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Case Study: Medium Box Retailer / Bankruptcy Liquidation /Store Closings

Background:

A leading global provider of in-home movie and game entertainment, with approximately 3000 stores in bankruptcy.

Opportunity:

- Closing 200 plus locations per month across all 50 states including Alaska and Hawaii
- Content Removal
- Repairs and Rebuilds
- Signage Removal and Facade Repairs
- Work with Landlords to bring space to proper condition for turnover.

Solution:

- Prep: After location assignment, preparations made with crews, landlords, and stores for smooth transition of designated turnover – generally 3 or 5 days after closing.
- Assess location and communicate any issues to the customer
- Worked within stringent time frames set by the customer to receive keys to all locations closing for that month on the same day at the same time and turn the location over to the landlord with tight schedules to complete all work in 3 or 5 days.
- Built network of licensed and certified workers to facilitate quick and safe turnaround for the customer.
- Created application to allow better communication and updates from the field all the way up to the customer and landlords to make sure we stayed on top of timelines. This included uploading of all documentation including photographs to customer site through automated processes saving 40 hours per month of dedicated data entry labor.
- Demo and removed all contents. Repaired all structural damage, Repaired and capped all electrical and winterized locations that were in colder climates.
- Removed all outdoor signage - properly capping and hiding electrical and repairing facade.

Results:

- Elimination of client's landlord overage fees by meeting all timelines
- Saved customer time and money in overage fees per location due to our technology advantage over competitors.
 - increased customer loyalty
 - created more opportunities with other accounts through relationship with outgoing facility managers
- Recognized as the only vendor to be able to finish all work on time while providing coverage in all 50 states resulting in all business assigned to Dynamic for the final year of closings
- Closed over 2000 locations for this one customer
- Built strong nationwide network of handyman, signage, electrical, and plumbing crews



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Case Study: Medium Box Retailer

Background:

A leading global provider of in-home movie and game entertainment, with approximately 8,500 stores throughout the Americas, Europe, Asia and Australia. Commercial Carpet Care Programs

Opportunity:

- 6 Truck mounted carpet extractions per year
- 6 window cleanings (3 out + 3 in/out)
- 2 pressure washing of sidewalk
- 2 pressure washing of awnings
- 1 strip and refinish (backroom, restroom, breakroom)
- * High dusting on request
- * Implement vacuum rotation program

Solution:

- Approximately 1300 locations throughout the Midwest and over 8000 cleanings within these locations
- Dynamic Systems implemented a two store per night program
- Average location size of 4500 square feet (cleanable). Our technicians perform services in an average 3 hour time frame to minimize time for the store's staff
- Operating from our 3 main offices near Detroit, Chicago, Atlanta, and our satellite locations in Minneapolis, Kansas City, St. Louis, Indianapolis, Columbus, Cincinnati, and Jacksonville we develop a schedule of services plus the availability to respond to emergency services
- Developed a unique vacuum rotation program

Results:

- Partnership for over 25 years and achieved a preferred vendor status while being recognized with several service vendor awards
- Flexibility over the years to grow and adapt while offering cost saving solutions
- Extended the average carpet life from 3-5 years to 5-8 years
- Saved approximately 2 million dollars over a 4 year period in new vacuum purchases and repairs

Medium Box Area Map of Serviced Locations

Custom Territories

- Medium Box - Areas Serviced
- Similar Medium Box Serviced



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Case Study: Specialty Coffee Shop

Background:

With over 10,000 locations, their objective is to establish themselves as the most recognized and respected brand in the world.

Opportunity:

- 4 Truck mounted carpet extractions per year
- 4 – 6 Ceramic tile cleanings - Truck Mounted Turbo-Hybrid Tool
- 12 Window cleanings
- 6 – 12 Pressure washing of sidewalk, patio, drive thru
- 1 – 2 High dusting per year

Solution:

- To facilitate cleaning and not impact the store teams we implemented a multiple facility cleaning after hours and before store opening at 5:30am. Based on the rotation and number of services per location we can access and clean 2 to 5 locations per night. Working with each Area, Region, District and Store managers we provide package programs customized to the size, volume and needs of each location.
- Entrusted with Keys and Alarm Codes for all locations serviced.

Results:

- Realized a 20 to 30 percent decrease per store budget by partnering with Dynamic to combine these tasks as apposed to managing each task individually with several contractors
- Meeting their changing of retail set ups to include more drive thrus and adding carpet to their facilities

Dynamic Systems - Specialty Coffee Shop Area Map



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Case Study: Medium Box Auto Parts Supplier

Background:

Automotive after market retailer in the United States based on sales and store count, operating in 40 states, Puerto Rico and the Virgin Islands. Listed among the Fortune 500 companies. Operating with more than 2,800 stores and employs more than 41,000 Team Members

Opportunity:

- Yearly Service - Complete strip and application of 5 coats finish
- New Stores - Slop coat after tile is installed - Strip / 5 coats of finish after fixturing
- Remodeled Stores - Sunday after opening strip and application of 5 coats of finish

Solution:

- Created a new scope of work to better manage the current state of the locations
 - Brought in a new supply vendor for finish and equipment to be used on the flooring
 - Defined the process to be used to maximize the new products across all service vendors
- Service performed by locations assigned by territory broken into a 13 period yearly cycle. During these 4 week periods Dynamic can have as many as 250 or as few as 20 stores to service (not including new and remodel stores) Because of this fluctuation we developed a program with a combination of self perform teams and network contractors
- Schedules developed 60 days in advance of service based upon truck delivery dates working with Operations
- Schedules will be published to the DM's and SM's at least 45 days prior to service
- Reminder calls or mailings will occur 14 days before scheduled service at which time wax product presence will be confirmed
- A final call will be made on the day of scheduled service with a reminder to have at least 2 staff on duty & leave HVAC on

Results:

- This program has saved approximately 30 percent in annual maintenance and chemical costs over a two year period
- In addition, we have assisted with implementation of a base program which store teams can further manage the cleanliness within their facilities.

Medium/Large Box Hard Floor Care Areas Served

Custom Territories
 Areas Served



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Case Study: LARGE BOX RETAILER

Background:

A leading specialty retailer of consumer electronics. In the United States they operate 626 Superstores and five other locations in 158 U.S. media markets

Opportunity:

- 4 wall to wall extractions per year
- window cleanings as needed
- pressure washing of sidewalk as needed
- 1 strip/refinish "Race Track" and backroom, restroom, breakroom

Solution:

- We offered a program to meet the specific needs of their "large box" locations with multiple areas and varied traffic patterns.
 - This program consisted of the following:
 - 6 extractions per year (4 Traffic Areas, 2 Wall to Wall)
 - window cleanings as needed
 - pressure washing of sidewalk as needed
 - 1 strip/refinish "Race Track" and backroom, restroom, breakroom
 - 3 scrub and recoats

Results:

- With a more frequent presence in their stores we were able to better control spotting and frequent soiling of high traffic areas while maintaining costs consistent to 4 complete cleanings.
- By partnering with Dynamic to combine these tasks, this retailer realized a 30% decrease in their budget.

Large Box Retailer Area Map of Locations Served



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