



SUCCESS STORY

DME Elevators & Lifts Takes Business to the Next Level with S-NET



ABOUT DME ELEVATORS AND LIFTS

DME Elevators & Lifts is a family-owned company that provides accessibility equipment, residential elevators, dumbwaiters, and stairlifts to customers in Illinois, Wisconsin, and Indiana. Their mission is to elevate their customers, communities, and team members to new heights.

THE CHALLENGE

With three offices in three different states, DME Elevators & Lifts needed a phone system that could seamlessly connect their locations. Their thriving business is tightknit and flexible, with employees wearing many different hats each day. To keep business running smoothly across the entire organization, DME Elevators & Lifts sought out recommendations for a new phone system provider.

COMPANY INFORMATION

YEAR FOUNDED
1977

SIZE
25-50 Employees

HEADQUARTERS
Lisle, IL

INDUSTRY
Construction

WEBSITE
www.dmelift.com

S-NET SERVICES
Business Phone System & Fiber Optic Connectivity

KEY SERVICES PROVIDED



MULTI-LOCATION SOLUTION
seamlessly connecting multiple offices and departments



ADVANCED FEATURES
and a mobile softphone app for a boost in efficiency



FAST INSTALLATION
and reliable, white-glove customer support



HIGH-SPEED CONNECTIVITY
managed by S-NET for maximum performance



THE SOLUTION

One of their contacts recommended the DME team to S-NET Communications. They were put in touch with George Gazdacka, who assisted with setting up their new phone system. Not only did they get a new cloud-based solution that could connect their three offices and 36 employees, but they also upgraded their overall experience with extension dialing, group conferencing, the S-NET Mobile app, and their Business Fiber internet connection provided and managed by S-NET.

THE RESULT

DME Elevators & Lifts has been a happy customer since switching to S-NET. Rosemary Gallaway, HR & Payroll Manager at DME Elevators & Lifts, had this to say about her experience working with George and the S-NET team:

"[George] is amazing!!!! After all these years, he still supports our organization and always answers my questions and helps find solutions to new functionality that we are looking for. I love that S-NET monitors our phone and internet connections and lets me know of any issues. The support team is also always accessible."

ROSEMARY GALLAWAY
HR & PAYROLL MANAGER

DME
ELEVATORS & LIFTS
Excellence in Elevation
since 1977

Thanks to their positive experience working with the S-NET team and the continued trust between DME and S-NET, they knew they could turn to S-NET with any challenge. Rosemary also recounted such an experience when they faced an unexpected situation with a new tenant renting space in their building:



"We had another small company lease some space in our main building. The timeline for this transition came down to days! They needed to move out of their current office and move into our office with just a few days' notice. I immediately called George and explained what was going on and described the functionality that was needed. George was able to add this addition to the current renewal that we were already working on and the project team got to work right away. Tony, Mersim, and Ardit were able to connect with the new tenant and confirm their set up needs. They were able to get everything set up, installed, and tested before the new tenants moved in for a seamless transition! It was absolutely amazing. I am so thankful for all the efforts that were pulled together on short notice."

THE IMPACT



MULTI-LOCATION SOLUTION

Seamless multi-location infrastructure that connects multiple locations and departments.



ADVANCED FEATURES

The S-NET Connect Mobile app and softphone application boosts efficiency.



FAST INSTALLATION

S-NET's industry-leading white-glove customer support ensures client satisfaction.



HIGH-SPEED CONNECTIVITY

Fully managed Business Fiber connectivity optimizes operational performance.



S-NET Communications was founded in 2006 by industry veterans and has since grown into a leading provider of cloud communications and networking solutions for businesses across the country. At S-NET, we are dedicated to delivering cutting-edge technology services that are tailored to meet the unique needs of our clients.

We pride ourselves on providing exceptional customer service and personalized white-glove support, which has resulted in an impressive client retention rate of 99%. As a company, we are accessible, accountable, and committed to ensuring our clients' success.

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