



Help client ensure facility security and operational continuity by providing expert after-hours urgent response and professional dispatch services.

Industry: Safety and Security

Client: Vortex Doors, a leading provider of commercial door repair and security solutions.

Timeframe: 2024-present

Case Study



"Our partnership with AnswerNet ensures that even outside normal business hours, our customers are supported with the same sense of urgency and professionalism they expect from Vortex."

— Stacey Muto,
Director of Marketing Communications & Branding



The Client

Vortex Doors operates in the safety and security space, where responsiveness is critical. Their mission is to provide fast, reliable door repair and security services to commercial clients. When a customer has a door stuck open or experiences a late-night break-in, it immediately becomes an urgent situation that requires fast action and clear communication.



The Challenges

Vortex Doors recognized that maintaining their commitment to service excellence required a trusted after-hours partner. Without professional 24/7 support, the company faced:

Response delays: Risk of failing to secure a facility quickly during late-night emergencies or break-ins.

Service inconsistency: The challenge of maintaining a sense of urgency and professionalism outside of normal business hours.

Operational disruption: Potential for client operations to stall due to unsecured or malfunctioning entry points.

Missed opportunities: The danger of losing emergency service calls and potential long-term referrals to competitors with faster response times.



The Solution

Together with the client, AnswerNet developed a comprehensive after-hours Telephone Answering Service (TAS) framework and established step-by-step dispatch processes. We continue to provide urgent response and communication support for these critical security operations.

Urgent response and dispatch: Even outside normal business hours, customers are supported with the same sense of urgency and professionalism expected from Vortex.

Extended brand commitment: AnswerNet extended Vortex's commitment to service excellence and delivers consistent, reliable support when customers need it most.

Relationship building: Every call is handled as an opportunity to build long-term relationships, turning emergency situations into positive customer experiences.

Facility security: Strict procedures are followed to ensure facilities are secured quickly, keeping client operations running with minimal disruption.



The Result

Through AnswerNet's TAS partnership, Vortex Doors successfully extended its reach and dramatically improved its bottom line. They were able to build stronger long-term relationships with their customers, resulting in a significant increase in referrals companywide. Vortex Doors can now focus on their core security operations, knowing their after-hours calls are managed with precision.

45% Growth

Total revenue growth achieved in 2025 by leveraging consistent, 24/7 professional response services.

For more information, call, text or visit us online.

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