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Robb Mayer, CEO, Outlier Construction

When Kelley Connect decided to build out the Medford offices to support the growing demand for technology support in southern Oregon, it was not a prolonged search for a general contractor. Why? We've already gotten to know Outlier Construction and their expertise in multi-family, industrial, and residential construction because of our existing relationship in supporting their office and technology needs.

That theme of relationships is going to pop up again and again.

"When we got started six years ago, one of the things we really relied on was relationships," said CEO and co-founder Robb Mayers. "And I have a relationship with Scott Anderson, just like my insurance, lawyer, and CPA. Relationships, they say, are everything, and they truly are. He's somebody that's always there, someone I can rely on. I can trust he's always there when I need something."

It's safe to say Mayers bets on his relationships. He and his business partner Ryan Beugli went into business after playing sports together as kids, being college roommates, and starting at the same company right out of school as project managers. Although that was a much longer interview process than when he first called Kelley Connect to help out with their early technology needs, he still relied on both his comfort and trust in the relationship over sales sheets or business cards.

"If there's ever an issue, the whole Kelley Connect team jumps in," Mayers said. "Just having that level of trust and commitment, to know that they're going to be there and follow through and do what you need to keep your business up and going. As much as we all hate IT, it's such a big part of what we do today, and being down or not having this, or this is shut down, or this doesn't work, it just doesn't work in our industry or in most industries. Having a reliable, great IT company is one of the best and biggest things you have."

We might not hate IT that much, but we do hate when technology changes quickly, and businesses aren't prepared. It's why we do forward-looking planning with Outlier.

"I feel like I'm always working with Kelly Connect on some sort of solution," Mayers continued. "Right now, our server is at the end of its life, and we're trying to figure out whether we go cloud-based or buy another one. And there's been some new developments and a new partnership that Kelly Connect has now, so what was trending in one way is now trending the other way. They're just looking out for what's in our best interest, what serves us the best. What's the best future proofing? That's going to save us the most money in the long term."

"Kelley has such a strong and deep bench of people and background there, and they are knowledgeable in so many different areas. No matter what the question is, no matter what the issue, whether it's my website or my server, or adding a new employee or getting my computer set up, they always have somebody; they always jump right on it. It's just being reliable, that reliability."

It sounds like he's talking about someone, not something. We like being that friend you can call in a pinch or for a plan. It all sounds good to us. We're proud of our partner relationships and love when it reciprocates. We can prove it. If you happen to be in southern Oregon, stop by our headquarters and we'll give you a tour of their handiwork. And leave a couple of minutes to give you a tour of ours, as well.