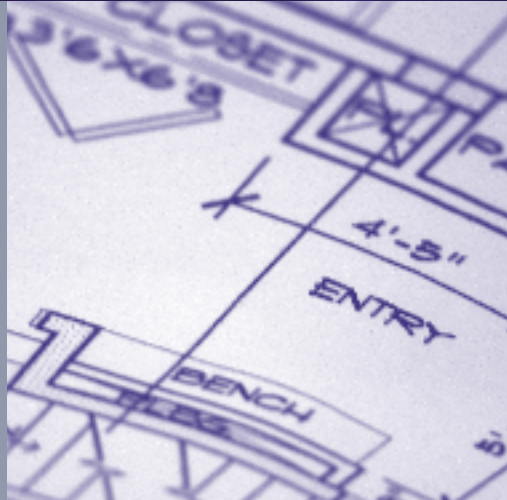




define your space



Retail ESP (**Enterprise Solutions Partners**) is a unified group of accomplished product and service providers focused on fulfilling the life-cycle needs of a multi-location enterprise. Synergies gained by communication, consistency and leveraged buying are the building blocks used by ESP members to provide innovative solutions.

From concept and prototyping through material procurement and maintenance, ESP works behind the scenes to enhance project management and day-to-day operations. We help your enterprise meet today's most demanding schedules.

### design your space

**EFFICIENCY** of process is achieved with intuitive design, standardization and thorough due diligence. Our experienced Architects, Consultants and Engineers understand the long-term goal of the multi-location Owner.

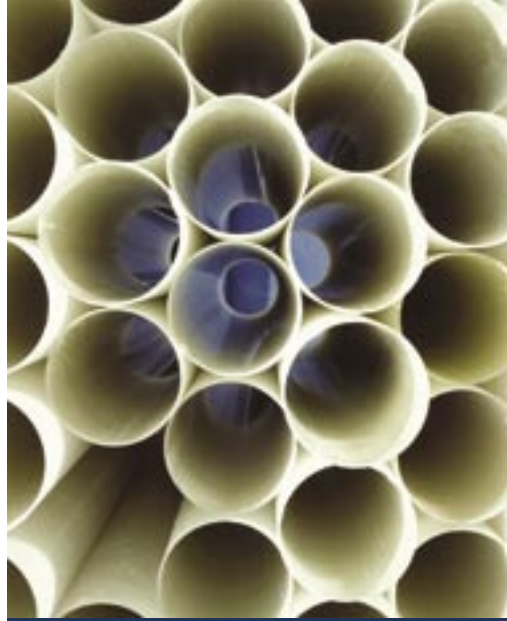
### supply your space

**CONSISTENCY** of your brand is achieved by using a well-trained, proven group of vendors and standardized products. Our experienced Manufacturers, Suppliers and Certified Installers understand the meaning of Grand Opening and communicate behind the scenes to support that goal.

### maintain your space

These additional layers of **EFFICIENCY** and **CONSISTENCY** allow ESP members to generate strategic opportunities often overlooked by the corporate structure. ESP service members take advantage of this to save time and money, keeping your locations at peak performance.

Whether your enterprise is well-established or just getting started, our combined retail experience and integrated solutions will save you time and money, ensuring your continued success.



#### KEY BENEFITS TO WORKING WITH RETAIL ESP

- TIME SAVINGS
- CONSISTENCY
- PROJECT MANAGEMENT ASSISTANCE
- SERVICE
- POTENTIAL COST SAVINGS

### integrated solutions approach

Cross-vendor solutions save time and money. Just as your departments work through handoffs, we do the same behind the scenes. Efficient direct lines of communication are the key to our successful life-cycle approach.



### membership requirements

#### WHAT DOES IT TAKE TO BE AN ESP MEMBER?

The core ESP members identified the critical services and products it takes to expand and maintain a profitable chain. Next, we sourced experienced companies with proven track records to fill these needs. Only one vendor per identified chair is invited.

- Must be invited by another member having experience working directly with the company, or nominated by an industry-leading client.
- Are tops in their field with a focus on service, competitive pricing and low life-cycle costs for the client.
- One-call centralized coordination with nationwide coverage is a must.

#### WHAT DOES IT TAKE TO REMAIN AN ESP MEMBER?

To ensure long-term satisfaction, customer surveys are taken on a regular basis. Members feel that we are as strong as our weakest link. We insist on accountability and as a team do whatever it takes to support the next ESP member in the chain.

*This team approach is our greatest asset and your biggest value.*

## design your space

Efficiency of process is achieved with intuitive design, standardization and thorough due diligence. Our experienced Architects, Consultants and Engineers understand the long-term goal of the multi-location Owner.

### DUE DILIGENCE

The success of your project lies in the preparation and confirmation of the details. This allows accurate ROIs and prevents blown budgets. ESP members offer comprehensive Geotech and site surveys. The unknown can be very costly however; we can put your mind at ease.

### ARCHITECTURE AND CONSULTING

Our award-winning Design Consultants can enhance your new concept or put a fresh face on your existing establishments. Our Architects and Design Consultants create cost-effective spaces to meet customer and staff needs without sacrificing individual style. Thanks to the direct lines of communication between downstream ESP members, your Prototypes will ensure consistency and savings throughout the construction process.

### ENGINEERING

Structural, Electrical, Mechanical and Fire Protection act as one to create the details used to define your building. We strive to keep construction budgets on target, labor to a minimum, and operating costs low. To ESP members, "value engineering" does not mean sacrificing material quality at the expense of higher operating costs.

## supply your space

Consistency of your brand is achieved by using a well-trained, proven group of vendors and standardized products. Our experienced Manufacturers, Suppliers and Certified Installers understand the meaning of Grand Opening and communicate behind the scenes to support that goal.

### DOCK AND WAREHOUSE EQUIPMENT

Retail at the chain level is a system. Speed to market can be your biggest advantage; the most timely delivery process wins the day. Dock equipment, lift trucks, and behind the house operations must work in harmony. Nothing can stop the flow of product to the customers. ESP members work together to streamline your supply chain.

### RESTAURANT AND REFRIGERATION EQUIPMENT

Every step and every movement adds time to the process of serving the customer. Having a well-organized back-of-house has many benefits, not just to the bottom line, but also to the safety and well-being of your staff. The ESP process brings everyone involved in this area together. An integrated solution as opposed to layered solutions is the key to our success.

### HVAC AND EMS

Comfortable environments generate profit, but have a big effect on operating costs. Efficiency here is obvious and ESP members work together to design your system to maximize comfort and reduce operations cost as a team. Our Mechanical Engineers work directly with the factory to incorporate the latest technology and see that it is installed to maximize savings.

### HARDWARE, DOORS AND ACCESSORIES

New advancements in electronic hardware play a critical role in protecting your personal safety and assets. They are often connected to receiving your "Certificate of Occupancy." ESP members from Electrical, Fire Protection and Security coordinate electronic access, key systems and controlled egress to reduce eleventh-hour finger pointing. ESP members know what it takes to ensure delivery of the C of O.

### SECURITY SYSTEMS

Shrink comes straight from the bottom line and is a never ending battle. ESP members understand its importance to the retail client and work with your staff non-stop to reduce shrink. Metal security shutters, electronic surveillance, EAS, controlled access, and time and attendance are all covered within Retail ESP members.

### ELECTRICAL AND COMMUNICATIONS

Your buildings have a low voltage and high voltage central nervous center. Electrical and Communications rooms disperse the power required to keep your lights, displays, and POS running. Traditionally thought of as part of the fixed construction, these elements are now being installed as flexible systems. ESP members understand your need to stay ahead of today's dynamic customer demands.

### INTERIOR FINISHES

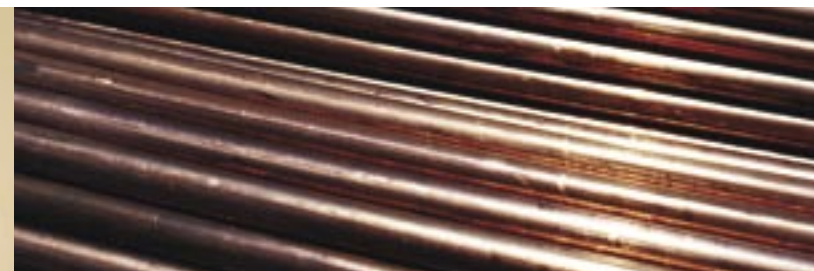
Paint, wall coverings and flooring define your space. Consistent branding is very important to multi-location Owners; color, texture, design and cleanliness enhance the shopping experience. By using the same products and installation process, the Owner saves time and lowers the average material costs. Customers are comforted by this consistency. From planning through maintenance and every level in between, it pays to be consistent.

### SIGNAGE

Branding matters here, too. However, exterior signage has many challenges. Permits, variances, and poor installations can endanger budgets and project schedules. Our members have negotiated their way through the most demanding City Officials to get the best possible option. In addition, as with all supplying members, they have a network of installers and maintenance personnel to maintain and protect one of your most valuable assets: "Branding."

### FIXTURES

Fixtures are the silent workhorse of the sales floor, required to be sturdy, flexible, and able to handle the load. They can also be used as a design statement distinguishing your style from the competition. As a team fixture designers rely on our ESP Hardware experts for detailed advice on locking and finish hardware. ESP members know flexibility and durability are highly valued in today's retail environment.



project timeline

DUE DILIGENCE

ENGINEERING

RESTAURANT &  
REFRIGERATION  
EQUIPMENT

ELECTRICAL &  
COMMUNICATIONS

SECURITY SYSTEMS

SIGNAGE

ARCHITECTURE &  
CONSULTING

DOCK & WAREHOUSE  
EQUIPMENT

HARDWARE, DOORS  
& ACCESSORIES

HVAC AND EMS

INTERIOR FINISHES

FIXTURES

## maintain your space

Communication, efficiency and consistency allow ESP members to generate opportunities often overlooked in the traditional expansion process. ESP service members take advantage of this to save time and money, keeping your locations at peak performance.

### SOFTWARE PROPERTY MANAGEMENT SYSTEM

Your staff is most profitable when serving the customer within a well-maintained space. Breakdowns and the time invested in acquiring qualified personnel to make repairs equal lost sales and exposure to frivolous lawsuits. ESP members have worked with service and maintenance providers to ensure their products can be maintained quickly and at the lowest cost possible. One call to fix all.

### ROLLOUTS AND REMODELS

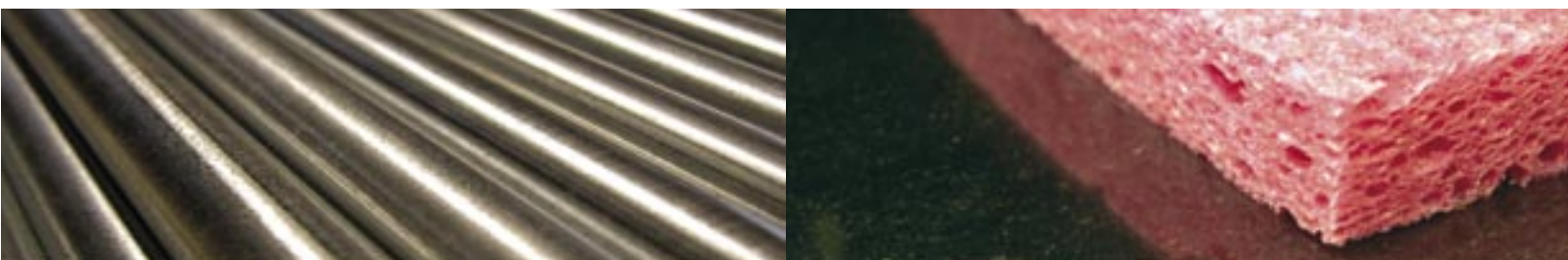
With each new location, the coordination, delivery and installation of new products and initiatives require more and more resources. You are not alone in this dilemma; ESP members have a nationwide network of distribution, trucks and labor standing at the ready. Fixture upgrades, light remodel projects and takeovers can be tracked at your fingertips from your corporate location.

### REPAIR AND MAINTENANCE

One of the requirements for companies to become an ESP member is to assist in the maintenance and warranty of the products offered. Members know your needs extend well past Grand Opening. Factories have enlisted only distributors with experience in servicing the multi-location Owners.

### PAPERLESS AND WEBSITE PROCUREMENT

Our ESP members embrace technology with web-based ordering and EDI to streamline the procurement process. Many ESP members are true innovators offering services simply not available though the local market. While others have come together to create unique solutions specifically matched to meet your individual needs.



SOFTWARE PROPERTY  
MANAGEMENT SYSTEMS

REPAIR AND  
MAINTENANCE

REMODELS AND  
ROLLOUTS

WEBSITE  
PROCUREMENT

### CONTACT INFORMATION

1.866.773.8326

*The Retail ESP integrated solution approach links vendors and enhances communications between corporate departments.*



[WWW.RETAILESP.COM](http://WWW.RETAILESP.COM)

