

Planned Lighting Maintenance

National Retail Clothing Chain

Case Study



LEADING THE FUTURE OF
LIGHTING + TECHNOLOGY

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Project Details

Total annual service calls

1,480

Standard Service Level Agreement (SLA)

48-72 hours

On demand response

24 hours

Emergency response

4 hours

A leading clothing retailer with more than 600 store locations across the United States sought a cost-effective maintenance solution for the proprietary, customized lighting it used to enhance its brand, create unique store aesthetics, showcase store environments and feature apparel.

The Project

As a retailer that considers lighting a key performance indicator for its store managers, the clothing chain wanted to enhance lighting performance and streamline service calls for its U.S. operations.

The retailer already had a computerized maintenance management system (CMMS), ServiceChannel®, in place and sought a single point of contact for managing service calls and ensuring local maintenance professionals had the information needed to perform consistent work at each location.

The Solution

A Planned Lighting Maintenance (PLM) and On-demand solution with EMC gave the retailer a single point of contact for full-service lighting maintenance at locations nationwide. EMC electronically integrated with the clothing chain's ServiceChannel system, which sends store work tickets directly to EMC's service team. EMC also oversees the retailer's owned lighting inventory to ensure products are stocked and arrive as planned.

As part of the PLM, the retailer included automatically scheduled quarterly store visits, which allow for a more predictive approach to lighting maintenance. During these visits EMC conducts audits, makes immediate fixes and plans for work that can be made during the next quarterly visit. This approach allows the clothing chain to control costs while making good progress on previously deferred maintenance.

The Results

EMC integrated within the retailer's existing processes and systems to provide them with a clear view of their lighting maintenance program. The clothing chain also benefits from EMC's ability to leverage optimal pricing through bulk purchasing across their nationwide network of service partners.

The retailer's collaboration with EMC included targeted preparation for holiday sales: In a four-week on-demand service push, EMC ensured 65 locations were 100% lit for seasonal shoppers.

This strong relationship, EMC's knowledge of the clothing chain's store lighting infrastructure and clear data from the PLM provided the retailer with the operations oversight needed to begin implementing LED upgrade projects at 200 locations nationwide. These efforts significantly advance the retailer's progress achieving aggressive sustainability and zero landfill goals.



Make EMC Your One Call for Lighting + Electrical Service and Warranty Management

Quick, reliable communication
Dependable emergency support
Complete warranty management

Since 2003, EMC has led Fortune 500 companies through the LED lighting evolution, completing nearly 100,000 projects and providing planned lighting maintenance, emergency services and warranty management across their facility portfolios.

EMC's lifecycle approach to Lighting + Electrical Service and Warranty Management fits the unique needs of your operations, maximizing the efficiency, effectiveness and life of your lighting, controls, electrical systems and electric vehicle (EV) charging stations.

EMC Service Solutions

- **On-demand**
Repair or replace lighting and electrical components as requested.
- **Planned Lighting Maintenance (PLM)**
Make costs predictable with a lifecycle approach.
- **24/7 Emergency**
Call directly for immediate service anytime, anywhere.



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