

SUCCESS STORY

Next-Day Installation Turns into a Long-Term Flooring Solution

Background

A mid-sized real estate and property management company located in Virginia was searching for a vendor to replace the floors in two units. The client had multiple flooring vendors bid on the project, which included (for both units):

- ✓ Tile in 2 bathrooms
- ✓ Carpet in the living areas, hallways, and 3 bedrooms
- ✓ Sheet Vinyl in the kitchen and entry way

The vendor the client originally chose misquoted the project; they made a mistake in calculating the amount of product needed for the job and wanted the client to pay a substantial amount more to complete the project. The client had already factored the quoted amount into their budget, and needed to have the installation completed quickly because the units were scheduled for occupancy in two days.

Challenge

The Empire Today sales consultant who originally quoted the project, received a call from the client on a Saturday morning. The client explained the vendor they selected “fell through” and they needed help... fast! **Installation had to be completed in both units by Monday, as new tenants were moving in Tuesday.**

Empire's Solution

That same day, the Empire sales consultant met the property manager on-site and confirmed the project requirements. Our sales consultant immediately placed the order and ensured all the products and materials were available at Empire's regional distribution center and ready for installation. On Monday at 9 a.m., two professional installation crews showed up at the property and immediately got to work. **Installation in both units were completed by that evening, and the new tenants happily moved in on Tuesday!**

Results

The client was so pleased Empire was able to successfully meet their requirements, they wanted to continue the partnership. The Empire sales consultant then worked with the client to:

- ✓ Choose a selection of products to be kept in-stock at Empire's regional distribution center, so they are always ready for installation
- ✓ Measure all units, and keep them on-file
- ✓ Calculate products and materials needed to replace flooring for each unit

Now, when the client needs flooring replaced, ordering is as simple as sending an email to the Empire sales consultant. And that's how flooring was made easy for this Virginia-based property management company!

About Empire Today®

You probably know Empire Today from the famous “800-588-2300... Empire” jingle. But did you know Empire is one of the fastest growing providers of installed commercial flooring in the United States? We deliver fully-integrated flooring solutions to businesses and entities of all sizes. By leveraging long-standing manufacturer relationships and a national footprint, we provide you with the products you want, the quality you demand, professionally installed—all with exceptional value. That's how Empire makes flooring replacement easy!

Contact your Local Sales Consultant

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