



[Ti]'s audio experts devise cost-saving solution for shop-fitting specialists

Background

National shop-fitting specialist A & C Design provides high quality, turnkey fit out solutions to a multitude of clients such as schools, colleges, restaurants, bars, offices, dental practices, opticians and retailers.



One valued customer is well-known high street brand Poundworld, and it was during a new store fit out for this retailer, that A & C Design first met [Ti] Installations.

Challenge

[Ti] had been employed by Poundworld to install the shop's new public address (PA) system. As A & C Design got to know [Ti]'s audio experts, their knowledge and commitment to customer service became clear. And as conversations unfolded it seemed they could add value to A & C Design's maintenance division.



This maintenance division is tasked with ensuring Poundworld's nationwide stores continue to run like clockwork, and when repairs or re-fits are required, the team swings into action to deliver seamless refurbishment services, however tight the timescales.

A & C Design therefore spoke to [Ti] about the maintenance of Poundworld's in-store technologies – primarily CCTV security and audio systems.

Solution

Previously, if an amplifier was found to be faulty, for example, it would be replaced. However, with a plethora of audio experience and an eye for problem solving, [Ti] demonstrated how they could quickly and easily repair or replace a single component within the amp, thus saving the rest of the valuable asset from unnecessary disposal.

A programme of amplifier repairs was therefore initiated, saving A & C Design a substantial amount of money and enabling them to provide a more cost-effective service to Poundworld.



Outcome

In addition to the money-saving benefits of this solution, [Ti]'s repair programme also represents a more environmentally responsible way of maintaining Poundworld's in-store technologies. Now, the team's investigative approach means the systems are repaired where possible and, when a repair is unfeasible, only the faulty component is replaced, not an entire workable unit.

Kris Johnson, joint managing director of [Ti] Installations ([Ti] Audio's parent company) commented: "Thanks to our equipment knowledge and insight, we've been able to demonstrate that system repairs needn't be as complex as many organisations first fear.

"This area of our expertise is becoming increasingly sought after, especially by maintenance providers and facilities management firms, as it enables them to offer greener, more responsible solutions to their own clients.

"The repair and re-use mentality is becoming ever-more prevalent across many business environments, given the waste and recycling targets that we face as a nation. The great thing is that restorative approaches don't just protect the environment – they save money too."

"The guys are very professional and always respond quickly to our enquiries. This is crucial to us if we are to minimise disruption to Poundworld and uphold the levels of service for which we are renowned.

"They have a fantastic knowledge of various types of audio and CCTV systems, which has translated into us being able to operate in a more sustainable way, whilst saving us money too.

"I would have no hesitation in recommending them, based on my experience of working with them."

Jo Halliwell, A & C Design's maintenance manager

For more information about [Ti] Audio or the parent brand [Ti] Installations, please call 01484 818180, visit www.ti-installationsltd.co.uk or follow us @Ti_installation.