

Interactive Children's Toy Retailer

Integrated Facilities & Project Management

RESULTS

34%

Reduction in equipment downtime

100%

Operational Support from NEST

0%

Increase in headcount

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While no relationship between vendor and customer always runs perfectly, NEST goes the extra mile to make sure that issues are resolved quickly, that nothing stands in the way of our customers being able to have an enjoyable experience in our store. And our maintenance team knows they are a partner they can count on.

— Director, Construction

Contact Us Today

The Situation

This interactive toy retailer was in high-growth mode, expanding at a rapid pace while also building their brand in the market.

Due to the unique specifications of their product offerings, the retailer required access to reliable providers who could repair their equipment at a moment's notice to avoid asset downtime, and in turn, lost revenue. The hands-on nature of their customers' experience meant they needed an IFM partner who could uphold their bespoke brand standards and ensure operational excellence. They sought a partner who could maintain all their facilities and allow them to focus on more strategic initiatives.

The NEST Solution

NEST designed an innovative solution to keep the stores' equipment up and running and reduce asset downtime. Independent Service Providers (ISPs) in each of the retailer's key regions were trained by the NEST team to help them understand the retailer's brand, customer experience and equipment through both in-person and video trainings. To ensure critical materials were secured and fully stocked in case of unforeseen circumstances, NEST developed an operational process and the retailer has full access to ISPs when issues arise. Thanks to NEST's industry-leading technology, the retailer can track equipment warranties and repairs per location and per piece of equipment. NEST also manages their recurring programs to ensure costs are contained and brand standards are met.

The Results

Since 2002, NEST and the retailer have built a solid partnership that has enabled the retailer to shift their mindset from a tactical approach to a strategic one. As a result of NEST's financial consulting, the retailer now has a comprehensive understanding of their FM budget, allowing them to manage expenses from a holistic perspective rather than line item by line item. With NEST's fully integrated solution, the retailer has access to advanced technology and work order management tools at no additional cost. Through the development of a deferred maintenance program, they were able to control program costs with no additional staff requirements. The NEST customized technology solution gives them analytics and reporting to manage their entire FM budget.

