



# Connected Workplace for Retail

How to Elevate Your **Customer**  
and **Employee Experience**

The retail ecosystem is changing. Expectations around how and where consumers shop are evolving, and retailers increasingly need to provide excellent experiences to both their customers and their employees to keep pace.

## ...creating positive brand experiences in your stores can boost online engagement and sales.

# 84%

of consumers say the experience a company provides is as important as its products and services.

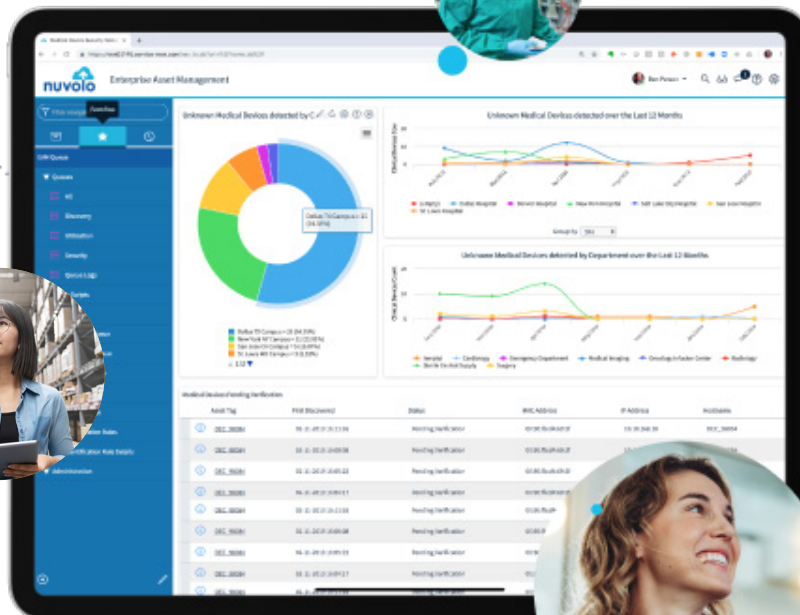
Despite the rise of ecommerce during the pandemic, physical locations are still incredibly important to many retailers' bottom lines. In fact, according to one Salesforce survey, 84% of consumers say the experience a company provides is as important as its products and services.<sup>1</sup>

This means that retailers must ensure they're still providing positive in-store and workplace experiences to consumers and employees in order to manage their brand image, attract and reengage customers, and retain talent. Plus, creating positive brand experiences in your stores can boost online engagement and sales.

Retailers are increasingly investing in technology to help navigate this reality. In one study of 500 retail leaders, 76% plan to increase technology spend.<sup>2</sup>

Nuvolo Connected Workplace is a modern IWMS and CMMS solution that helps you respond to these trends. The following article walks through seven key ways you can use the platform to elevate your brand, improve employee and customer satisfaction, and increase your bottom line.

**Let's start with operations and employee efficiency.**



By automating maintenance processes, store managers don't have to focus on the small details.

They can instead focus on the customers.



## At a Glance

- Automate work order requests
- Submit requests via simple service portals
- Digitize checklists to manage rounds

# 1

## Improve Operations and Employee Efficiency

When it comes to creating an enjoyable store atmosphere and unrivaled customer experience, what happens behind the scenes is just as important as what happens front of house.

If you've ever been to a store and given up on your purchase because the registers were down, equipment wasn't operational, or the environment wasn't comfortable, you know how important it is to have an effective facilities management system in place.

When you digitize your facilities management processes, you can better oversee your portfolio – leading to reduced equipment downtime and a more consistent, positive customer experience.

The [Nuvolo Maintenance](#) solution helps you track, manage, and measure your facilities and maintenance processes in several ways. Instead of tracking all assets (such as refrigerators, HVAC and plumbing systems, or revenue-generating equipment) in separately maintained spreadsheets, facilities teams get a much more comprehensive view into the lifecycle of their equipment when they use the asset management platform in Nuvolo.

This gives you insight into the work history of your assets across stores, so you can monitor maintenance schedules and plan for equipment updates or replacements. You can even reduce the cost of replacements by consolidating purchasing, and reduce the cost of maintenance by completing multiple jobs within each store visit.

With Nuvolo, you can use the cloud-based platform to manage work requests and automate routine tasks. For example, you can create auto-generated work orders, so when employees enter a ticket, it gets routed to the right technician. This is vital, as it means you don't have to manually assign tickets, ensuring equipment is fixed more quickly. By automating these processes, store managers don't have to focus on the small details. They can instead focus on the customers.

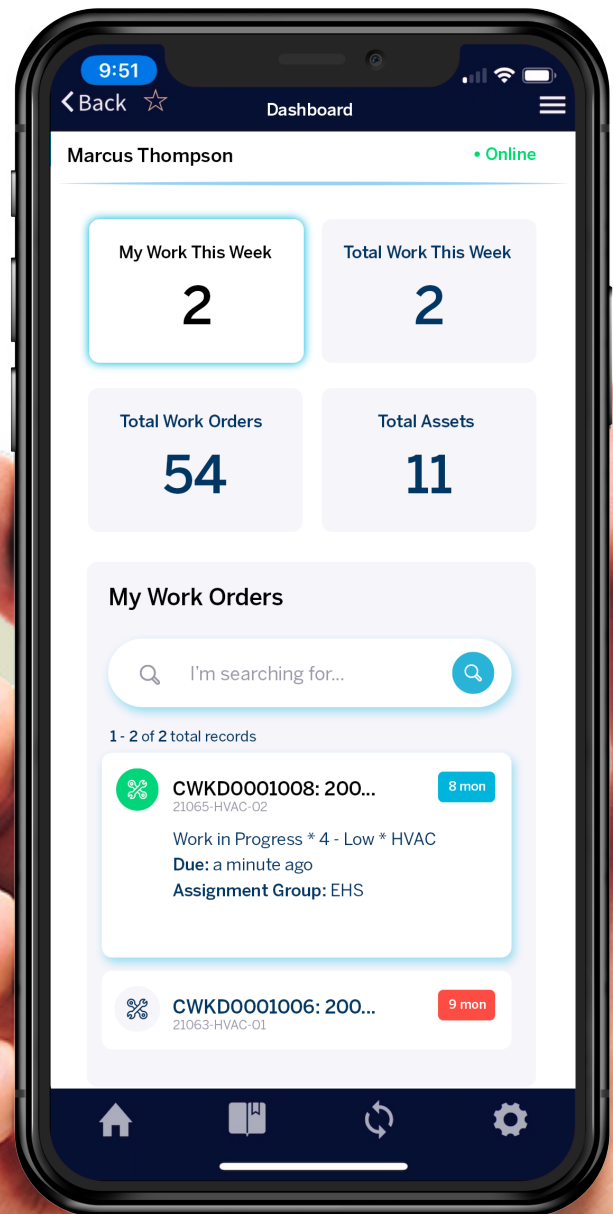
## Here are results from a few of our clients:

**40%**  
less time to assign  
a work order to a  
technician

**50%**  
reduction in breached  
service levels of work  
orders

**\$1 million**  
saved by stopping  
unnecessary field work  
orders

The benefits are clear: When everything is managed from a single platform, you can fix equipment more efficiently and forecast upcoming repairs and preventive maintenance needs – reducing costs, creating a more positive shopping experience, and increasing revenue as your customers spend more time in your stores.



# 2

## Track, Manage, and Measure Vendors

Large retail organizations often outsource store operation services to hundreds of local and regional vendors.

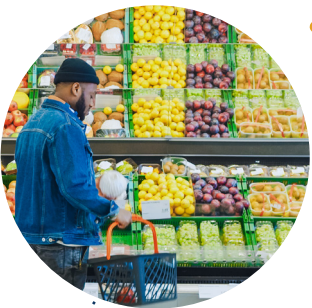
When managing so many third-party vendors, how do you ensure that they are all meeting their SLAs and agreed-upon KPIs?

These are important things to consider, as loss in service could lead to loss in revenue. If your contractors are breaching SLAs, and assets (such as in-store ordering systems or smoothie and coffee machines) aren't functioning, that can impact sales and damage your brand.

Connected Workplace streamlines the way you work with and manage your vendors.

Because all vendor data and work orders are part of the same service management platform, you get real-time visibility into performance and can automatically generate reports like:

- Percentage of work orders closed on time
- Work order travel cost
- Service turnaround times



### At a Glance

- Vendor technicians share your mobile platform
- Certifications, insurance, and skills are tracked in one system
- Smart dispatching matches the work order to the right skilled technician



Plus, whether it is caretaker services, supply contractors, or asset technicians, all vendors use the same platform as your other employees. They become trusted partners, and because they can update work orders, inventory information, and asset history from a laptop or on their mobile device, the data is up-to-date and accurate.

When all your vendor data is accurate and in one place, you can process invoices efficiently, negotiate renewals, and reference service level agreement terms. This provides you with insight into the performance of all your contractors alongside other key business data, and you can make more informed, data-driven decisions about your vendors in the future.

# 3

## Optimize Space and Workplace Reservations

Most large retailers require multiple corporate office spaces for their administration, research, customer services, and other functions.

Well-managed offices help ensure employees are able to do their best work. In fact, according to the Harvard Business Review, a positive organizational environment has a direct effect on employers, employees, and the bottom line.

The [Nuvolo Space solution](#) helps you improve your employees' workplace experience by making it easier to redesign office layouts. You can:

- Create welcoming spaces
- Support collaboration between teams
- Improve space utilization
- Accommodate changes in the number of employees
- Support new flexible work requirements

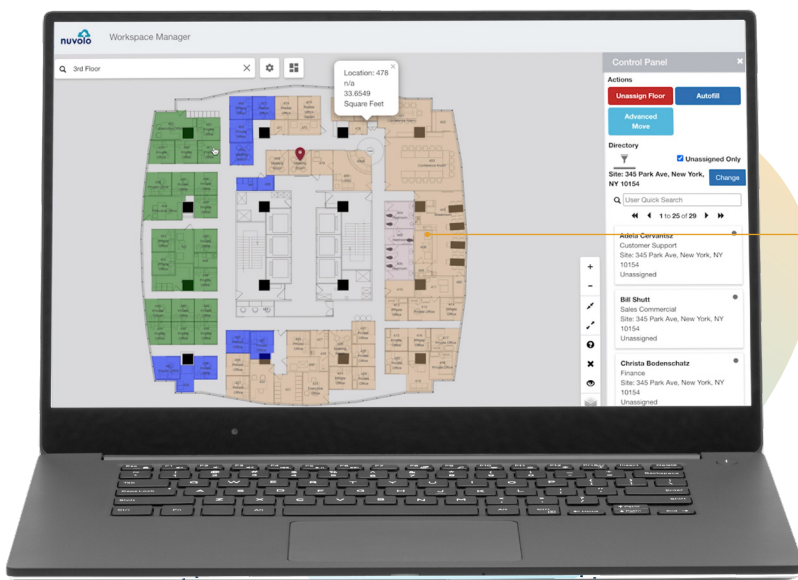
## At a Glance

- Complete control of spaces at your fingertips
- Reserve what you need, when you need it
- Capture key insights for better decision-making

For example, when rethinking floorplans, you can use the intuitive drag-and-drop feature, enabling you to visualize how your spaces will look. Plus, you can directly integrate with AutoCAD.

Connected Workplace then lets you make those changes directly: When you're ready, you can automatically generate work orders to change floor layouts.

In addition, many corporate offices are looking at permanently incorporating flexible working scenarios into their long-term plans. Because of this, space and room reservation technology is becoming increasingly important, as it enables employees to view and reserve a space right from their desktops or mobile devices, so they're able to work more efficiently when they're in the office.



You can visualize floor plans based on occupational data and current needs, understand the impact of seating plans and move costs, and predict future space configurations

# 4

## Automate Real Estate Management and Leasing

Retailers are increasingly seeking out more flexible lease arrangements to ensure they remain adaptable to changing business requirements (such as moving, expanding, or consolidating locations). However, this also introduces several problems: the shorter the lease, the more regular documentation for renewals and contracts you need.

If you operate using manually maintained spreadsheets, you can miss important deadlines or other critical information. In a worst-case scenario, you could be tied into a location for longer than you planned for or even lose out on a key site to a competitor.

With the [Nuvolo Real Estate solution](#), you can generate alerts using advanced scheduling and automated assignment rules, so you'll never forget a payment or a critical due date. You can easily keep track of all the details of your complex lease contracts like expenses, lease adjustments, monthly rent, and insurance, while also staying compliant with IFRS16 / FASB Lease Accounting Standards.

### At a Glance

- Fully automated lease management and critical date notifications
- Seamlessly manage lessee and lessor contracts
- Powerful reporting and data-driven analytics

# 5

## Complete Projects on Time and on Budget

When you need to make wide-reaching changes across multiple locations, you can use [Projects](#).

The solution helps you complete initiatives such as constructing new locations—and even re-branding projects where you need to roll out new signage, logos, and redesigned stores across all locations quickly and on budget.

Nuvolo makes it much easier to run reports, create Gantt charts for total visibility of every project, develop dashboards, perform cash flow analysis, and much more.

The Projects solution connects to your business operations data, meaning that data is consistent between team members, departments, functions, and business units. When all this critical information resides in the same platform, you can drill down into the details and be confident in your ability to answer tough questions. You can make more strategic decisions and ensure you're keeping critical projects on track and on time.

### At a Glance

- Vendor portal for bidding and auction support
- Project dashboard with financial and schedule baselines
- Reports and GANTT charts for total visibility of every project



...roll out new signage, logos, and redesigned stores across all locations quickly and on budget.



# 6

## Meet Your Sustainability Goals

According to a recent Honeywell survey of business executives, 93%<sup>3</sup> of respondents saw sustainability as being a lasting priority for their organization, and 87%<sup>4</sup> viewed it as an investment rather than an expense. Sustainability is also good for your brand: Consumers are increasingly prioritizing shopping at organizations that have sustainability initiatives in place.

With Nuvolo, you can [track energy data](#) associated with your portfolio, including the energy usage of your stores. You can even evaluate changes (such as trialing doors on fridges<sup>5</sup>) to see their impact. Monitor store footprint data, making it easier to prioritize projects such as updating inefficient HVAC systems or installing different lighting.

You can also set thresholds for alerts and look at spikes in usage, helping manage energy costs across multiple locations.

### At a Glance

- Report on utility usage
- Meet regulatory standards with ease
- Track waste and optimize your costs

**Consumers are increasingly prioritizing shopping at organizations that have sustainability initiatives in place.**



# 7

## Protect Revenue Generating Assets from Cyber Threats

It's more important than ever to secure your network-connected, non-IT devices against cyber-attacks. Increasingly, hackers have been able to obtain access to these kinds of operational technology (OT) devices, causing shutdowns and other issues. OT devices include HVAC systems, cameras, revenue-generating assets, sensors, and other crucial technology.

The [OT Security solution](#) ensures your connected operational technology (OT) devices are safe, accessible, and available at all times.

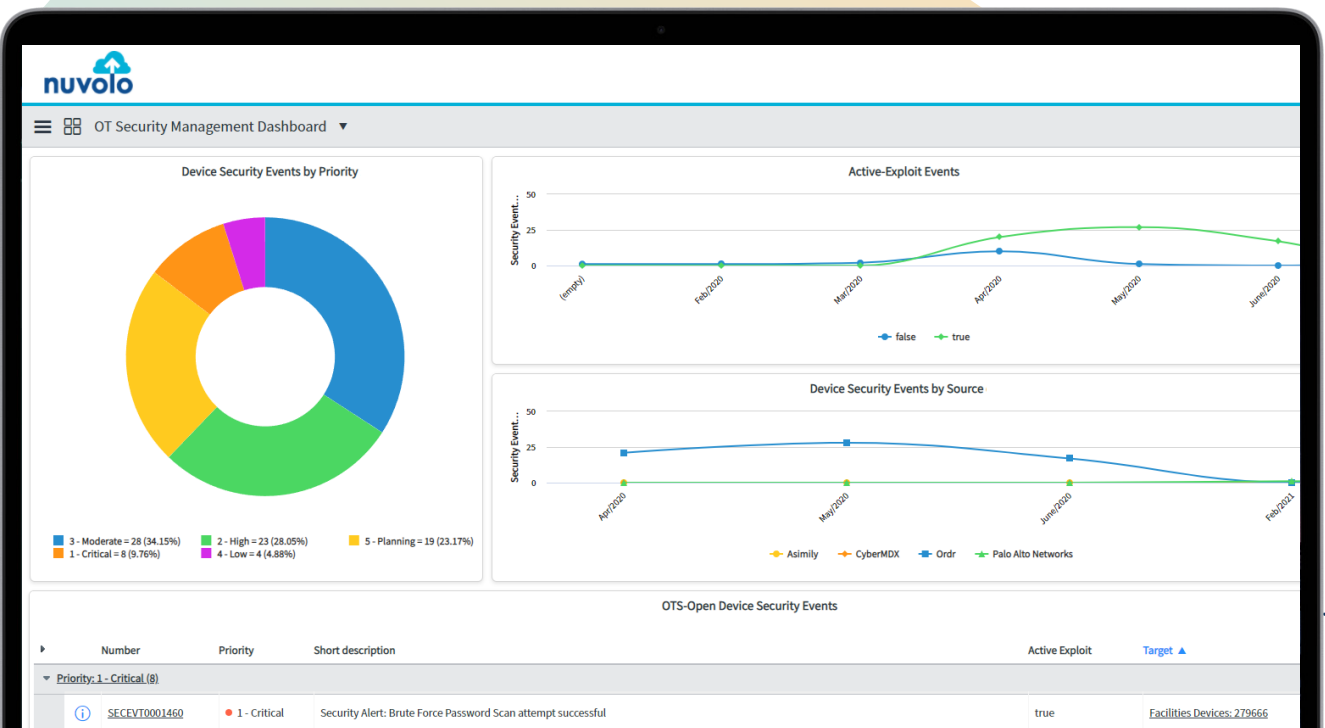
### At a Glance

- Orchestrate remediation of cyber security events
- Rules based workflows identify and correlate all affected devices
- Resolve affected device issues quickly

"Sophos finds that

**44%**

of retail organizations have been the target of a ransomware attack in the past year."



# Nuvolo Connected Workplace In Action

See how one of our retail clients, a marketplace leader in customer satisfaction, transformed their facilities management program with Nuvolo and ServiceNow™.

**The company was undergoing rapid growth and expansion and needed to rethink how they supported their franchises. They needed a way to:**

- Consolidate 15 distinct support center options for employees
- Track vendor quality and speed
- Improve field services through work order and store asset analysis

They chose Nuvolo, as Nuvolo and ServiceNow could provide employees, franchise owners, and third-party service providers a collaborative cloud-based solution to better manage work, automate routine tasks, and improve service quality.


Today, this iconic brand has an overhauled, streamlined enterprise service management program. Facilities work orders and IT tickets are now transferred with the click of a button. Automating this process saved \$3 million dollars per year in ticket re-routing costs.

Plus, our customer has real-time visibility into vendor performance – they process invoices efficiently and intelligently. They know if the work was done and can easily check for vendor overcharges.

In addition, they can now compare repair history and warranty details against an asset in order to create logical preventative maintenance schedules.

Streamlining store reporting, work order management, and vendor management means that store managers can concentrate on delivering an enjoyable store atmosphere.

[Read the full story.](#)



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# An Exceptional Retail Experience

## Key Takeaways



### Built on ServiceNow

Making integration with other business processes easier



### A Single Inventory

For all facility and asset data



### Automated Work Orders

To streamline facilities and maintenance operations



### Integrated Vendor Management

For working with and tracking all vendors



### Real Estate Management

To manage leases and visualize trends to make informed decisions



### Space Management

That makes workplace planning and visualization simple



### A Capital Project Platform

For wide-reaching capital planning initiatives



### Sustainability Insights

That help your organization meet energy goals



### OT Security

To help ensure your revenue generating assets are safe, accessible, and available

1. <https://www.salesforce.com/resources/research-reports/state-of-the-connected-customer/>

2. <https://www.salesforce.com/news/stories/state-of-the-connected-customer-report-outlines-changing-standards-for-customer-engagement/>

3. <https://hbr.org/2015/12/proof-that-positive-work-cultures-are-more-productive>

4. <https://buildings.honeywell.com/us/en/news-events/news/2021/09/honeywell-study-finds-80-of-us-companies-have-sustainability-initiatives-in-place>

5. <https://www.grocerygazette.co.uk/2021/11/09/supermarket-fridge-greener/>

6. <https://www.newstatesman.com/spotlight/2021/09/tackling-cybersecurity-threats-in-the-retail-sector>



## Connecting People, Places, and Processes

Connected Workplace supports your facilities and real estate teams' digital transformation, so you can focus on elevating your brand and creating excellent employee and customer experiences.

Nuvolo is the only complete CMMS and IWMS solution built on ServiceNow. By connecting all your business data in one place, you can not only improve operations, customer experience, and employee satisfaction, but the insights you gain can also be used to inform your organization's real estate strategy.

You can more easily see what's happening across your organization and make informed decisions about your business.

Interested in learning more? Explore how companies like [Chevron](#) and [Vertex](#) modernized their maintenance and asset management processes.



Want to know more about  
Nuvolo Connected Workplace?

Visit [nuvolo.com/contact](https://nuvolo.com/contact)

Call us at: (844) 468-8656