



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.

They were founded in 1955 with just five stores in California under the name "Big 5 Stores," which sold WWII army surplus items and various household wares and tools. They later changed their name to "Big 5 Sporting Goods" as they began specializing in sporting goods.

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

Highlights

- Maintenance partner since 1996
- Fixed-rate maintenance program that provides unlimited maintenance
- Maintenance plan covers all electrical repairs, including cleaning
- Service provided for 393 stores spread throughout eleven western states



www.federalheath.com



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 of having a fixed-rate program is that they know exactly what they spend 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, including materials used.

Communication for the Win!

- Single point of contact simplifies maintenance requests and provides direct and immediate access for their facilities team.
- An intricate understanding of their signage through our long-term relationship means we can quickly respond to and repair outages.
- All parts and labor are included - no hidden costs.
- Open and transparent lines of communication have fostered mutual respect and trust.