

Customer Story

SELECT ELEVATOR

Discover how Select Elevator Company used **FIELDBOSS** to replace disconnected startup tools with a more scalable way to manage service operations, billing, reporting, and growth.

THE CHALLENGE

Select Elevator Company is a newer player in the market, but the team behind it brought deep industry experience from day one. Built by professionals who had worked at larger elevator companies, Select launched with a clear sense of how it wanted to serve customers and grow. Like many fast-moving companies in the early stages, the team relied on a mix of spreadsheets, paper processes, texts, and basic software to keep things moving.

That approach worked at first. But it was never meant to be permanent.

As the business expanded, COO Devon Garnett and the Select team could see the strain. They were still getting the work done, but too much information was scattered across too many places. Dispatching relied heavily on texts. Service details were tracked separately. Billing took longer than it should. Leadership knew they were approaching the point where continued growth would become harder to manage without a stronger operational foundation.

Where the friction showed up

- **Disconnected operations:** Dispatching, account details, service information, and billing were spread across Excel, Jobber, paper tickets, and texts.
- **Slow billing workflows:** Billing a service call could take hours because office staff had to reconstruct the details manually.
- **Limited business visibility:** Job costing and margin reporting were not giving leadership a true picture of performance.
- **Growth pressure:** The team knew the business could not keep expanding efficiently with startup systems still holding everything together.



COMPANY

Select Elevator

INDUSTRY

Elevator Contracting

LOCATION

Florida, United States

BACKGROUND

Select Elevator Company is an independent commercial elevator company serving West Florida. Founded by professionals with prior experience at larger elevator businesses, Select provides elevator maintenance, repair, and modernization services with a customer-centered approach grounded in reliability, transparency, and long-term performance.

”

“We were growing fast and needed a partner that understood elevators, spoke the language, and didn’t force us to reinvent the wheel.”

Devon Garnett,
Chief Operating Officer
Select Elevators

Select was not just looking for software. The company was looking for a platform built for elevator contractors by people who understood the industry, the terminology, the required reporting, and the day-to-day realities of service operations. Instead of trying to force a generic system to fit their business, Select wanted a solution that was ready to support how an elevator company actually operates. That meant seeking a solution that was elevator-first, not just a service platform they would need to customize.

WHY SELECT ELEVATOR CHOSE FIELDBOSS

Select did review other options, including Salesforce, but FIELDBOSS stood apart for one simple reason: it already understood elevator service. Instead of requiring the company to build core workflows from scratch inside a generic platform, FIELDBOSS came with industry logic already in place. It understood the lingo, safety tests, required reporting types, and operational details that matter to an elevator contractor. For Select, that made the decision far more practical and far less risky.

That elevator-specific expertise is central to why the platform fit. For Select, that meant the company could move into a more complete system without taking on a long development project or stitching together separate tools to make operations work.

Implementation support also played a major role in validating that choice. Devon described the FIELDBOSS team as highly responsive during rollout, with quick answers, fast troubleshooting, and a level of direct support that helped reduce stress during a major transition. Even with a learning curve, the company felt it had people behind it who understood both the software and the business.

Why Select Elevator chose FIELDBOSS

- **Elevator-specific expertise:** The system already understood elevator terminology, workflows, reporting, and safety requirements.
- **Out-of-the-box fit:** Select did not want to reinvent the wheel or pay to build foundational capabilities from scratch.
- **Connected operations:** FIELDBOSS offered a way to bring field activity, office workflows, and financial visibility together in one platform.
- **Responsive support:** The implementation team was fast, available, and helpful throughout the transition.

“We were looking for a partner that understood elevators, knew the service side of the business, and didn’t make us reinvent the wheel.” Devon Garnett

”

“We could see that if we wanted to keep growing, we couldn’t keep doing it the same way. With all the spreadsheets, texts, and manual workarounds, it just wasn’t sustainable if we wanted to retain our high service standards.”

Devon Garnett,
Chief Operating Officer
Select Elevators

THE RESULTS

Since going live, Select has gained a stronger operational foundation for growth. The biggest difference is not just that processes are faster. It is that the business is now running with more visibility, more consistency, and less manual chasing. FIELDBOSS helped move key information into one system, which reduced administrative drag and made it easier for leadership to understand what was happening across the business.

The improvement has been especially noticeable in billing. What used to take hours of follow-up and reconstruction can now be handled in a fraction of the time because technicians are entering the right details directly into the service ticket. Reporting has also improved, giving Select a better handle on margins and true job costs as the business matures. Just as important, the company now has a system it can continue to build on rather than outgrow again.

FASTER BILLING

Before FIELDBOSS, billing out service calls meant sorting through texts, calling technicians, and manually figuring out what was billable. Now, with service details and billing indicators captured directly on the ticket, the same task has been cut dramatically. What once took hours can now take about 30 minutes.

BETTER OPERATIONAL VISIBILITY

Instead of keeping service information, account details, and unit records in separate spreadsheets and conversations, Select now has a more centralized view of what is happening under each account. That gives leadership and office staff a clearer overview and reduces the constant back-and-forth that used to slow things down.

CLEARER MARGIN AND JOB COST INSIGHT

Like many growing contractors, Select had not yet built a strong job costing discipline before implementing FIELDBOSS. The reporting now gives the team better visibility into margins and true job costs, helping leadership make smarter decisions as the company grows.

”

“They were fair, transparent, knowledgeable, and highly responsive. In a world where good communication is getting harder to find, that really stood out.”

Devon Garnett,
Chief Operating Officer
Select Elevators

THE RESULTS

A MORE SCALABLE FOUNDATION

Perhaps the biggest result is that Select made the move before growth became a larger operational problem. FIELDBOSS gave the company a platform it could use immediately, while still leaving room for future refinements and customizations as the business continues to evolve.

Get Ahead of
Your Growth with
FIELDBOSS

Book A Demo Today