MY resource PARTNERS
TECHNOLOGY RESOURCES FOR BUSINESS

ELEVATOR INSTALLATION CLIENT STORY

NATIONAL ELEVATOR INSTALLER

Cutting communications costs 35%, then growing sales 20% in 90 days

A national residential elevator installer had outgrown its legacy phone system. The savings from modern communications funded a new contact center, and sales rose 20% within 90 days of launch.



THE RESULT

+20%

sales within 90 days of the contact center launch

35%
Reduction in UC and cellular mobility costs

20%
Sales increase within 90 days of contact center launch

AI
Features added to the phone system and contact center

THEIR STORY

A growing customer base deserves the same great experience on every call, whether your team is in the office or on a job site.

Our client is a national residential elevator installation company serving homeowners across the United States. With a growing customer base and an expanding service footprint, it needed modern, scalable communications for both internal teams and customers.

AT A GLANCE

INDUSTRY
Residential elevator installation

FOOTPRINT
Homeowners across the United States, with a field workforce nationwide

SERVICES
Phone Systems · Contact Center · Business Cell Plans · AI

The challenges

- **Legacy phone system.** The existing system limited flexibility, scalability and remote work.
- **No centralized communication tools.** A geographically distributed workforce had no shared platform to stay connected.
- **Inconsistent customer inquiry handling.** Inquiries were handled unevenly, leading to uneven support experiences.
- **Limited field mobility.** Field technicians and sales teams had few mobility options, hurting responsiveness and productivity.

WHAT WE DID

The solutions

Our advisors guided a complete communications transformation.

Unified communications platform

Replaced the outdated phone system with a cloud-based platform for voice, video, messaging and collaboration in one place.

Contact center solution

A modern contact center with call routing, reporting and performance analytics to streamline customer support.

Cellular mobility program

Reliable mobile connectivity for employees, so field and office teams communicate seamlessly.

THE RESULTS

What changed

- Faster response times and more efficient call handling for customers
- Higher productivity with integrated tools accessible from anywhere
- Better customer conversations: the contact center dashboard gives agents playbooks and product information
- Real-time contact center analytics led to impactful changes in sales and support
- Greater flexibility for remote work and on-the-go communication
- Installers often lose or break phones; the mobility program enables rapid device replacement anywhere in the country

> KEY TAKEAWAY
>
> We reduced unified communications and cellular mobility costs by 35%, freeing capital to launch a new contact center. Sales rose 20% within 90 days, and the client has since added AI features to its phone system and contact center.

What could a 20% sales lift do for you?

Let's see how modern communications and a smarter contact center can fund themselves, and grow revenue.

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