

Challenge



Change



Better



Introducing - ABISS Solutions Ltd

**“small enough to care-
-big enough to deliver”**

Shopfitting

ABISS Solutions Ltd can provide full installation services, however big or small including full management off the project from visualization to implementation.

ABISS offer qualified specialist joiners in Kitchen, Bathroom and Bedroom fitting to compliment our team of shop-fitters and joiners, as well as supplying electricians, flooring and tiling specialists for the complete service. We also offer refurbishment facilities or full store fit-outs for the Retail and Commercial sectors including Pubs, Bars and Restaurants, as well as Banks and Retail stores.

We also specialise in exhibition stands to retail bespoke displays, implement TV and magazine shoots and our partnerships with established manufacturing companies assists us in offering a full and comprehensive service.

With the ability to execute both commercial and retail projects and backed up with the additional services within the ABISS Support network, it allows us to drive down your costs for small and large scale installation projects.



Shopfitting

Design & Build, Prototype, Lab Support Work,
Project Management



Time Served Skilled Installers



Exhibition Stands, Showroom Displays,
Display development



Shopfitting

Whether sub-dividing existing space or creating a new environment we can help with advice in the first instance & once commissioned - Full Designs and visualisations together with a competitive fixed cost and specification for your project.

Full admin, quotation and communication support will keep your business up to date with progress on your specific requirements.

We are able to undertake any size of project anywhere in the UK.

Our dedicated pro-active team are committed to delivering your project to the highest standards on time and to budget.

ABISS has the proven competence, experience and track record to realise your vision – from concept to completion, you are in safe hands.



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ABISS Showroom Specialists

**“small enough to care-
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Showroom Specialists



ABISS have a proven record in the complicated area of specialised shop fitting of Kitchens, Bathrooms and Bedrooms, with experienced and knowledgeable management through to time served and extremely competent installers and fitters

Approx. £14m of labour costs installed in the calendar year of 2010

A management team dedicated to “right first time” with stores as our main focus so speed of implementation as well as quality of installation a priority in the customer proposition, and resolution of issues a major factor in the teams thought process

Costs reduced on all projects by costing by time rather than the job, multi-skilled workforce and a robust schedule of works

Further costs reduced by affecting solutions on catchment areas and introducing better controls on travel and accommodation

Remedial costs generally included in all pricing as is stock consolidation and Project Management

Reduced timescales of implementation lead to increased sales, less disruption and stock/displays available to trade in stores leaving less discontinued products on displays

ABISS provided a link into all functions of your business in decision making so the implementation and final customer offer is fully expected, trained and developed by using experienced support managers

Work really closely with stock vendors and distribution to ensure decisions are also based on the capacity, workloads and process in the implementation

EXAMPLES OF OUR WORK

Kitchens

- 46 full ranges changes implemented, including removal, decoration, additional building work, electrical and flooring
- 16 worktop changes including Granite, Solid surface, and worktop sample bars
- 4 emergency fascia changes, completed in weeks to support sales
- Full introduction and fitting of made to measure granite worktops
- Complete in depth survey of all Showroom to include wall size dimensions to the mm and all appliance product codes
- Updated WOW displays in approx. 10 stores in partnership with store merchandising
- Store Satisfaction Results of 4.82 out of 5



Bathrooms

- 5 Complete suites removed and replaced in 100 stores over a 2 week period
- 2 Full store bathroom revamps over 5 days in 2 stores at the same time
- Full range change of all Take Away suites including merchandising, new method of display and 1000 mobile pod units manufactured
- Full removal and re-installation of new range of taps and merchandising method
- Full Shower control updates
- 250 wet rooms installed
- Full Removal and Installation of all Shower Bases and Cubicle Ranges in Special Order and take away ranges
- Full Introduction of Furniture and accessories
- 800 WOW displays removed, complete tile and decoration and re-installation in 6 weeks
- Store satisfaction of 4.67





Furniture



- New Fully Installed Furniture plinth updated in Luton store
- New Furniture plinths introduced into 6 stores including floors, walls and full decoration
- Special Order bays introduced into 118 stores
- Bedside chest bay delivered in 220 stores in 2 weeks
- Full take away emergency review implemented in 3 weeks following the collapse of the supplier, all high level installation work
- Full lay flat installed into numerous clients, including Argos

Anything Else

- 2 Full Appliance bar Updates
- Full store revamp completed, increased quality and timescales reduced from 5.5 weeks to 10 days
- Manufacture of mobile displays for bathrooms and kitchens
- Complete manufacture and install of a services trial
- Complete the removal of all conservatories from display
- Flooring Review



And Everything Else!

OTHER ACTIVITY

- Supply and Installation of used displays for charities, schools and lodges
- Completed refresh/Updates to 5 stores on Showroom, cost savings from £10k to £20k including all stock, floors and management, reduction of timescales
- Delivered 4 TV Commercial shoots
- Completed displays in Galleries, exhibitions and showplaces in minimum timescales
- Fully working kitchen installed into MEN Exhibition centre for Celebrity Chef demonstration
- 600 baths in 230 stores replace in 15 days following the supplier liquidation



Recent Store Refurbishment

- ABISS were awarded a full store refurbishment at Brent Cross, London

Objective:

To use of ABISS Team to shop-fit kitchen, bathroom and bedroom displays into a 2 storey premises backed up with a supply route through our distribution warehouses

Planned Outcome:

Reduction in time taken (and hence sales disruption) and overall shop-fit cost for kitchens, whilst delivering a high quality finish in the Kitchen SWAS, planned for 6 weeks rather than the normal 12 weeks

Approach:

Our team were used at to manage the supply and shop-fit of displays in the Showroom SWAS.

All other build elements of the Showroom, including rip-out, walls, decoration, tiling etc. where undertaken by ABISS.

All other Phase elements used the current approach, where the contractor for electric AI and carpeting where used by the client.

RESULT

Main showroom completed on time and to budget, back offices where 1 week late due to overrun by the electrical contractor, one display overrun due to planning delay

Recent Store Refurbishment



Services trial

- Completed Services trial including all manufacture of desks and displays
- Work involved full re flow of service areas, Showroom, Bedrooms, Flooring, Tiling, Fire Side, Timber doors etc. and introduction of service desks
- Completed services roll-out of the trial implementation in Scotland, all stores
- Costs of desks approx. 20% cheaper, manufactured to increased spec
- All project managed through ABISS team



Revamp Trial

Objective:

To trial the use of ABISS Team to shop-fit kitchen displays for Revamp stores, backed up with a supply route through our distribution warehouses

Planned Outcome:

Reduction in time taken (and hence sales disruption) and overall shop-fit cost for kitchens, whilst delivering a high quality finish in the Kitchen SWAS

Approach:

Our team were used at to manage the supply and shop-fit of displays in the Kitchens SWAS.

All other build elements of the Kitchen Plinth (incl. walls and flooring) were completed by the Principle Contractor and the two teams worked together between the build elements and the shop-fit elements.

All other Phase 2 2008 stores used the current approach, where the principle contractor delivers all elements of both the build and shop-fit, with kitchens supplied via the normal network.

The Stock Planning Team ordered the kitchen stock and the Divisional Stock Coaches managed remedial orders, whilst ABISS dealt with all their own stock

The following slides are the clients presentation on the outcome of the above trial

Time & Resource Summary

- Reduced implementation time was largely due to the levels of resource employed by ABISS over the shorter time period.
- Completion times where delivered by ABISS having a much more robust pre-delivery process for plans and stock management

| Team | No. working days | No. of teams | No. of persons per team | Shifts | Total Man hours |
|---------------------------------------|------------------|--------------|-------------------------|----------------------|--------------------|
| Principle Contractor (Typical Fit) | 25* | 1 | 8 | 11 hrs (Day only) | 2200 (440/week) |
| ABISS (Romford) | 9** | 5 | 2 | 12hrs (Day only) | 1080 (600/week) |

* Typical Fit: Based on 5 x 5 day working weeks to open the showroom from start to finish, including re-visits due to delivery shortages and PDL issues

**ABISS Romford fit Included 2 days re-visit due to issues with the Appliance Bar. ABISS have advised completion could be managed in 5 days with skeleton crew nights and main shift days

Feedback from our teams....

Property Team:

- Accuracy of the ABISS pre-receiving service was excellent with 100% check against PDL.
- Leverage of ABISS relationship with the Showroom suppliers provided a rapid turnaround of shortages before the build and damages once on-site.
- Displays overall were finished to a higher level and timescales reduced as a result of the above.

Retail Project Team Feedback

- An extremely smooth implementation, with clear communication and team working exactly to the proposed plan
- ABISS Team were able to run the complete fit with little involvement required from the Showroom Co-ordinator
- Fitter knowledge of the product and fit was excellent

Results....

- Full revamp change programme for new store Romford RFD, installed all 36 kitchens into a new store in 2 weeks at reduced cost as the agency whom complete in 5+ weeks
- Cost saving minimal on implementation of kitchens, however overall costs to extend this to a full showroom are more significant, believed to be 15-20%
- Speed of execution was completed in 9 days. A normal revamp of this size would be 5.5 weeks
- Benefit of approx. 200 customer leads before planned opening
- Sales uplift of £150,000 during opening week's as opposed to the planned opening, additional set against the store trading for an additional bank holiday weekend

Other Revamp Work



• Before

After

Planning and Management

How do we do all this?

- Early involvement with the buyers during product and specification planning helps the implementers to understand the products and assist the buyers in planning costs and resource for the amount of work
- Involvement with the merchandising teams help to plan the displays to what is required and to what a customer might expect to see
- Lab build- critical in the development and the process of getting it “right first time”,
- Plan Checking, all plans are scrutinised for accuracy and that the correct products, colours and sizes are all on the display line drawings
- Store surveys, in depth survey of the stores to ensure accuracy of the planning
- Stock management and consolidation, ensuring that all the orders are 100% accurate to the Product Display Drawings, and then a further check on picking accuracy at the vendors ensures that all the items are on-site when required
- Pre comms to the stores ensures that the stores are aware and ready for the disruption
- Pre-coms allows us to have a further check on the store plan to ensure that the store has not been altered or moved
- Transport, logistics and distribution all managed through ABISS to ensure seamless implementation and only one point of contact for our client

Our Culture

National Network of fitters for costs control and ease of scheduling, teams in

- Southampton
 - South Coast
 - Bristol
 - Midlands
 - Manchester
 - Lancashire
 - Glasgow
 - Edinburgh
 - Newcastle
 - Yorkshire
 - London
-
- Time Served Installers of specialist kitchens, bedrooms and bathrooms
 - Fully backed up by expert trades in decoration, tiling and joinery
 - National coverage of merchandising to ensure a full service can be provided to minimise timescales and disruption and reduce costs
 - Full accountability of Health and Safety and Risk Management packs, training and delivery of all aspects of the scope of works

FEEDBACK

most particularly I can confidently state how much easier it is to work with Andy's teams versus Sub contractors – less questions of pdl's, proper adherence to pdl's, better quality workmanship, speedier and more accurate working and a better understanding of the desired end result. I get very little hassle and interruption from the teams, and when I do it's normally positively constructive rather than time wasting issues from inexperience or lack of training. I get continuity, consistency and confidence in the work.

STEPHEN HANSFORD Kitchen merchandiser

Having the team as part of the project from the very beginning is more than beneficial to the whole project; it allows us both to bounce ideas of the best solution for the new range and the most cost effective and most efficient solution in stores.

The teams experience with the product, installations and in store allows us to gain a full understanding of how to implement the review in the most effective manner

The focus the team gives on completing the store means that issues from store are minimal and stores are kept completely in the loop with the activity and snagging dates at all times

Stores seem to trust the teams with their plinths entirely allowing SSO staff (i.e. me!) to focus on future activity and solving larger scale issues than spending time dealing with trivial issues log queries

SARA CROMAR Bathroom Merchandiser

FEEDBACK

Over the last few years, I've experienced kitchen display range change with both ABISS and other agencies and I have to say, there is no comparison. ABISS are cheaper, fit to a higher and more consistent standard, have better engagement with stores and work far closer with the SSO teams.

As there are many synergies fitting kitchen & bathrooms for our customers as with fitting them in our stores, we are able to tap into the experience, processes and infrastructure that already exist within the ABISS team. This has also helped to drive improvements and efficiencies within our range review process for kitchens that would not have been possible with outside agencies..

ABISS get involved right at the start of our range reviews and have been able to provide valuable feedback to the commercial teams about product quality, ease of fit and help ensure our displays work from an installers perspective. This feedback has real credibility that is valued by the teams because of their role within our business, which you just wouldn't get from other contractors.

We've also found that ABISS are far more effective at sanity checking our PDL's and feeding back errors before they become issues. They will complete a line by line check of each PDL prior to rollout, to ensure they are as accurate as can be and because we use the same 2020 software in SSO as in store, they're accustomed with what to expect and know how to read the data.

A further benefit has been the engagement with our store teams. As a B&Q team it instantly drives engagement and credibility with our store teams which is critical to the success of any review, but particularly kitchens due to the complex nature of the work.

Overall, ABISS have now become an integral and important part of the team that delivers kitchen, bathroom & bedroom display change in our stores. From my experience, no other agency can compete on price or service level or bring the additional benefits I've outlined above.

Regards,

Andy Green

Project Merchandiser, Showroom

Feedback

All very positive stuff, and an area where we can make a difference
(if we plan on time) in terms of cost and quality of fit on new range changes

Dave Elliott
Director of trading

The guys did a fabulous job, you can be really proud of them.
We'd like to thank both yourself and the other two Andy's
for their support in making this happen.

We have without doubt got the best mini-warehouse kitchen offer in the estate
after this work and I'm sure the sales uplift is going to reflect this from January

Chris Davies JSY255 Store Manager

I was in Paisley yesterday with 2 Main Board Directors.
We all thought the new displays were excellent
the store feedback very positive about standard of work
& speed of implementation

Great job, well done
Steve Lewis (Showroom Category Manager)