



Brightview.utilizecore.com defines Service Procurement

Brightview has been the nation's leading provider for Commercial Landscaping, Sweep, and Snow Removal Services. Combining UtilizeCore and Brightview Enterprise Solutions' service network birthed the strongest provider network dedicated to the greatest Commercial client experience!

Clients

One of America's largest service provider networks, BrightView, provides commercial landscaping services to corporate offices, commercial properties, hotels, healthcare facilities, retail centers, residential communities, resorts, parks, public spaces, and educational institutions. Their headquarters is located in Blue Bell, Pennsylvania, and have offices in most US states. The company's market cap is ~\$2.4 billion.



Challenges

BrightView was facing several challenges; they had manual, time-consuming, and repetitive processes in place, which made it hard for them to work efficiently. They did not have a robust system to manage their client's service requests; as a result, their offices were overburdened with unnecessary manual tasks. A lack of organization resulted in a loss of important data. Manual invoice processing consumed a lot of the team member's time even if it was a single transaction. Furthermore, a notification system was not in place to alert team members about upcoming scheduled maintenances and without a dedicated client portal, the clients felt a lack of transparency.

- Manual processes
- Loss of data
- Inefficient invoice and payment processing
- Inability to receive updates about upcoming maintenance
- Lack of transparency

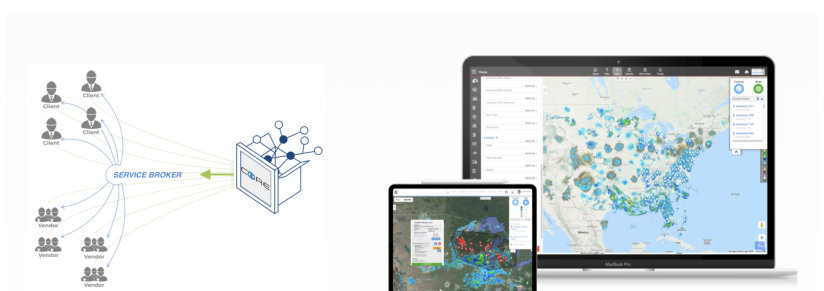
Goals

BrightView's goal was to create a centralized portal for internal operations, vendor management, and client management. Overall, they wanted to increase the efficiency of their day to day operations, enhance transparency for their clients, and increase contractor compliance

Solution

UtilizeCore created an advanced integration model to assist BrightView in achieving their goal. They were able to integrate all their existing business solutions into the UtilizeCore platform, which helped them automate processes, keep track of service requests, providing a better customer experience leading to increased overall revenue. We also integrated NOAA weather forecasting system with customized rules to ensure timely execution and implementation of procedures. Data management tools were also introduced to their system so they can handle bulk operation with higher convenience. A vendor portal allowed them to notify and remind vendors about tasks and view progress through defined KPIs. A client portal was also created to increase transparency and enhance the customer experience; clients can now view the progress via real-time dashboards and rate BrightView's services as well. They can also process invoices more smoothly, and payments have become faster than ever. The compliance manager provided BrightView with an enhanced ability to keep track of Contractor Compliance so that all TPP, COIs, W9s, and more can be digitally stored and accessible anytime. Overall BrightView effectively changed their workflow facilitation expansion while minimizing costs.

- Increase in productivity
- Automation
- Reminders and alerts
- Weather alerts
- Enhanced customer experience
- Transparency and monitoring
- Faster payments
- Consistent SOPs
- Compliance Manager



Estimated More Vendors Onboarded

30%

Estimated More Jobs Completed

25%

More Jobs Acquired

10%