



CASE STUDY

# Locking Down Success: How RMS Enabled Timely Store Openings and Expanded Its Partnership with a Major Sportswear Retailer

## Services:

General Maintenance, Electrical,  
Plumbing, Locks & Security



**Retail  
Maintenance  
Specialists**



## Overview

Retail Maintenance Specialists (RMS) is a trusted facilities maintenance company that provides a range of services to retailers nationwide. This case study explores how RMS helped a leading sportswear and footwear retailer navigate significant challenges caused by the COVID-19 pandemic. Implementing an innovative upcycling solution, RMS enabled the opening of two dozen new stores on schedule and conducted repairs on hundreds of existing stores.



### SITUATION

## Supplier collapse threatens retailer's expansion plans.

The retailer faced numerous challenges due to the COVID-19 pandemic, particularly with their primary lock provider. This provider, who manufactured and serviced their unique lock and key systems, **experienced a complete supply chain and internal collapse during the pandemic.** The provider could not secure the necessary parts/components from China, and the manufacturer responsible for creating the custom keys had sold their equipment to a company in Italy. Given that the retailer's lock and key systems could only be obtained through singular, secure channels, they were unable to access critical materials required for opening new stores.

## SOLUTION

# RMS's creative upcycling solution enables expansion.

With an urgent need to find a solution, the retailer turned to RMS.

RMS immediately took action to solve the problem, proposing an upcycling initiative that would refurbish locks from closing stores to be used in new ones. RMS implemented a complete upcycling program that involved recovering, restoring, and refurbishing various parts/components. Additionally, RMS assumed responsibility for working with the original manufacturer, handling material purchases and maintaining the relationship. This partnership with RMS relieved the retailer of trust issues and burdens and provided a dependable short and long-term solution.

## OUTCOMES

# Timely store opens and an expanded partnership.

Through the upcycling program, RMS demonstrated its commitment to the retailer and the importance of a strong customer-provider relationship. As a result, RMS became the sole stocking supplier of the retailer's secure key system and the primary installer and service contractor for locks and keys, facilitating operations between the retailer and the manufacturer.

The program enabled the timely and secure opening of new stores and facilitated repairs in hundreds of existing stores. With a dedicated team, RMS currently supports all the retailer's 1,700 locations in the United States.

WRAPPING UP

## Innovative thinking and a commitment to customer solutions.

This case study showcases how RMS embraced innovative thinking and successfully navigated a challenging situation. By implementing the upcycling program, RMS expanded its partnership with the retailer and demonstrated its commitment to delivering unique solutions.

ABOUT RMS

## Your no-nonsense, all-action team.

RMS is the preferred facilities maintenance company for mid-sized retailers, restaurants, medical offices, and financial institutions nationwide. We keep facilities running at peak performance through proactive maintenance solutions delivered by hands-on specialists who care for your facility as their own to protect our customers' brands, productivity, and bottom line.



✓ Quality Service  
from Start to Finish

✓ Proactive &  
Flexible Approach

✓ Hands-On Maintenance  
Specialists

# Contact RMS Today

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