LIFT COMMUNICATIONS®

Market Fit Guide

LiftComm is purpose-built for large-scale, security-conscious environments where elevator communication must live inside a controlled, on-premise infrastructure. Our architecture integrates directly into existing security systems, making elevator monitoring a natural extension of what these facilities already operate. When a call comes in, it can be routed to an in-house answering team or conferenced directly to 911. For facilities that already have a security operations center, we make elevator communication part of it rather than a separate system to manage.

Transit Authorities and Rail Systems

Transit networks operate complex internal IT infrastructures that govern station operations, dispatch, and emergency response. A cloud-hosted elevator communication system does not get approved in these environments. Our on-premise architecture integrates into existing transit security platforms, giving operations teams centralized monitoring and direct 911 routing from a single system. We are already deployed with the MTA.

Public Housing Authorities

Housing authorities manage large multi-building residential portfolios where elevator access is a daily necessity for elderly residents and people with disabilities. These properties fall under city or state IT governance, meaning any connected system has to meet public sector network standards. Cloud-based solutions do not get approved. Our on-premise system integrates into their existing security infrastructure, gives property managers centralized visibility across all their buildings, and ensures every elevator call can be routed to an in-house team or directly to 911 when needed.

Parks and Recreation Facilities

Municipal parks departments fall under city or state IT oversight and manage dispersed, high-traffic public facilities. These environments need a solution that plugs into existing government infrastructure without creating new external access points. Our on-premise approach satisfies those requirements while tying elevator communication into whatever security monitoring the authority already has in place.

Airports

Airports are federally regulated environments where network security is enforced at every layer. No unvetted cloud platform touches airport infrastructure. Our system lives entirely within the airport's own network, integrates with their physical security operations, and ensures that any elevator emergency can be handled by an in-house team or escalated to emergency services directly from the same platform.

Hospitals and Healthcare Facilities

Hospital IT departments apply the same rigorous network security standards to every connected system regardless of its function. An elevator communication platform that routes calls externally is a liability their security teams will not accept. Our on-premise architecture keeps everything internal, integrates with existing security platforms, and gives facilities teams centralized monitoring without any third-party cloud exposure.

Universities and College Campuses

Major universities run private campus networks and enforce enterprise-grade IT policies across every connected system. Facilities teams are expected to comply with the same standards as the rest of the institution. Our system integrates into the campus security infrastructure, allowing elevator communication to be managed alongside access control and physical security rather than existing as a standalone external service.

Buildings with 24/7 Concierge or Security

Luxury residential towers, Class A commercial offices, and mixed-use developments that staff a concierge desk or security post around the clock already have trained people on site who know the building, know the residents and tenants, and are positioned to respond first when anything goes wrong. LiftComm routes elevator calls to that existing in-house team instead of an outside answering service. The concierge picks up the cab phone the same way they answer the lobby line, and 911 can be conferenced in from the same console if the situation requires it. For the building owner, this eliminates the recurring cost of a third-party monitoring contract that duplicates what on-site staff are already doing, and it gives residents and tenants a faster, more familiar response when the call connects. For larger portfolios, the same model scales across every property under one centralized platform.

Military Bases and Defense Installations

Military networks are isolated by design. No external system is permitted, no exceptions. Our on-premise architecture is the only model that works here. Everything stays within the installation's controlled network, there are no recurring cloud dependencies, and our system integrates into whatever security and communications infrastructure the installation already operates.

Federal, State, and Local Government Buildings

Government facilities operate under cybersecurity frameworks like FedRAMP and FISMA that prohibit unapproved external systems. These buildings range from large federal complexes like the Ronald Reagan Building in Washington D.C. to state courthouses and municipal offices. Our system deploys entirely within government-controlled infrastructure, gives IT security officers the control and auditability they require, and integrates elevator communication into existing building security operations.

Public Safety Facilities

Police stations, fire departments, and emergency dispatch centers operate under strict public safety IT frameworks like CJIS. Any networked system in these buildings is subject to rigorous review, and cloud platforms do not pass. Our on-premise architecture fits within their security posture, and the ability to route elevator calls directly to 911 or conference in emergency services is a natural capability for facilities where emergency response is the core function.

Correctional Facilities

Correctional facilities maintain complete network isolation as a security requirement. No external system communicates with their internal infrastructure. Our architecture is fully self-contained, integrates with existing

access control and security systems, and requires no cloud connection to operate. This is one of the few environments where our approach is not just preferred but required.

Sports Arenas and Convention Centers

Large public venues hosting high-profile events are subject to heightened security scrutiny from law enforcement and government partners. Cloud-dependent systems introduce external access points that venue security leadership cannot justify. Our on-premise system removes that exposure and integrates elevator communication directly into existing venue security operations, with the option to route calls to an in-house team or emergency services as needed.

K-12 School Districts

School districts are under intense pressure to lock down their networks and eliminate unvetted external access. Every connected system is a potential vulnerability, and IT departments are increasingly pushing back on cloud-based solutions across the board. Our system integrates into the district's existing network infrastructure and is managed entirely within their own IT environment with no ongoing cloud dependency.

Ports and Maritime Facilities

Ports are federally designated critical infrastructure operating under Coast Guard and DHS security mandates. Their IT and operational technology environments are treated accordingly. Our on-premise system meets those requirements and integrates into existing port security operations without creating any external connection points.

Power Plants and Utility Facilities

Critical infrastructure operators work under strict network isolation mandates and are among the most targeted environments for cyberattack. Any connected system must be fully contained within their network. Our architecture is self-contained by design, integrates with existing network monitoring systems, and never requires an external connection to function.

Advertising Add-On | As an optional add-on, LiftComm supports in-elevator digital advertising through idle screen display on applicable devices. For owners and operators looking to generate revenue from elevator traffic, this capability is available on request and managed through the same centralized platform.