



ENSURING STRUCTURAL INTEGRITY

**One  
of the  
nation's  
top 10  
retailers**

#### LIGHTING CASE STUDY

One of the nation's top 10 retailers, with a broad customer base and diversified consumer goods product offering, partnered with Exo in 2016 for lighting asset management support. The retailer operates stores across the entire U.S. and has a loyal brand following.



## The Problem

Despite having ongoing lighting maintenance and paint remediation programs in place, the large retailer experienced several lighting structure failures in 2015 that were of great cause for concern. Due to the expansion of strip malls and shopping centers throughout the 1980s, 1990s, and early 2000s, most of the structures were 15-30 years old and approaching the end of their useful life.

The failures created an uneasiness about customer safety that pushed the

company to re-evaluate its programs and identify gaps in current inspection and asset management processes. Its dedication to delivering exceptional customer experiences necessitated sound structures so customers would not be in danger walking into the stores.

In taking a closer look at its current approach, the retailer realized it needed an inspection partner to help resolve the large-scale issue through a strategic, pragmatic and proactive asset management program.



## The Exo Solution

The client selected Exo as its partner in creating this program due to the company's asset management expertise and experience in the commercial, retail, real estate, and property management spaces. To start, Exo launched a pilot program across 10 stores, using state-of-the-art non-destructive testing techniques to quickly assess the health of the assets. Based on the results of the pilot, Exo then created a multi-phased inspection program to evaluate the remaining stores, using data from the initial assessment to make educated decisions about future inspection phases. These phases included:



### INSPECTION

Conducted a comprehensive baseline review of all assets to determine client-wide conditions and made recommendations for future repairs



### FIELD SERVICE & REPAIR

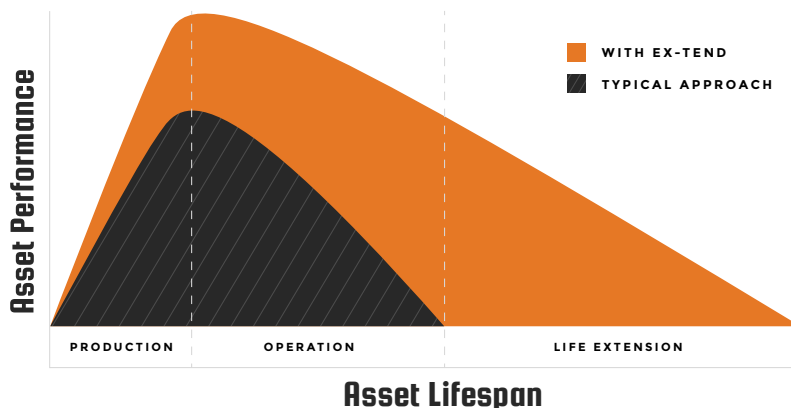
Designed, specified, and facilitated remediation of the found issues in a phased approach



### ASSET PROGRAM MANAGEMENT

Established an ongoing maintenance program to extend the life of the assets, reduce costs, improve safety, and increase predictability

Through Exo's work, the retailer was able to identify causes of poor asset conditions beyond age, such as location, installation, quality of materials, maintenance, design, weather events, and more that would be factored into its future lighting program decision-making process. The retailer, aided by Exo's **Ex-Tend™** lifecycle management solution, is now taking the appropriate measures within the program to prevent these forces from causing future harm.



### What is Ex-Tend™?

**Ex-Tend™** is Exo's full lifecycle management solution that empowers asset owners to proactively care for and increase the lifespan of their structures. Through a long-term, data-driven approach, the Exo team applies the proper mix of quality assurance, inspection, field service & repair, and program management services to help maximize asset performance and longevity.



## The Results

### AVERTED A FAILURE CRISIS AND IMPLEMENTED A NEW FRAMEWORK

By partnering with Exo, the retailer was able to implement a comprehensive inspection program that evaluated structural components, rather than standard performance functions.

It has transitioned to a proactive inspection approach and will continue partnering with Exo for turn-key asset management and ongoing regularly scheduled inspection cycles. By proactively caring for its structures, the retailer is able to save money by maximizing their lifespans for long-term use while also strengthening its brand, minimizing risk, increasing safety, and providing a premier customer experience.

#### Additional project outcomes included:

- Zero failures of structures Exo cleared or repaired
- Project savings of \$100,000s in unplanned/reactive replacements and millions in liability/risk exposure
- Asset management portal (Exo-Link) established to proactively execute the **Ex-Tend™** lifecycle management solution for future portfolio decision-making
- Project completed on-time and on-budget
- Perfect safety record during the 10,000+ hours worked on the project
- 20,000+ assets serviced



Contact Exo to safeguard your assets now, and get a comprehensive maintenance plan for the future.