

DIVERSE SUPPLIER: **First State Elevator** BY COLIN HEFFINGER

» Moving life upward. These words are the dedicated standard of First State Elevator Inc., Delaware's growing elevator company serving commercial, industrial and residential elevator service and installation needs. Through devoted workmanship and flexible contract options, First State Elevator has excelled in providing high-quality elevator work across Delaware, Maryland and Pennsylvania.

First State Elevator, a woman-owned business, received a 10,000 Small Business Certificate of Entrepreneurship in 2018 and was named one of the 50 Fastest Growing Businesses in Delaware for 2019. It has built its experience across the past nine years through elevator needs such as consultation, installation, repair, modernization, and preventative maintenance in commercial and residential buildings. First State Elevator is also experienced in servicing wheelchair lifts across a variety of models. All technicians are expertly knowledgeable and fully equipped to provide quality workmanship.

Kimberly Connell, owner of First State Elevator and recipient of Business Woman Of The Year in 2016, elaborates on what makes the small business unique. "We're all hands-on," Kimberly explains. "Each of us understands the processes and repairs based on working with them directly. With First State Elevator, you're not dealing with a big office. We know what's going on with every customer. We're a small business and can offer a personable approach to companies of all sizes."

First State Elevator stands out



with its superior service capabilities. Reliability and responsiveness are the backbone of its commitment to avoiding the inconvenience of inoperable elevators across the customers, residents, and employees who rely on them daily. Average client response times are within an hour of initial contact. Service is tailored to the individual needs of each client through a consultative approach and a variety of contract options. First State Elevator employees dedicate the time and effort to assist clients to safely reach their destinations when elevators are down for maintenance.

For an extensive amount of businesses large and small, elevators are critical to



Owner Kimberly Connell

efficiently and safely transport their employees and clients. Though an expected luxury of our daily lives, elevators are complex machines with a variety of different parts and mechanisms that play a role and making its capabilities possible. Regular maintenance and updates help ensure that elevators are

working at their best.

"A lot of people don't think about the elevators or all the processes it goes through and how complicated it is," Kimberly reflects. "You can't always get parts; they may be custom-made for particular elevators. People need to make sure they have the maintenance and inspections done yearly to keep on it."