

How Skeens Eliminated 100% of Manual Contractor Check-ins While Scaling Multi- Region Operations

📍 United States

🏢 Facility Management Services

🌐 skeens.co



About the company

Headquartered in Indianapolis, Skeens Warehouse Services has delivered fast, reliable facility support to commercial and industrial clients for over 35 years. Known for its people-first philosophy and 24/7 contractor responsiveness, Skeens manages a large volume of reactive and planned work.

As they expand into Canada and the UK, Skeens continues to focus on delivering reliable, high-quality service while adopting modern, connected solutions to scale operations efficiently.

100%

reduction in manual contractor check-ins



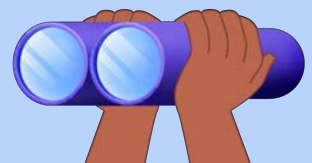
End-to-end digital compliance
enforcement for every contractor



Multi-region scalability support



Real-time status visibility across
dispatch, contractors, and clients



Challenges

❗ **Disconnected workflows and no real-time visibility**

Operations were split across multiple tools with no unified view into job status or contractor performance.

❗ **Manual phone call check-ins for every contractor job**

Contractors couldn't check in themselves to service location, which led Skeens staff to manually do phone calls to log jobs.

❗ **No structured compliance tracking or contractor document control**

W9s and insurance documents were shared via email, with no system to manage expiry or enforcement.

❗ **No standardized quote generation workflow**

The lack of a quoting system led to delays, inconsistencies, and manual markup efforts.

❗ **Inability to scale client onboarding and multi-region coordination**

Without a central portal or region-ready workflows, Skeens struggled to onboard new clients efficiently.



Solution Highlights

One platform for diverse client portfolio

Skeens replaced fragmented tools with a single connected interface to manage dispatch, tracking, and execution across teams.

Automated compliance & gated access

Contractors upload W9s and insurance; Facilio auto-blocks job access if documents are missing or expired – no manual checks needed.

ServiceChannel integration & check-in sync

Work orders sync bi-directionally between ServiceChannel and Facilio, ensuring updates flow both ways. Mobile app check-ins replace shared logins and phone-based updates.

Multi-client, role-based portal

External requesters raise service tickets and track status via a portal with site-specific access, eliminating email-based workflows.

Real-time execution and technician enablement

Technicians complete jobs, upload photos, and check in through Facilio's mobile interface – ensuring full visibility at every step.





"Facilio has completely transformed how we manage our day-to-day operations. What used to take multiple tools, emails, and manual steps is now streamlined and fully visible in one place."

Riley Skeens, Vice President of Operations,
Skeens Warehouse Services

The impact Facilio created



Unified contractor and service operations on a single platform



Eliminated manual check-ins and email-based quote handling



Automated compliance with zero manual follow-ups



Streamlined coordination across field teams, contractors, and admins



Support Skeens' international expansion across Canada and the UK



It's simple: to empower enterprises to manage facility operations efficiently and sustainably. Facilio replaces a large number of siloed systems with one clean solution and does the job (and more) of many software products commonly used to manage maintenance, contractor work, system performance, risk, compliance, and more.

Since Facilio does it all, Facilio does it better standardizing operations, eliminating friction, creating better insights and reports, and serving as the single source of truth for facility operations.

Book a demo



Find out how Facilio can help your business!

