



The Problem

The customer relied on a reactive maintenance model—issues were often discovered only after they became costly failures.

Facility teams spent hours piecing together emails, paper files, and inconsistent vendor assessments, with no standardized way to compare quotes or prioritize repairs.

As the distribution center network expanded from six sites to more than a dozen, these manual processes created mounting inefficiencies and strained resources.

Leadership lacked centralized visibility into asset conditions and capital needs, making it harder to justify budget requests and plan effectively.

The team needed a modern, data-driven solution to improve consistency, reduce administrative burden, and support proactive, portfolio-wide capital planning.

This SITE customer is the largest rural lifestyle retailer in the United States, with more than 2,000 stores and a rapidly growing distribution network. As the company expanded, managing pavement, roofing, and facility assets across dozens of distribution centers became increasingly complex.

Facility management teams were under pressure to stretch capital budgets, maintain consistency across vendors, and provide leadership with reliable data to support major investment decisions.

The Solution

The customer partnered with SITE Technologies in 2017 to modernize facility management and support its rapidly expanding distribution network. What started as small concrete projects evolved into a portfolio-wide partnership that provided the tools and data needed to plan capital improvements more effectively.

The cornerstone was SITE's computerized maintenance management system (CMMS), which centralized facility data and gave leaders a single, consistent view of asset conditions across all sites. Annual drone assessments added objective, high-resolution condition data, replacing vendor guesswork with standardized, verifiable insights. This made it easier to identify deterioration early, plan proactive repairs, and avoid costly surprises.

In 2022, the customer implemented SITE's bid module to bring transparency and fairness to vendor selection. By standardizing quotes and methodologies, the facilities team gained confidence that repairs were priced consistently and capital dollars were being spent wisely.

Together, these tools shifted the customer from reactive maintenance to proactive portfolio management. The facilities team now has the ability to justify budget requests with data, build accurate five-year capital plans, and strengthen leadership confidence in funding decisions—all while saving time and reducing administrative burden.



The Results

Improved Capital Planning

Increased spend justification by 76% from 2019–2020 and 39.3% in 2021, while saving 36–40 man-hours per year by eliminating manual yard walks.

Proactive Maintenance

Condition-based monitoring extended the life of pavement assets, reduced reactive repairs, and gave the team confidence to defer work strategically.

Efficiency & Time Savings

Reduced surprises, improved budget approvals, and gained time back to focus on growth—transforming facility management into a proactive, scalable system.



“SITE has become a trusted partner for us. It’s given our team time back, visibility into the entire portfolio, and the accurate data we need to justify capital spend and plan five years out. The technology is critical, but the customer service and relationships are what make it work.”

– Facility Maintenance Manager



Impact on the Business

SITE is not just a tool, but a trusted long term partner.

The partnership with SITE Technologies has delivered measurable, bottom-line impact for This customer. By shifting to proactive asset management, the team increased capital spend justification by more than 75% year-over-year, reduced reliance on manual yard walks, and cut down on reactive repairs that once strained budgets. With standardized data and automated assessments, leaders now approve multimillion-dollar projects with greater confidence, while drivers and carriers benefit from safer, better-maintained yards.

See more with SITE

Learn more at
www.sitetechnologies.io

● Request a live demo:
www.sitetechnologies.io/intro

● Watch a quick demo:
<https://bit.ly/SITE-overview>

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