



Lush Cosmetics LLC

IFM: Partnership & Trust

RESULTS

1,204

Number of work orders that have gone through Facilitate since onboarding, completely bypassing the FM Manager and phone calls from the shop level

733

Number of work orders that were handled during After Hours and Weekends without Lush FM Manager having to intervene while not working.

NEST combines technological solutions, consulting, and independent service providers to produce actual cost savings.

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The Situation

Lush Cosmetics LLC, a Bath & Beauty Retailer, has been growing rapidly over the past ten years. With Lush's nationwide footprint and requests coming in around the clock, the one-person FM team was having difficulty managing all service needs in a timely manner. Shops on the West Coast could be closing for the night just hours before shops on the East Coast were opening for the day, making it a true 24/7 operation. Before forming a Facilities Maintenance department, all repairs and maintenance for their 265+ shops were handled via the Project Managers that were constructing the shops. Shortly after, an FM department was formed as a team of one. A unique scope of work, varying shop hours, and no technology platform to track SLAs, trends, and budgets kick started Lush's decision to look for an FM partner.

The NEST Solution

The NEST IFM Solution was ultimately selected because NEST is a strategic partner for each client and the Lush Facilities Manager can rely on their NEST team 24/7/365. Assigning a NEST Account Manager and client success team, that serves as an extension of the Lush FM team, and gives them one point of contact for all services, put the client at ease. They knew emergencies would be taken care of in a timely manner, no matter what time of day. Lush has a unique scope of work for items including Fresh Fridge repair, custom built wooden displays, junk removal, and lighting repairs. Standard Operating Procedures were created so every person that touched their account understood what the client expectations were regarding all scopes of work. NEST also assigned primary service providers from their Independent Service Provider Network for all of Lush's shops so the teams could become familiar with the service providers, thus building a level of trust. Relying on NEST's network meant all service providers would be guaranteed to be compliant, quality assured, and licensed.

Now, instead of worrying if a job was complete the first time or trying to find coverage for a technician that did not show, Lush can focus on being proactive instead reactive. NEST Facilitate, the industry-leading workorder platform, giving Lush the data and analytics to start setting trends and budgets for the upcoming year helping to make them more focused. NEST Facilitate allows Lush to handle their work orders, invoices, workorder pictures and notes, and quotes all within one platform.

The Results

Lush can now tell a story with their FM program that helps shape their plans into the future making them more strategic and less tactical. Without adding to Lush's headcount, NEST has become an extension of the Lush FM Team, even making it into their out of office messages for any R&M issues. A true 24/7/365 partnership has benefitted the Facilities Manager with a peace of mind and better work life balance that is too valuable to put a price on.

