

## Case study: Century Communities

A homebuilder partnership success story for smart home tech sourcing, nationwide installation and white-glove, post-close services.

### The client

With over two decades of experience, Century Communities is one of the nation's top 10 homebuilders. They specialize in building smart homes in prime locations. From single-family homes to condos and townhomes, Century offers full smart packages or affordable starter smart home packages to prospective homeowners.

### The challenge

One of the issues homebuilders encounter is that most of their supply chains are local to the market. Century builds in 17 states across the country. They were looking for one partner to source, install and pair their IoT home hubs and panels for different communities from coast to coast on a daily basis.

### The solution

With 991 stores throughout the U.S., the Best Buy® Business team and Geek Squad® are minutes away from any Century community. Century reached out to Best Buy Business four years ago looking for a partner in their IoT endeavor. They found a partner who could meet all their smart technology needs and more.

Century works with a dedicated account manager who serves as single point of contact to coordinate with project managers, organize logistics and training, coordinate with third parties and provide white-glove, post-close services as part of their business model. This means that once the home sale has closed and new homeowners are comfortably settled, Geek Squad Agents coordinate installations, configure IoT devices and show homeowners how to get the most out of their smart home. To date, Best Buy Business has facilitated multiple smart home technologies to over 30,000 homes for Century Communities.



### The continuing relationship

The relationship between Best Buy Business and Century Communities continues to grow and evolve with pilot programs branching into tailored packages that include pre-wiring and designer consultations for the home buyer at the construction phase.

*“They’re close to every one of our communities and they can reach out with ease to support our customers... Best Buy Business does a great job of putting together all the logistics... It leaves very little room for it not to be successful.”*

**— Mark Adcock,**

*VP of Construction Services, Century Communities*

