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CASE STUDY

HART LIFTS

Hart Lifts partnered with KubeNet to modernise their lift systems by replacing outdated copper lift lines with advanced SIM solutions. Frustrated with their previous provider, Hart sought a more personal service. We delivered on every promise, from initial consultation to service delivery and management.



THE COMPANY

Hart Lifts are Scotland's leading independent lift specialists, providing expert lift maintenance and refurbishment solutions since 1989. They service a wide range of properties across Central Scotland, from Dundee to the Borders, with a trusted team of local engineers offering 24/7 support. Renowned for their flexibility and expertise, Hart Lifts count prominent names like Tunnocks, Gleneagles, and Partick Thistle among their clients, emphasising their reputation for delivering exceptional service.

Their operational scale and commitment to reliability require technology solutions that are as dependable as their engineering expertise.

THE CHALLENGE

When Hart Lifts approached us, they faced several frustrations with their existing SIM provider. They were paying higher costs without receiving the value they needed, had no central system to manage their SIMs, and activation processes were slow, often taking several days. Additionally, the lack of dedicated account management meant they were missing the personal support required to run their lifts as they wished.

These challenges highlighted the need for a reliable, streamlined, and cost-effective solution.

THE OBJECTIVE

As Hart Lifts' new sim provider, our objective was to replace their outdated copper lift lines with a modern, cost-effective SIM solution. We aimed to provide Hart with the tools to efficiently manage their SIMs, speed-up activation processes, and deliver a level of personal service that had been missing from their previous provider.



PROJECT DELIVERY

PRE PROJECT INITIATION

Before the project began, we worked closely with Hart Lifts to gain a thorough understanding of their challenges and operational requirements. Through detailed discussions, we identified their need for a cost-effective SIM solution, a centralised management system, and faster activation processes. This collaborative approach ensured that our proposed solution was tailored to address their specific pain points and align with their operational goals.

PROJECT START - END

KubeNet delivered a modern SIM solution that significantly reduced costs while providing superior functionality. We equipped Hart with a central portal to manage, activate, and tag their SIMs efficiently. This new system enabled them to self-activate SIMs in under 15 minutes, a significant improvement compared to their previous provider's lengthy activation process. The implementation ensured minimal disruption to their operations while delivering immediate improvements in efficiency and cost management.

POST PROJECT AFTERCARE

Following the successful delivery of the project, we have continued to provide ongoing support to Hart Lifts. This includes supplying additional SIMs as needed and regularly checking in to ensure everything is running smoothly. Our proactive account management ensures that Hart benefits from continuous improvements and the reliable, personal service they were seeking when they first approached us.

KEY RESULTS

- ▶ Cost savings achieved with a more competitive pricing structure for SIMs.
- ▶ Improved efficiency with SIM activation now taking less than 15 minutes compared to days previously.
- ▶ Centralised control through a user-friendly portal to activate, manage, and tag SIMs.
- ▶ Seamless service delivery with no disruptions during implementation.
- ▶ Ongoing support and scalability ensuring Hart can easily acquire and manage additional SIMs as needed.



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