



HMCB Case Studies

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Case Study 1: Rapid Electrical Response for a National Retail Chain



A leading national retail chain with over 1,500 locations was facing persistent electrical issues that disrupted store operations and posed safety risks. The retailer recognized the need for a faster, more reliable solution to maintain uptime and ensure safety across its portfolio—prompting them to turn to HMCB.

Client: Major National Retailer
(Over 1,500 locations)

Challenge:

Challenge: Frequent electrical issues across multiple locations, resulting in downtime, safety hazards, and costly emergency repairs. The client's previous vendor often delayed response times, leading to prolonged outages and customer dissatisfaction.

Solution:

HMCB deployed its self-performing electrical teams with 24/7 on-demand support, eliminating the need for costly subcontractors. The teams implemented a proactive maintenance plan that included regular circuit testing, thermal imaging, and breaker panel inspections.

Results:

- 35% reduction in electrical repair costs within the first six months.
- 40% improvement in average response times.
- 100% compliance with safety regulations, reducing liability risks.
- Significant reduction in service disruptions, improving customer experience and store performance.

Case Study 2: Plumbing Efficiency for a Multi-Site Restaurant Chain



A leading regional fast-casual restaurant chain with over 300 locations was facing escalating plumbing issues that threatened its operations and brand reputation. With customer satisfaction and compliance on the line, the company needed a more reliable, proactive plumbing solution across its entire footprint.

Client: Regional Fast-Casual Restaurant Chain (300+ Locations)

Challenge:

Frequent plumbing issues, including drain blockages and leaks, leading to health code violations and increased operational costs. Previous vendors provided inconsistent quality and slow response times, impacting the client's reputation.

Solution:

HMCB provided a dedicated, self-performing plumbing team with advanced leak detection equipment and hydro-jetting technology. HMCB also introduced a quarterly preventative maintenance plan, reducing emergency calls and minimizing costly emergency repairs.

Results:

- 50% reduction in emergency plumbing repairs within 12 months.
- 30% decrease in water consumption through efficient fixture upgrades.
- Zero health code violations related to plumbing over a 12-month period.
- Improved customer satisfaction scores and reduced operational disruptions.

Case Study 3: Comprehensive Asset Surveys for a National Retail Chain



A national retail chain with 500+ locations faced rising costs and downtime due to inconsistent asset data and reactive maintenance. To regain control, they partnered with HMCB for detailed asset surveys, aiming to improve visibility, budgeting, and long-term planning.

Client: National Retail Chain
(500+ Locations)

Challenge:

Inconsistent asset data, unknown equipment condition, and poor maintenance tracking, resulting in unpredictable repair costs and operational inefficiencies. The client needed a clearer understanding of their assets to improve budgeting and reduce downtime.

Solution:

HMCB conducted comprehensive asset surveys across all locations, including HVAC, electrical, plumbing, and structural assessments. The team provided detailed condition reports and asset management plans, enabling the client to forecast maintenance needs accurately and optimize capital expenditures.

Results:

- 100% asset visibility, reducing unplanned repairs and emergency callouts.
- 20% reduction in overall maintenance costs through proactive budgeting.
- Improved capital planning with accurate asset lifecycle data.
- Enhanced client trust through transparent reporting and actionable insights.

Case Study 4: Facility Upgrade for a National Financial Services Provider



A national financial services provider with 200+ branches needed to meet ADA compliance and modernize facilities—without exceeding budget or disrupting operations. HMCB stepped in to deliver efficient, cost-effective upgrades with zero downtime.

Client: Large Financial Institution (200+ Branch Locations)

Challenge:

The client required significant upgrades to meet ADA compliance and modernize aging facilities, but faced strict budget constraints and potential operational disruptions.

Solution:

HMCB developed a phased approach, prioritizing high-impact upgrades like automatic door installations, ADA-compliant ramps, and restroom modifications. The team worked during off-peak hours to minimize disruption and coordinated closely with the client to manage costs effectively.

Results:

- 100% ADA compliance achieved within 9 months.
- 30% reduction in total project costs through bulk purchasing and efficient scheduling.
- Zero unplanned branch closures during the project, maintaining customer access.
- Positive client feedback on the speed and professionalism of the work.