, the integrated solution offers:

STREAMLINED LEASE MANAGEMENT

This integration expands automation capabilities for managing service requests and work orders for leased properties to improve communication and reduce errors. You can operate the most complex real estate and equipment lease scenarios, mitigate risk, achieve streamlined compliance, and seamlessly integrate with your ERP solution. By syncing lease documents for each location, you can achieve a better understanding of operating costs based on the type of lease.

REDUCED REPAIRS & MAINTENANCE COSTS AND IMPROVED PERFORMANCE

By syncing landlord repair obligations from Lucernex to ServiceChannel, you can automatically assign work orders to the landlord and avoid paying out-of-pocket costs. This also reduces the time required for manual review before dispatching work orders to landlords and increases the speed of service delivery.

IMPROVED FINANCIAL PROJECTIONS AND LOWER COSTS ACROSS THE BOARD AND YOUR LOCATIONS

Know how much is being spent per location in real-time against budget while gaining insights into cost fluctuations when sales, lease, and facility management data are connected. Expand your capacity to manage landlord relationships holistically to facilitate success in multi-site operations.

ACCESS TO USER-FRIENDLY INSIGHTS DASHBOARD

Easily access a unified digital dashboard surfacing key metrics across your whole portfolio, drawing insights from across your organisation to drive informed real estate and facilities decision-making.

Relevant metrics can include total spend versus benchmark, work orders overdue and volume by month, leases expiring soon and monthly spend, spend by trade relative to benchmark (geo, landlord), maintenance as a percentage of total location spend, cost avoidance (duplicate WO, troubleshooting, landlord), and more.



A POWERFUL ALL-IN-ONE REAL ESTATE AND FACILITIES MANAGEMENT SOLUTION

Are you ready to seamlessly align your real estate strategy with maintenance excellence? Accruent's industry-leading solutions Lucernex and ServiceChannel can help your organisation to achieve operational excellence, realize cost savings, streamline lease administration, improve project management, and strengthen your brand image.

Join the ranks of over 50 mutual customers that are already experiencing the benefits of these two industry-leading solutions for the built environment.

Contact us today to learn more about how this integrated solution can help drive your business forward.



SPEAK TO A SPECIALIST



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