



Big 5 Sporting Goods

Sign Maintenance With A Winning Program

As one of the Top 10 sporting goods stores in the U.S., Big 5 continues to prove their ability to win at their own game. With over six decades under their belt, the retailer currently operates more than 400 stores throughout the western United States.

Founded in 1935 with just five stores in California under the name "Big 5 Stores," they initially sold WWII army surplus items and an assortment of household wares and hand tools. Their continual growth is proof they mean business.

So what do Big 5 and Federal Heath have in common? A team approach to exterior sign repairs that has lasted for more than twenty-five years.

Highlights

- » Maintenance partner since 1996
- » Fixed-rate maintenance program provides unlimited maintenance
- » Covers all electrical repairs & cleaning
- » Service provided at 225 locations



Great Communication Drives Success

At the core of this successful partnership is communication. We work directly with their facilities team, fielding all service requests, providing updates, custom reporting and any emergency service requests that arise. Signage varies per location and can include 2-3 sets of channel letters, a freestanding pylon, and tenant faces.

A bonus that comes with having a fixed-rate program is that they know exactly what their spend is each month, effectively eliminating any unplanned expenses to their budget.

Each location is tracked in our system, streamlining the process even more. We maintain records on each location, including types of signage, and a history of all repairs performed, including materials used.

Communication For the Win!

- » Single point of contact simplifies maintenance requests and provides direct and immediate access for their facilities team
- » In-depth understanding of their signage through our long-term relationship means we can respond to, and repair outages quickly
- » All parts and labor are included - no hidden costs
- » Just one monthly invoice reduces administration time and expense
- » Open and transparent lines of communication has fostered mutual respect and trust