

CASE STUDY

SANTIKOS PALLADIUM A CUSTOMER FOR LIFE

Project Overview

A customer for life relationship grows through consistent service and the ability to address changing needs. At Santikos Palladium in San Antonio, CRAM, a PAX Services Group company, had an established client relationship that led to an emergency soffit repair project following tornado damage.

Santikos turned to PAX as a familiar partner for the \$116,910 repair scope. The opportunity reflected the value of the existing relationship and the importance of having a contractor to call when an unexpected building issue arises. It also extended the relationship beyond roofing to another part of the building's exterior.

For PAX, earning a customer for life means understanding the client's property, addressing today's challenges, and remaining a resource for what comes next. The Santikos relationship illustrates that approach: each new need creates an opportunity to support the client and strengthen the partnership.

From planned roofing work to unexpected exterior repairs, the goal is consistent: protect asset value and provide the expertise clients need throughout their ownership and operation of a building.

**Established
Client
Relationship**

**Emergency
Exterior
Repairs**

**Customer
for
Life**

Key Statistics

Services: Tornado Damage Repairs

Size: 5,000 SF

Industry: Commercial

Location: San Antonio, TX

Contract Value: \$116,910

Partnership Since: 2016

