

SEASONAL POP-UP STORE

BUILD-OUT / REPAIR & MAINTENANCE

CASE STUDY

HIGHLIGHTS

250+ seasonal pop-up stores, each location with unknown conditions and customer specifications, successfully completed.

NEST programs were developed for build-out, fire protection, and HVAC to offer consistent service delivery and overall cost containment.

Progress was streamlined and costs were reduced by strategically hiring Service Providers in designated regions to manage locations with specific scopes of work.

RESULTS

330%

increase in # of locations that were awarded to NEST for repair & maintenance after a successful 2017

\$40K

savings by moving off existing software and leveraging NEST Facilitate™

"To sum up 2018 temp build outs: when planning met execution and our goals were realized, we had a winning scenario. We're going to crush it in 2019!"

DIRECTOR, CONSTRUCTION

SITUATION

- Seasonal retail pop-up stores with 250+ locations to be opened between August 1st and September 1st with one-day turnaround.
- Conditions of each location unknown at onset - different scope of work and opening date for each location. Some locations had materials and fixtures from the previous tenants that had to be broken down before the new store could be opened.
- Scope of work included: electrical for cash wraps and displays, safe installation, fixture installation, fire protection/monitoring, certification of extinguishers, and HVAC inspection.
- HVAC, electrical, and fire to be brought up to code for Certificate of Occupation with city codes varying by state and municipality.
- Late signings of leases require expedited opening date.
- All repair and maintenance to be managed once location opened.

NEST SOLUTION

- Hired dedicated Service Providers familiar with the brand to handle a group of locations and services, saving time in scheduling and execution.
- Created fire protection program to deliver discounted cost on extinguishers and monitoring services.
- NEST developed benchmark pricing for electrical services.
- Managed daily operations and progression updates, confirmed site completion, and resolved challenges in a timely manner.
- Provided customized process enhancement tools: software, real-time access to services, 24/7 command center, and business analytics.
- Worked closely with store Director of Operations to prioritize the weekly list of locations to service and open.

RESULTS

- Developed fire protection program that delivered consistent service delivery and cost containment.
- All locations completed on-budget and within project scope and schedule.
- NEST Facilitate™ platform provided visibility across all service disciplines with ability to pull quality data to produce reporting and analytics.