



PROPERTY RESTORATION

Case Study: Ferguson Showroom/Warehouse, Raleigh, North Carolina

Loss Event: Tornado Damage

Damage: Structural Damage and Water Damage

Challenge: Size of Structure, Amount of Inventory, Timeline

Ferguson, a leader in the waterworks industry, is the largest distributor of plumbing supplies, pipe, valve and fittings in the U.S.

It was an overcast, rainy Saturday afternoon in Raleigh, N.C. The day began with only a moderate risk of severe weather, so it was business as usual for the Ferguson sales associates and the dozen or so customers in the 60,000-square-foot Yonkers Road showroom and warehouse.

They had no idea that one of the largest single-system tornado outbreaks in U.S. history was about to violently spawn a tornado – with winds possibly in excess of 165 MPH – that would touch down within a few feet of the front door.

- 12,000-square-foot storage shed ripped off concrete foundation and tossed on warehouse roof.
- Warehouse roof collapsed and the sprinkler main burst. Water intrudes into showroom, destroying custom-made base cabinetry.

PHASE ONE:

- Move all salvageable inventories to temporary location. Perform selective demolition at the site. Clean & remove debris.
- Remove and rebuild roof structure. Install new electrical, alarms and sprinkler systems.
- 40 to 60 workers, architects & engineers each day for two months.

Eight other Ferguson locations in the area increased inventory levels to meet customer demand. All Raleigh deliveries were fulfilled with no discrepancy in service. Within three weeks, the temporary location – counter and warehouse – was open for business.

PHASE TWO:

- Reconstruction of building’s interior, new showroom and counter, additional offices and conference rooms, new warehouse and loading dock area.



“To have BELFOR at-the-ready and willing to put us at the top of the priority list is paramount to not only our disaster recovery but also our business continuity.”

MARY JO WEIER
Insurance Services Manager
Ferguson Enterprises, Inc.

“BELFOR made a great first impression. Representatives were on location quicker than anyone else, and were both professional and customer-oriented. From lighting to armed security, BELFOR anticipated our needs and tried to ease our stress. What also stands out is the consistent follow-up, demonstrating their dedication to partnering with Ferguson.”

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Ferguson General Manager
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