

Riser Company FAQs

Q: What is a riser management company?

A: A riser management company is a third party company who manages the building's riser and telecommunications infrastructure. The goal of a riser management company is to prevent any companies from entering the building without permission and provide support to the ownership group with maintenance and support, as well as to keep the riser and MPOE tidy and organized.

Q: What does a riser management company do?

A: A riser management company is responsible for installing fiber from the MPOE to the client suite. This can typically cost the client thousands of dollars and is a time consuming process.

Q: What are the benefits to the building owners of having a riser management company?

A: The benefit that is sold to building owners is that they do not have to maintain the riser space or keep it up-to-date with labeling and new infrastructure. The riser management company manages everything without the landlord having to pay any out-of-pocket costs. In reality, tenants can get a cheaper install working directly with the vendor instead of the riser company.

Q: What are the limitations of having a riser management company in a building?

A: Tenants are very unhappy when they learn they have to pay thousands of dollars to install fiber service to their suite. An average installation for fiber normally costs about \$995 directly through the vendor. A riser company will typically charge the tenant 5x more than what the amount would be to install directly through the vendor.

Q: How do I sell internet to someone in a riser manage building?

A: Once you have a client interested in service, a sales engineer needs to write up a scope of work for the installation. Once the SOW is written up, the sales representative will send it to the client. Once the client signs a service order, they will need to send the SOW to their riser management company and receive a quote for the installation. If the client agrees to the quote, they will be billed directly from the riser company.

Q: What are some of the local riser management companies?

A: Some of the riser management companies who manage some the PAXIO buildings include Summit, IMG Technologies, and Montgomery Tech.