

CASE STUDY

From OEMs to Stanley Elevator Foxfire Property Management

A Full-Service Property Management Company

Since 1978, Foxfire Property Management has provided unbeatable services for residential and commercial property owners in Northern New England. Foxfire currently manages over 2,300 residential units and more than 800,000 square feet of commercial space, and offers 24/7/365 services.

Like many other management companies in New England, Foxfire had aging elevator systems that were all under different service providers. Fortunately, Vice President of Commercial Services, Paul Cole, had previously worked with a company that he knew could help.



Costly, Disparate Elevator Service Providers

For maintaining and managing their elevator systems, Foxfire was reliant upon original equipment manufacturers (OEMs) like Kone, Otis and Pine State Elevator.

But working with various OEMs was proving to be costly, inefficient and time-consuming. Keeping track of and communicating with all of the different manufacturers was difficult, and Foxfire would receive slow responses whenever they reached out for assistance.

Because of this, Cole enlisted Stanley Elevator to take over those service contracts as they ended.

My relationship with Stanley Elevator began well before I started working at Foxfire," Cole said. "I used their services at a different company and was always impressed by their responsiveness and expertise. Plus, they have better pricing than the OEMs.

Upgrades to Their Systems and Services

"We have a lot of different manufacturers in our buildings, so it's important that we have a service provider that's seen it all," said Cole. "The manufacturers are only going to know how to work on their own products, but Stanley is able to service nearly every brand."

Stanley Elevator is now responsible for about 90% of Foxfire's elevator systems. In addition to monthly service contracts, inspections and troubleshooting, Stanley Elevator has also performed upgrades on many of their aging systems.



What it's Like Working with Stanley Elevator

Whether it's upgrading an elevator from cable to hydraulic or designing an elevator to fit a certain aesthetic, Stanley Elevator offers both brains and beauty when it comes to elevator upgrades.

"We manage a lot of professional office buildings, so the inside of the elevator cabs need to match the sophisticated look of the lobbies," Cole said. "Stanley's always able to match the exact décor we need to create a really attractive looking elevator."

Foxfire now entrusts Stanley Elevator to care for 25 of their New Hampshire systems, and Cole is happy to continue his long relationship with the company.

"Their responsiveness is excellent and their service is excellent," said Cole. "I have one direct point of contact and they are always there when I need them."

For more information about Stanley Elevator's service capabilities, please [contact us](#).