



STORE REFURBISHMENT SUPPORT SERVICES

Case Study: Retail Services – DIY Retailer

A DIY retailer needed a solution to **support the existing store staff on a store refurbishment program**

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A DIY retailer supplying trade quality DIY and home improvement products at low prices which are available to order in-store, online or by phone, required the support of RGIS. The retailer has 230 stores with garden centres, kitchens and bathrooms, in which it has extensive ranges from budget take away offerings to bespoke professional designs.



REQUIREMENT

The DIY retailer needed a solution to **support the existing store staff on a store refurbishment program** to ensure all the stores reopened on time.

The DIY retailer required RGIS to provide the following:

- **Work closely** with the retailer's in-house teams
- Teams of **experienced merchandisers**
- Shifts of 12 hours to meet timeline
- **National coverage**, with local teams



SOLUTION

The DIY retailer partnered with RGIS to complete the **store refurbishment support project**, and RGIS provided the following:

- Scheduled teams of **two or three experienced RGIS merchandisers**, dependent on the size of the store, over eight weeks
- Took direction from the store staff to be able to support in the areas most required
- **Stacked shelves** with stock
- **Tidied and cleaned** each store



RESULTS

The DIY retailer found by outsourcing the **store refurbishment support project** to RGIS, the following results were achieved:

- All stores had the **correct stock in place** on shelves
- Stores were able to **open on time** as planned, with no issues
- The customer's high standards and expectations were exceeded by the RGIS merchandising team at all times



By partnering with RGIS, the DIY retailer found that due to the **merchandising support received all stores were able open on time** and the expectations were exceeded at all times



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People Services



Stock Replenishment



Collaborative
Approach



High Standards



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