



# MERCHANDISERS FOR MAJOR RENOVATION PROJECT

**Case Study:** Retail Services – Discount Retailer

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## Case Study: Retail Services – Discount Retailer

A leading discount retailer in the UK that has over 500 stores and employs over 28,000 staff, required the support of RGIS. The discount retailer has over four million customers to the stores per week throughout England, Scotland, Wales and Northern Ireland. Departments include home, garden, back to school, toys, food, health and beauty.

### REQUIREMENT

The discount retailer required **900+ experienced merchandisers** to help support a **major renovation initiative**. Some stores were moving to new buildings and the rest of the stores would receive new fixtures.

The discount retailer required RGIS to provide the following:

- **Experienced merchandisers** in all stores across the UK
- New fixtures and signage to be **correctly installed**
- **Planograms had to be executed accurately** in every store
- Once completed, **tidy and clean the store** ready for opening

### SOLUTION

The discount retailer partnered with RGIS to complete the **major renovation project**, and RGIS provided the following:

- RGIS assembled **core teams of experienced merchandisers** to work with the discount retailer across the UK and Ireland
- **Scheduled stores** to ensure all were completed within a specified timescale
- RGIS teams led both **day and overnight shifts**
- Each store manager had **direct contact with the RGIS team supervisor** they would be working with on the project

### RESULTS

The discount retailer found by outsourcing the **major renovation project** to RGIS, the following results were achieved:

- The discount retailer didn't have to keep contacting agencies to top-up staffing numbers
- The process was **efficient and accurate** due to experienced RGIS merchandisers being used
- Needed less staff than anticipated due to the **experience levels of the RGIS staff**



By partnering with RGIS, the discount retailer found that **less staff were needed for the project** due to the high **experience levels of the RGIS team**, and the tasks were completed **efficiently and accurately**



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People Services



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