

Location: Americas

Client: **North American Department Store Chain**

## Building Services Network enables trendy refresh in record time

### Challenge

- Retail client wanted to refresh interior and exteriors of 75% of their retail stores – it was national in scale and involved multiple trade types. Client wanted to use their existing vendors, due to familiarity of the store operations, to perform the refresh.
- Due to a 3x increase in general break and fix + cleaning requests caused by construction activities, the existing vendors could not perform the refresh and address this extra work! Also, work order completion times were suffering due to their current vendors being overwhelmed.

### Solution

- The client approached Building Services Network (BSN) for a solution – BSN proposed setting up as an extension of their facilities team to manage day-to-day break and fix maintenance inside of JLLT's proprietary Corrigo work management platform.
- BSN was also asked to service some locations in rural, “hard to serve” geographies.
- **The caveat** – due to the tight schedule, BSN had to be implemented and performing work at all locations within 45 days.

### Results

- BSN stepped up to the challenge and **went live with their solution in 45 days** as required.
- BSN's provider team had **100% day-one coverage** in rural areas and work order completion rates were **88% on time** in the first week, with a **95% satisfaction score**.

### Contact

helloJLLT@jll.com

JLL Technologies (JLLT), a division of JLL, a world leader in real estate services, helps organizations transform the way they acquire, operate, manage, and experience space. A first-of-its-kind team combining builders of high-growth tech companies and commercial real estate experts, JLLT delivers a comprehensive technology portfolio of purpose-built solutions and leading edge, venture-backed companies to meet and exceed the industry's demands for better business intelligence, workplace experience, and smart building platforms. Learn more at [www.jllt.com](http://www.jllt.com).

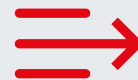
© 2020 Jones Lang LaSalle IP, Inc. All rights reserved.



**100%**  
site coverage



**95%**  
in-store  
satisfaction



**45**  
days for go-live