



COMPLETING STORE SURVEYS FOR NATIONWIDE PET RETAILER

CASE STUDY

CLIENT

Pet Retailer

Industry: Retail – Pet Products and Services

Scope: 109-store layout surveys across the UK and Ireland.



The customer chose RGIS due to the proven ability to meet tight deadlines and deliver high-accuracy store layout surveys.

CONCLUSION

Despite the extremely tight timeframe, RGIS successfully delivered full estate surveys and CAD plans for 109 stores within five weeks. The customer expressed satisfaction with the quality and timeliness of the work and would consider using RGIS again for additional surveys. For future projects, a more extended timeline would be recommended to ensure even smoother delivery.

This project showcases RGIS's capacity to mobilise a large team, deliver high-volume site audits, and produce CAD outputs to support strategic retail planning.

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HOW WE CAN HELP YOU**



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CHALLENGE

The customer had no existing CAD plans for the majority of its stores and urgently required a complete estate-wide survey to inform future store planning and merchandising decisions. The survey needed to be delivered to a tight five-week deadline across more than 100 sites. The retailer needed:

- Accurate surveys of sales floors, backroom areas, front-of-store merchandising zones, and offices.
- Creation or updating of CAD plans.
- Detailed measurements, fixture placement, and planogram references.

WHY RGIS?

The customer chose RGIS due to the proven ability to meet tight deadlines and deliver high-accuracy store layout surveys. RGIS offered both speed and scale—delivering site audits across the UK and Ireland within a compressed timeline. Additionally, the ability to update existing CAD layouts and build new ones from scratch using the Data Collector software, combined with experienced surveyors and QA teams, positioned RGIS as the right partner.

OUR SOLUTION

Experienced RGIS teams conducted comprehensive surveys for all stores:

Survey Breakdown:

- 60 stores had existing CAD plans updated using RGIS Data Collector.
- 49 stores were drawn from scratch using store outlines.

Data Captured:

- Fixtures: 20,506.
- Measurements: store dimensions, aisle widths, ceiling heights.
- Fixtures included shelving counts, colour, and planogram placement.
- Planograms were identified manually based on a pre-provided library.

RESULTS

- All stores surveyed within 5 weeks – including both UK and Ireland.
- Accurate CAD plans delivered with high attention to fixture data and layout detail.
- All data captured and stored in SmartSpace SQL database.
- Photos taken in-store for visual verification and QA.
- Positive customer feedback on accuracy and speed of delivery.
- SLS team completed 167 hours of overtime to meet the deadline.