



ENSURING ACCURATE STORE METRICS FOR COMPLIANCE AND PERFORMANCE

CASE STUDY

CLIENT

DIY Store Chain

Industry: DIY/Retail Sector

Scope: Full survey of 32 stores to optimise store performance metrics.

The DIY store chain selected RGIS for its proven experience in retail mapping and compliance surveys and ability to mobilise trained teams rapidly.

CONCLUSION

This project has strengthened the DIY store chain's ability to make data-driven decisions around store layout and compliance. Based on continued satisfaction, the customer is expected to repeat the survey process annually, positioning RGIS not only as a trusted inventory partner but also as a solution provider in compliance and store planning.

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HOW WE CAN HELP YOU**



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CHALLENGE

As part of a compliance-driven initiative, a DIY store chain required a comprehensive survey across 32 of its stores. The company needed to verify and update its records regarding the total square meterage of sales areas and the linear metres of product shelving across all stores. These updates were critical for both internal performance evaluation and to ensure alignment with the country's tax authorities.

The project had a tight deadline, late confirmation, and required accurate data capture and reporting within a very short period of time.

WHY RGIS?

Having previously worked with RGIS on a successful store survey, and with additional trust built through inventory processes, the DIY store chain selected RGIS again for its:

- Proven experience in retail mapping and compliance surveys.
- Ability to mobilise trained teams rapidly.
- Existing knowledge of the customer's store formats.
- Use of SmartSpace and integrated survey tools for precise data output.

OUR SOLUTION

The solution was structured around a two-month project period (October to December), including initial scoping, planning and execution:

Deployment:

- Creation of tailored rollout plan across all stores.
- Dedicated RGIS survey team.
- Use of laser metres and PCs running NGEN and SmartSpace.
- Targeted execution to fill the gaps from seven stores not fully surveyed previously.

Special Requirements:

- Surveys conducted during working hours
- PC-based capture and reporting
- Standardised outputs for internal and regulatory use

RESULTS

- All 32 store surveys completed, resolving prior data gaps.
- Enhanced performance metrics by capturing precise linear metres by product family.
- Ensured compliance with the country's tax authorities regarding square metre reporting.
- The DIY store chain expressed high satisfaction with the speed and professionalism of the deployment.
- Results aligned with the successful survey completed previously by RGIS for the DIY store chain, building further confidence in RGIS.