



Better Spaces.

Better Shopping.

More Trust.

*“About 82% of shoppers won’t buy from a brand they don’t trust, and 62% of shoppers choose products based on a brand’s reputation.”\**

Retail is ever evolving, with consumers increasingly shifting to online and app-based purchasing. But when it comes to certain shopping experiences, many consumers find themselves returning to brick-and-mortar stores. Whatever their reason for visiting your store, one thing is certain: Their experience in-store is crucial to how they perceive your brand and to building trust—perhaps now more than ever.

Your spaces are a vital part of how your company delivers an exceptional customer experience, so how you attend to them makes all the difference. Everything they see, hear, touch, and smell while in your stores contributes to their perception—regardless of whether they are engaging in BOPIS<sup>†</sup>, looking for immediate shopping gratification, or desiring to speak with a live person.

From the moment your customer approaches your doors, our goal is to ensure that your spaces are always at their best—that they’re clean, welcoming, fully functioning, and safe—so that your teams can focus entirely on the customer and your brand’s desired outcomes.

We’re a dedicated team of facilities experts that believes in the power of your spaces. And as your partner, we’ll deliver the consultative know-how, trade expertise, 24/7 live support, and the all-inclusive provider management you need to support exceptional customer experiences. We take away the headaches, minimize disruptions, and eliminate inefficiency and waste—all while providing transparency and peace of mind.

Imagine delivering better customer experiences while saving

**5-20%**

on your maintenance program.

## What does this mean to your organization?

### **Your facilities management team will have the freedom—and data—to focus on strategy.**

Let us match the right people to the right job to ensure your stores are properly maintained and functioning as they should. We'll handle the day-to-day execution so that your team can transform your maintenance program into a strategic advantage by focusing on data and insights that will drive performance and savings.

### **Your finance team has simplified reconciliation and guaranteed compliance controls.**

We not only streamline billing and reconciliation while monitoring compliance, but we also help you more accurately budget and forecast as well as plan for capital projects. Know what to expect every week, every month, and every year—and receive tailored actionable insights to optimize spend.

### **Your procurement team can leverage our purchasing power.**

We have relationships with more than 20,000 service providers as well as leading parts manufacturers. Not only will your team pay the right price for the right repairs, but you'll also have full transparency into spend and your portfolio's total cost of ownership.

### **Your employees can focus on the customer.**

Staffing your locations is one of your biggest challenges even in the best of times. Today more than ever, you need your employees taking care of your customers, unhampered by emergency situations and equipment failures.

### **What does this mean to you?**

Two very important words—*brand assurance*.



## How we make it happen

SMS Assist is committed to elevating the standard of your customer experiences and giving your facilities management decision-makers the freedom to focus on high-level brand outcomes. That's all possible with the help of our people, our platform, and our processes.

**People:** Dedicated customer support personnel, knowledgeable subject matter experts, and some of the finest strategic and analytical minds in the industry today.

**Platform:** One by SMS Assist™ is not just another work order management system—it's an integrated facilities platform, tailor-made for a modern facilities portfolio. It serves as a centralized, single source of truth for maintenance activity and knowledge at your locations.

**Processes:** We're focused on making every work order better than the last. After re-engineering the maintenance process from the ground up, we've discovered which elements benefit from automation and which deserve a human touch. And we're bringing new insights to the table every day.

## Other benefits include:

**A national strategy:** Every location, no matter where, will uphold the same brand and quality standards. Your program will enable timely, quality service at every retail location.

**Budgeting and cost reduction:** A data-informed IFM partner will keep facilities spend in check by reducing costs associated with back-office overhead, technology updates, and direct maintenance spend. SMS Assist's purchasing power and access to data insights will help you reduce costs, maintain efficiencies, and continuously refine your program.

**Risk management:** Ensuring providers have the necessary certifications and insurance is overwhelming, time-consuming, and costly. SMS Assist will assume that responsibility as well as provide you with additional indemnification and insurance coverage.

**Scalability:** Priorities change. As your facilities open and close to fit changing corporate strategies, an IFM partner will provide the flexibility required to scale without adding overhead.

Want to learn how leading retailers are partnering with  
SMS Assist to deliver exceptional customer experiences?

**It only takes one call.**