



PPG SERVICES

CUSTOMER STORIES

CUSTOMER STORY:

Providing our Retail Customer a National, Centralized Solution for Painting

THE NEED: One of our retail customers includes a national Housewares & Furniture retailer with 122 stores across the United States and Canada. Prior to working with our team, our customer worked with multiple regional painting vendors to update their store locations, and an internal Facilities team would manage projects for those locations.

Our client **needed a solution that would allow them to streamline their painting program** and take the majority of the work off of their plates. There was also the concern of brand consistency; each store location had a unique scope of work and often had specific colors specified, so detailed work orders and ensuring consistency in color and quality were of great importance to our customer.

OUR SOLUTION: PPG Services has been providing **reactive** and **proactive** maintenance for this client for 3 years, helping keep locations updated and refreshed. Each location's scope of work varies from single walls or ceilings to full exterior repaints. The layouts of each store is unique, and so the scope of work will differ by location. While the average project size is around \$2,500, costs will often range from \$500 to over \$10,000. The PPG Services team typically turns around each individual location in under 7 days, from scope approval to completing the paint work. With our national network of contractors with a variety of skillsets, the PPG Services team is able to match the correct contractor for each store based on scope, location, and availability.

CONCLUSION: Moving from multiple, regional vendors to one centralized solution allows our client to better streamline their painting program.





PPG SERVICES

CUSTOMER STORIES

CUSTOMER STORY:

PPG Services Evolved with our Customer to Best Serve their Needs

THE NEED: PPG Services has worked with one of the top mobile retailers for years, and has continually adapted to fit our clients' needs. Originally, PPG Services worked directly with this retailer to **facilitate the painting maintenance** of hundreds of stores across the country, refreshing high traffic areas and keeping spaces looking clean and updated. As our customers' business grew, they eventually developed a need to engage with a third-party facility management company to help them oversee all of their facility management needs. This meant our existing flow of work was likely going to change, and the painting portion of facility maintenance would also run through their new facility management partner.

OUR SOLUTION: PPG Services worked to integrate with their new partners' systems, to allow us to continue to work on their locations, while mitigating risk of missing important details or timelines. With an in-house technology team dedicated to advancing our processes, PPG Services changed our workflow, as well as working with our customer's facility management partner to ensure they had the visibility and communication cadence they required from their painting vendors.

CONCLUSION: Our flexibility to pivot and quickly adapt our processes to best fit our customer needs has allowed us to maintain a relationship with our client over periods of change. Today, we continue to work with this same retailer, doing regular maintenance as well as rebrands.



Contact our Retail Vertical Leader to learn more about how PPG Services can assist with your retail painting program.

Logan Broadbent
LBroadbent@ppg.com
ppgservices.com

