

Circle K Leverages Nuvolo To Gain A Consolidated View Of Facility Operations

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This case study report will help heads of real estate, facilities management and property management understand how convenience store and gas station chain Circle K is leveraging software to optimize its facilities and maintenance strategy. This report focuses on how the firm has deployed the Nuvolo Connected Workplace solution to optimize facility management (FM) practices. The operations and FM teams leverage Nuvolo's maintenance solutions to simplify service request workflows and vendor management, as well as to gain a holistic view of spend across maintenance and assets. This case study also outlines how Circle K is leveraging the software to reduce asset downtime and benchmark maintenance strategies across business units.

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ORGANIZATIONS MENTIONED

Alimentation Couche-Tard, Circle K, Google, International Financial Reporting Standards (IFRS), Nuvolo, ServiceNow.

Circle K Uses Nuvolo's Maintenance Management Solutions For Enhanced Operations

This case study report will help heads of real estate, facilities management and property management understand how convenience store and gas station chain Circle K is leveraging software to optimize its facilities and maintenance strategy. This report focuses on Circle K's use of the Nuvolo Connected Workplace maintenance management solutions to deliver multiple efficiencies in asset, technician and maintenance management practices across the firm.

Circle K Sought A Single Software Solution To Manage Its Global Portfolio And Workforce

This report provides an analysis on the work Circle K is doing with their facility management (FM) information management solution to improve processes throughout various business units. To better understand the facilities initiatives at Circle K, Verdantix interviewed Erik Håkonsen, Director Global Facility Support. Through this interview and further research, we learned that Circle K:

- **Operates a global portfolio of convenience stores and gas station chains.**
Founded in 1951 and headquartered in Tempe, Arizona and Montreal, Canada, Circle K is an owner and operator of convenience stores and gas stations. In December 2003 Circle K was acquired by Alimentation Couche-Tard (Couche-Tard), a convenience store chain with revenues of \$5.3 billion in 2021. In September 2015 Circle K became the worldwide brand for Couche-Tard's convenience stores, replacing Mac's, Kangaroo Express and Statoil Fuel brands. This move provided Circle K with global operations and the firm now has over 100,000 full-time employees across the globe.
- **Manages a large, differentiated portfolio of assets.**
Circle K's real estate portfolio is composed of office buildings, fuel pumps, convenience stores and electric vehicle (EV) charging stations. The portfolio contains over 15,000 sites across Canada, Denmark, Estonia, Hong Kong, Ireland, Latvia, Lithuania, Norway, Poland, Sweden and the US (operating in 42 states). Circle K needed a scalable and flexible solution to manage the various operations of sites across different regions.
- **Leverages internal technicians and third-party service providers.**
Circle K manages a large roster of internal and external technicians for maintaining its global real estate portfolio. The firm currently has an internal team of 350 technicians in North America and over 1,600 third-party technicians across its operating sites. This complicates the task of scheduling maintenance programmes and capturing work order data from hundreds of distributed technicians.

Circle K Implemented Nuvolo To Simplify Processes And Improve Transparency Into Maintenance Costs

Circle K is a large, international chain of gas stations and convenience stores with over 15,000 sites and 100,000 employees. In December 2020, Circle K went live on the Nuvolo Connected Workplace solution, built on ServiceNow, for facilities management with modules such as vendor management, maintenance management and the technician mobile app. Circle K chose to implement Nuvolo to:

- **Improve communications and data capture from staff.**

On average, Circle K receives around 1.4 million service requests per year and wanted a solution to better administer the reporting and management of work orders. Circle K invested in Nuvolo to digitize existing manual workflows, which would make it easier for staff to report maintenance issues. All employees – whether they are in facilities or retail roles – can now simply submit and track service requests online via Nuvolo’s solution. This improves the employee experience and provides Circle K with a digital trail for service requests. Furthermore, Circle K estimates this change will reduce the time helpdesk staff spend managing phone calls and dealing with inquiries by 60%.

- **Simplify vendor service delivery and management.**

Circle K leverages Nuvolo’s solution to manage its large roster of third-party service providers around the world. The solution helps ensure that work orders are routed to the correct technician and allows users to monitor the status of work orders. Furthermore, Nuvolo provides technicians with a vendor portal through which they can receive and close off requests, as well as, in some cases, process invoicing for work orders. Another benefit is that the platform enables Circle K to quickly identify performance and cost discrepancies. For example, the Nuvolo platform alerted Circle K to an invoicing error, whereby a service provider was charging multiple travel costs for a series of faults fixed in a single visit.

- **Replace existing siloed IT and maintenance solutions.**

Circle K’s information technology (IT) department was in the process of selecting a new solution for IT management when the firm started to look at solutions to manage FM processes. Circle K saw a need to bring service management together to manage both IT and maintenance issues on a single platform. Since Nuvolo’s solution is built on the ServiceNow platform, the combined ServiceNow and Nuvolo solutions came out as favourable in the joint project. Circle K now leverages ServiceNow solutions to manage IT issues and Nuvolo to manage maintenance issues.

- **Gain a holistic view of spend across maintenance and assets.**

Circle K is creating digital records for its assets in Nuvolo, ensuring that all relevant asset information, such as asset type, parts, warranty and maintenance history, is stored on a centralized platform. Circle K currently has around 10,000 asset models in Nuvolo to capture all the various asset types, such as HVAC systems, fuel pumps and refrigerators, and asset vendors. In North America, Circle K has built an integration into its financial systems, allowing the firm to tie costs to assets, understand how much each asset costs and estimate changing asset value.

Circle K Leverages The Nuvolo Connected Workplace Solution To Streamline Maintenance Management Across The Globe

Circle K selected the Nuvolo Connected Workplace solution to consolidate service request systems and better understand maintenance strategies and costs (see **Figure 1**). As Nuvolo is built on ServiceNow, Circle K has been able to leverage a single platform to manage asset and IT service requests. Speaking with Circle K to understand the impact of the new maintenance management solution, we heard that the Nuvolo Connected Workplace app has allowed the firm to:

- **Reduce asset downtimes with preventative maintenance plans.**

Nuvolo provides the FM team with a digitized asset register, containing asset information, tools to manage maintenance schedules and workflows to assign maintenance tasks. This functionality has allowed Circle K to implement preventative maintenance plans and reduce asset downtime across sites. For example, after implementing a preventative maintenance plan for pressure washing equipment in Norway, Circle K reduced unplanned asset downtime from 28% to 8% of the asset's total operating time.

- **Customize work order routing workflows by asset and location.**

Nuvolo's intuitive, visual workflow editor enables managers to develop smart and automated workflows based on pre-set rules (see [Verdantix Green Quadrant: Integrated Workplace Management Systems 2022](#)). Circle K is leveraging this capability to ensure service requests and planned maintenance tasks are assigned to the correct internal or external technician based on the ticket type, asset type and location of the work order. With smart dispatching workflows, Circle K can optimize the speed of service delivery and asset downtimes by ensuring the right technician is dispatched as quickly as possible.

- **Monitor and improve technician performance and productivity.**

Managers can use Nuvolo to supervise the performance of technicians across key metrics such as response times and time spent on repairs. Nuvolo also provides vendor scorecard dashboards that enable users to track vendors' key performance indicators, such as cost trends, service level agreements (SLAs) breaches and backlogs. To improve the productivity of technicians, Circle K generated QR codes for onboarded assets to ensure asset information is sent to technicians when a service request is submitted. Furthermore, Nuvolo's mobile app provides technicians with wayfinding directions to the site via Google Maps, procedural checklists, asset operating modules, asset history information and cost entry capabilities for spare parts purchased.

- **Identify differing maintenance strategies across business units.**

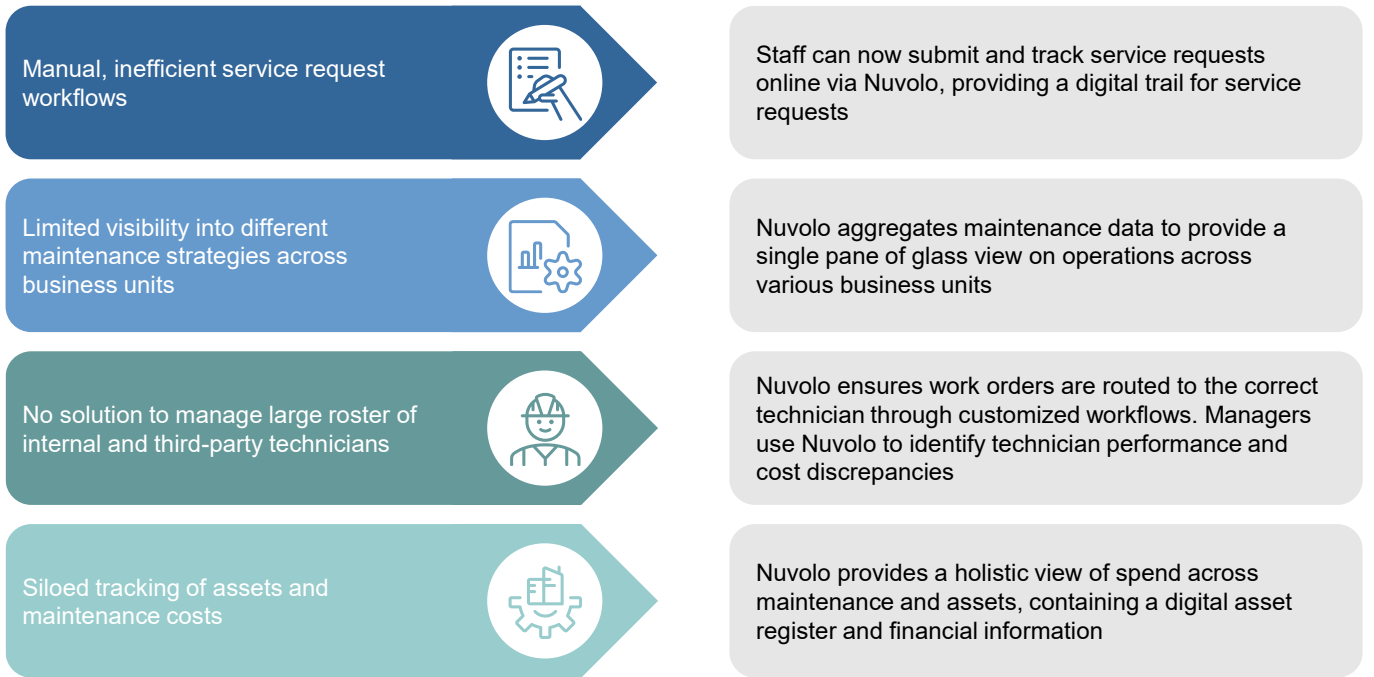
Circle K operations are divided into 28 geographic business units (BUs); each BU runs individual maintenance plans for the stores in the area. Nuvolo enables Circle K to gain a holistic, consolidated view on maintenance operations, allowing executives to compare how various BUs are running their maintenance operations. Circle K has already identified that Scandinavia is far ahead of America in terms of using preventative maintenance plans and fixed-price contracts. Circle K plans to leverage these insights to drive changes across the different BUs, such as pushing American BUs to implement preventive maintenance plans.

- **Benchmark maintenance costs and operations.**

Heads of BUs can also use Nuvolo to benchmark their costs and technician performance against other BUs to identify inefficiencies, such as over maintaining low-value assets or excessive maintenance for end-of-life equipment. Nuvolo allows Circle K to benchmark maintenance and assets at a cost level with the exact details of operations, such as asset run-cycle and maintenance history.

FIGURE 1

How Circle K Is Leveraging The Nuvolo Connected Workplace



Source: Verdantix analysis

- **More easily follow up on insurance claims.**

Circle K has 480 different issues registered in Nuvolo that stores can select from when submitting maintenance tickets. Certain issues are marked as damage potentially caused by a third-party customer or vendor, such as a person driving away with the fuel pump nozzle still attached to the car. Circle K submits insurance claims for such damages, and it is tailoring a solution within Nuvolo to more easily and consistently follow up on these issue types.

Circle K Plans To Scale Up The Nuvolo Platform To Gain A Complete View Into Facility Performance

Circle K uses the Nuvolo Connected Workplace solution to track and optimize technician productivity, costs, maintenance strategies, vendor management and service request workflows. How will Circle K leverage the platform in the long run? Circle K plans to:

- **Continue onboarding sites, focusing on the US west coast and Poland.**

Circle K has nearly 2,000 sites on Nuvolo, including sites across Scandinavia, Canada and the Grand Canyon BU (Arizona and Nevada). Circle K will continue to onboard more sites and plans to have 4,000 active sites by the end of 2022, initially focusing on stores in the Rocky Mountains BU (Colorado, Kansas, Missouri, New Mexico, Oklahoma and Texas), Poland and the West Coast BU (California, Hawaii, Oregon and Washington). This will enable Circle K to gain a truly global view into maintenance operations and enable portfolio-level benchmarking.

- **Implement Nuvolo’s capital project planning module.**

Circle K currently uses Nuvolo’s maintenance, vendor and field service management solutions, with plans to expand into project management. Circle K runs about 15,000 capital projects a year across its 28 business units and 15,000 sites, ranging from small actions, such as fixing concrete, to constructing completely new sites. Circle K wants to leverage Nuvolo’s solution to capture all the different capital projects and take charge of projects from concept to implementation. Centralizing maintenance, field services and project data on a single platform will help Circle K gain a more complex view into facility costs, helping it to better identify areas for optimization.

- **Bring energy and real estate data into the Nuvolo Connected Workplace platform.**

At the time Circle K started working with Nuvolo, the real estate module was not comprehensive enough to manage the International Financial Reporting Standards (IFRS) 16 lease standard. Since then, Nuvolo has invested in the solution and Circle K plans to re-evaluate Nuvolo’s real estate solution to help it manage and report on leases. Furthermore, Circle K sees an opportunity to bring energy data and alarms into Nuvolo to help it drive energy management going forward.



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