

# Showcase Projects



## Alexandria Real Estate, Inc.

Alexandria Real Estate, Inc. is the owner of Technology Square in Cambridge, MA. Consisting of eight buildings with over 1 million square feet of office, lab, and retail space, the tenants expect flawless elevator operation. With multiple elevator companies serving the complex, elevator related issues were becoming cumbersome, confusing, and hindering productivity. The property management team needed to establish a plan to utilize one company that would provide the reliable and consistent service they expected.

## Commercial Property

### Key Facts

#### Organization

Alexandria Real Estate, Inc.

#### Location

Cambridge, MA

#### Situation

High volume customer requiring consistent, fast, high-level service

#### Number of Elevators

29

Stanley Elevator Company, Inc.

9 Henry Clay Drive  
Merrimack, NH 03054

Phone: 800-258-1016

Fax: 603-882-8818

E-mail: [sales@stanleyelevator.com](mailto:sales@stanleyelevator.com)

[www.stanleyelevator.com](http://www.stanleyelevator.com)



### The Challenge

- Put together a comprehensive service plan with one Elevator Company
- Service and repair all the various makes on site
- Respond within one hour to service calls and effect repairs immediately
- Conduct the annual state test in a timely fashion and maintain current state certifications
- Provide necessary support from within the service company to assure a high percentage of elevator up time

### The Solution

- One service provider with the parts and technical expertise to service different makes and models
- Comprehensive testing grid with the state to complete the annual testing in a continuously less disruptive fashion
- Identify problem areas and correct/adjust the individual elevators for reliable service

### The Benefit

- Elevators are maintained with guaranteed hours per month in order to receive the required routine service
- Less down time and tenant frustration
- Open communication with the customer, technician and office personnel

*Leading Edge Solutions with Traditional Values*