It's hard to keep party guests out of the kitchen. Maybe that's why it's the most popular room to remodel – or scrutinize when buying a new home – followed closely by bathrooms. Bellmont Cabinet Co. knows this interest well. The manufacturer produces thousands of European-styled, custom, frameless, kitchen and bathroom cabinets every day to meet this homeowner demand. The quality of their products drives desirability too.

"What's unique is our four different product lines are custom-built onsite, shipped complete, and installed on location," said Chad Laske, Vice-President of Technology. "It's definitely curated. Nothing is flat-packed and assembled later"

Mr. Laske joined Bellmont Cabinet Co. one month after Kelley Connect was tasked with managing the manufacturer's network from a performance, security, and licensing perspective. Which means the decision to partner with Kelley Connect was made without Mr. Laske, an understandable cause for concern soon alleviated by our operational common ground.

> **"We don't exist without our IT infrastructure, so it's important to invest in IT service partnerships that work. I'm very comfortable with Kelley Connect, we both put effort into our relationship, so I can be honest and transparent. Which is great, because they help me manage what's most important,"**
>
> –Chad Laske, VP of Technology, Bellmont Cabinet Co.

"In our first conversation, I told them I wanted a partner," explained Mr. Laske. "Someone I can call, and they pick up, not some random call center with people who don't know who we are. Which is funny, because it turns out Kelley Connect describes all of their client relationships as partnerships."

That's because we know trusting our IT solutions places our partners' success in our hands. A responsibility we don't take lightly, so we're on the phone, online, or onsite, arm-in-arm, solving problems. The only way to deliver results.

"We were both new, but we had work to do," said Mr. Laske. "Mainly modernize our technology and grow our stack for high performance. That meant replacing our outdated, brittle host servers, upgrading cybersecurity, and investing in backups, as a start. But we did it together, and now we have the robust performance architecture we didn't have two years ago."

Having real, transparent conversations is what helps our partners the most. If it's not weekly scheduled calls to check off backlog items, perform routine maintenance, or forecast hardware needs, it might be an emergency response to thwart new security threats. Whatever it is, we're there, because taking our partners where they want to go is a team effort.

"We have learned to rely on each other," concluded Mr. Laske.

[Learn more](#) about how Kelley Connect can support your IT Services.