

RETAIL SOLUTIONS:

Case Study

Tyco is a nationwide provider of integrated Fire, Security and Electrical Testing Solutions, currently servicing a broad range of Retail sector customers, including over 35% of the High Street, with a unique package of compliance solutions, developed to meet the specific needs of both multi-site and independent stores.

TK Maxx

Delivering Value with Tyco

Tyco support the needs of TK Maxx across their Fire Alarm, Portable Fire Extinguishers, Emergency Lighting, Sprinkler Systems and Smoke Vents, nationally.

Faced by a customer requirement to reduce call outs and limit impact on the sites, Tyco were chosen for our commitment to service levels and our ability to identify, understand and quickly resolve important issues at first visit. Our expertise coupled with our pool of multi- discipline technicians ensured reduced numbers of service visits helping staff to remain focussed on servicing their own customers.

Tyco implemented a programme which delivered an automated system that froze service at 3 call outs per site per month. Our Account Manager and the client team then reviewed the reasons for continuous call outs and collectively developed solutions to deliver further reductions; i.e. call outs as a result of testing procedures, identifications between systems and similar. The ability to do this was enhanced by our remote diagnostics. This enabled Tyco to manage overall programme costs down.



HMV

Orchestrating Fire Safety Solutions

The brief from HMV to Tyco was clear – to provide fire safety services to meet the needs of the UK's leading chain of music stores. With its head office in London and 146 stores throughout the UK, HMV needed a reputable supplier that could be relied on.

Murray Cruikshank, Property Development Manager with HMV has experienced first hand the benefits of working with an independent supplier of fire and security services and equipment.

"My rationale for choosing Tyco was based on their commitment to service levels – one of the things I value most about working with the Tyco team is their ability to identify, understand and quickly resolve important issues. I have the confidence that I can pick up the phone to them and will always deal with someone who is able to help me achieve my aims."



Dixon Retail Group

Big Brands Different Challenges

The Dixon Retail group (formerly DGSi) is home to several of the leading high street and retail park brands in the UK including Currys, PC World and Dixons with a portfolio of over 500 sites. Tyco support the fire safety compliance needs of the group across it's varied portfolio of shops and locations. Speed of response and delivering both planned and reactive maintenance on time were the essential requirements of Dixon Retail. Working with the groups chosen Facilities Management partner, Vinci, Tyco shaped a comprehensive multi- disciplinary programme to meet the customers needs.

A comprehensive planned and reactive maintenance service has been delivered across the complete range of portable Appliances, Fire Alarm, Emergency Lighting, Smoke Vents and Fire Suppression requirements. Embracing the new Tyco technology as you would expect from a technology company Dixon Retail have benefitted from the Tyco real-time reporting and diagnostics.

