



HOW TO TRANSFORM YOUR FACILITIES OPERATIONS

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— IT SOLUTIONS —

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WELCOME

What we'll cover today

- | | | |
|---|---|--------------|
| 1 | Introductions / Overview of Evora | Beau Gibbs |
| 2 | Challenges we often see, what you can do with ServiceNow's FSM & Facilities Management, and why you should care | Joey Punneo |
| 3 | Live ServiceNow demo | Rob Schaefer |
| 4 | Implementation Best Practices | Joey Punneo |
| 5 | Q&A | |
| 6 | Next Steps | Beau Gibbs |

Today's Hosts for "How to Transform Your Facilities Operations"



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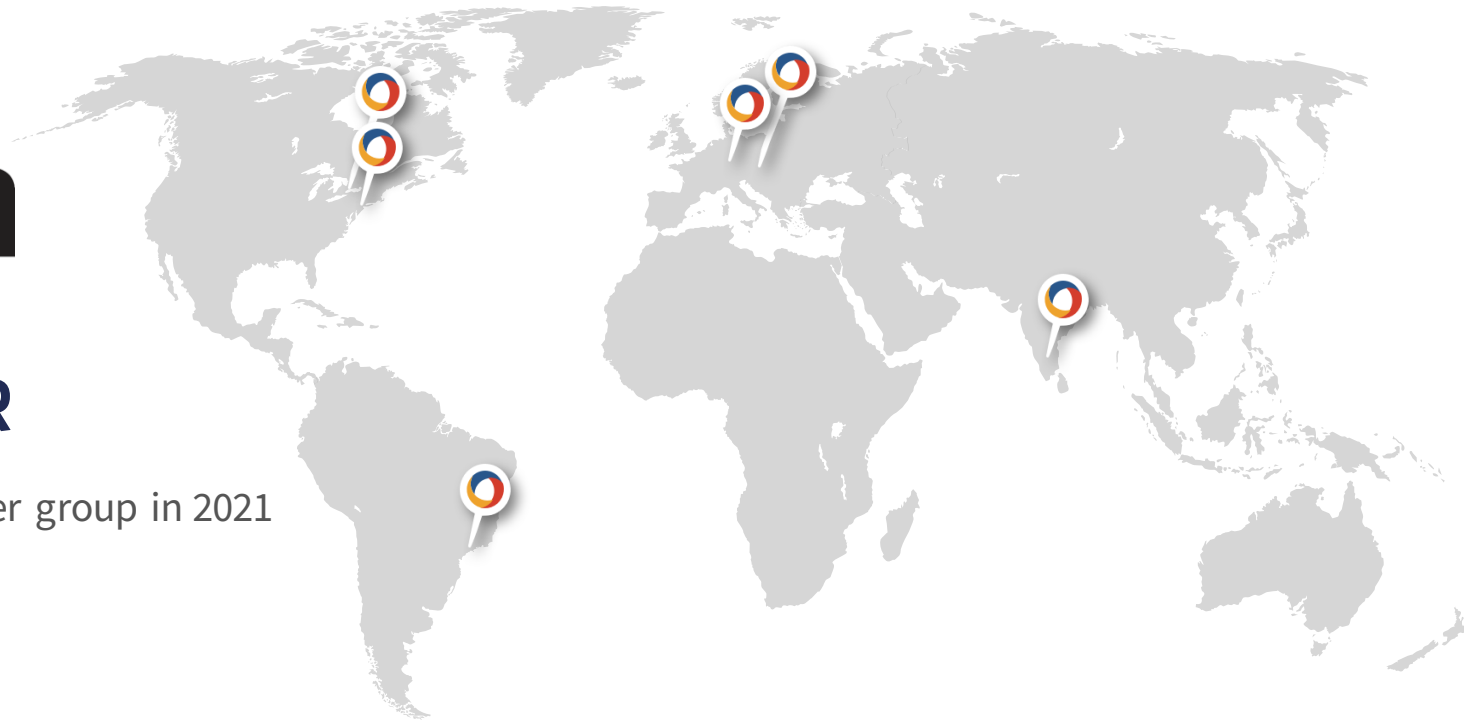
Evora IT Solutions

Software and IT services for maintenance and customer service

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ALLGEIER

Evora joined the Allgeier group in 2021



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2011

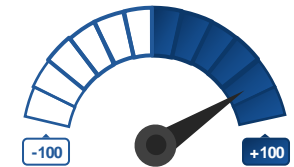
Established

250+

Employees

NPS® 69

Customer Satisfaction



ServiceNow Solutions

Simplify your business leveraging ServiceNow technology



Customer Service Management (CSM)



Field Service Management (FSM)



Custom Application Development (App Dev)



IT Service Management (ITSM)



IT Business Management (ITBM)



Human Resources (HRSD)

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Customer Satisfaction



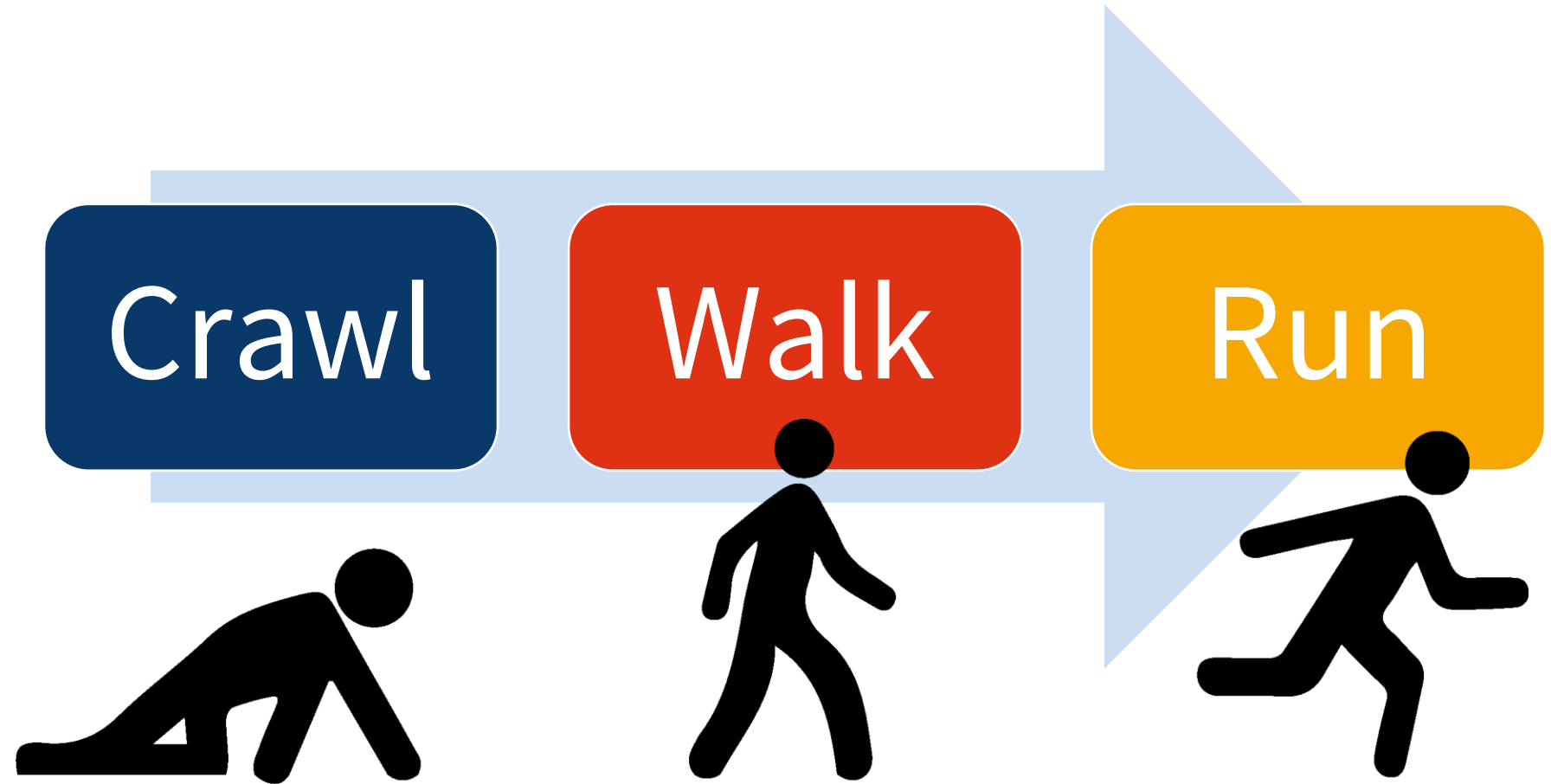
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Customer Challenges

- **Request Management**
 - Poor communication channels make it challenging to report issues along with difficulties to create, manage and track requests causing increased downtime and costs.
- **Scheduling & Dispatching**
 - Lack of visibility into technician availability, inability to match technician skills to tasks, and poor inventory management create frustration for dispatchers leading to incomplete workorders and reduced first time fix rates.
- **Workorder Management**
 - Paper and manual processes increase technician administrative time reducing their daily productivity up to as much as 33%
- **Asset Management**
 - Paper and manual processes reduce visibility into past maintenance and repairs decreasing the ability to properly manage assets leading to increased asset costs.
- **Inventory Management**
 - Parts availability is a major component in the ability to efficiently schedule, and replenishing inventory is no longer a manual task.
- **Reporting & KPI Management**
 - Lack of data collection makes it hard to report on KPIs, identify trends, and meet compliance benchmarks during audits.
- **3rd Party Contractor Management**
 - Little to no integrations with 3rd parties make it difficult to give contractors direct access to view task details, assign work, and track their progress in addition to holding them accountable to SLAs.
- **Planned Maintenance**
 - Inability to build maintenance plans and schedules into other service visits, increases truck roll costs.

Implementation Best Practices

- Approach
- Methodology
- Integrations
- OCM
- Training



Q&A

Please drop any questions you have for us in the chat!

Thank you for attending!

Please fill out our post-event survey and let us know if you'd like to discuss further. The link will be shared in the chat.



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