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Tech and Innovation Drive Kitchen Solvers' Franchise Growth

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AI Tools and Vertical Integration Enhance Customer Experience and Streamline Operations

With a focus on the future, Kitchen Solvers, a leading kitchen remodeling franchise, is incorporating new technology to improve its customers' experience and to drive continued growth, says Tom Miskowski, president and owner of the company.

"Technology has a very important role in kitchen remodeling today and will continue to play a large role in remodeling," he says. "The new AI-powered Kitchen Solvers App allows customers to envision a fully rendered 3D kitchen design of their existing space. It takes the mystery out of the remodel by showing exactly, to scale, what they can expect their future space to look like."

Tom Miskowski

The design experts at Kitchen Solvers use the tool to create mood boards and other visuals to explain remodeling options to homeowners so they can develop a design that fits the client's functional needs and personal style. "By integrating new technologies like AI into the remodeling experience, we're creating a seamless journey for homeowners, from initial concept to completion," Miskowski says. The app streamlines the process for the franchise and the homeowner, he says, by generating a precise plan for the remodel.

"It not only improves the sales process through a better visual experience, but also optimizes the process of project management and product ordering for the project engineer," he says. "Utilizing the technology Kitchen Solvers has put into place standardizes the process and minimizes room for human error."

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Supply Chain Integration

Kitchen Solvers has also improved its efficiency by integrating its supply chain, allowing the company to manufacture its own line of kitchen cabinetry and products, optimizing production timelines.

"The bottom line is Kitchen Solvers' vertical integration supports Kitchen Solvers franchise partners' bottom lines," Miskowski says. "Manufacturing Kitchen Solvers cabinetry has allowed the company to offer a lower price point to Kitchen Solvers franchisees on cabinetry to help them improve their profit margins. Additionally, the cabinetry is made of the highest-quality materials and designed to be a very sturdy cabinet."

The vertical integration has the additional benefit of increased flexibility, he says. "We want to allow the homeowner to select virtually any size or shape of cabinet in virtually any color or door style. We want our franchise partners to be able to say yes to the homeowner."

The Kitchen Solvers Franchise Opportunity

Kitchen Solvers has been in business since 1982 and began franchising in 1984. When Miskowski and his partner, Wade Nolte, bought the company in 2010, they focused on developing new processes and new emphases to spur the growth of the business.

“When Kitchen Solvers first started franchising, the idea was someone could buy a franchise and basically buy themselves a job. They would be able to sell and install a cabinet refacing or a full new kitchen remodel,” Miskowski said. “Instead of appealing to the owner-operator, Kitchen Solvers now looks for empire builders. With vast opportunity in the industry, the company is now positioned to support clients through efficient processes that allow the Kitchen Solvers owners to work more on the business than in the business. They are able to hire a team beneath them to support and manage, which allows them to grow and scale their business.”

Franchisees don’t need to have remodeling experience, he says, and in fact, most do not. “Kitchen Solvers is looking for franchise partners who have a strong sense of servant leadership and customer service experience. Franchise partners who have some sales or management experience with business acumen are ideal,” he says. “The ability to learn and follow a process is important as franchise partners onboard and launch their businesses.”

Franchisee Training at Kitchen Solvers

Comprehensive training for new franchisees at Kitchen Solvers covers all aspects of the business, from the actual cabinetry work to the financial side, with support for marketing and sales strategies. The company also equips franchisees with technological tools so that they can work more effectively.

“Kitchen Solvers provides a fully developed and proven Customer Relationship Management tool to allow franchise partners to work with homeowners from start to finish and improve the communication they have with the homeowners,” Miskowski says. Other tools facilitate creating project quotes, design plans and purchase orders or simplify digital marketing and social media management.

The company offers a range of services, from refacing cabinetry for a kitchen refresh to a total transformation with new custom cabinetry, all performed with an emphasis on customer service.

Over the years, Kitchen Solvers has completed more than 50,000 projects, and today there are more than 53 franchise locations across the U.S. and Canada. “For over 40 years, Kitchen Solvers has thrived on strong partnerships with our franchisees,” Miskowski says.

“We have a goal of 100 open territories in the next few years,” he says of the company’s plans for expansion. “We would also like to continue to vertically integrate into adjacent categories.”

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