

**Contact:**

Martha Arendt

312-629-9400 | [marendt@aileroninc.com](mailto:marendt@aileroninc.com)

## **SMS ASSIST FOCUSES ON CUSTOMER SERVICE WITH NEW OFFICE** *Disruptive company strengthens workforce, customer service with expansion to suburban Naperville*

**CHICAGO**, September 5, 2018 — [SMS Assist](#), one of Chicago's fastest-growing technology companies, today announced a major expansion with the opening of a second area office in suburban Naperville.

The expansion will allow SMS Assist, headquartered in downtown Chicago, to accelerate investments in its industry-leading workforce and business solutions, which bring efficiency to multisite property management. The company, which plans to build out the new office initially with dozens of customer service roles, has a global workforce of more than 800 employees.

"Our success is driven by our people," said Taylor Rhodes, SMS Assist's CEO. "They're the reason we're here today. This new office allows us to continue creating opportunities for the team while also strengthening what's already the best customer service in the industry."

SMS Assist, recognized for its internal talent development programs, chose Naperville for the new office because of the city's strong business environment and highly skilled workforce. Naperville, with numerous colleges and top-ranked school districts, is regularly rated as one of the most educated, best places to live in the country.

The new office, which features free covered parking, an on-site gym, building food court and dedicated training space, will allow the company to accommodate up to 400 employees. The hiring process is already underway, with job descriptions available [online](#).

SMS Assist enhances how customers experience some of the nation's biggest brands, streamlining dozens of facilities maintenance services with best-in-class contractors. The company's technology platform offers real-time quality assurance and transparency across thousands of locations simultaneously.

For two years running, SMS Assist has earned a spot on the Forbes World's Best 100 Cloud Companies list.

### **About SMS Assist**

SMS Assist is a Chicago-based technology company providing multisite property management to a roster of Fortune 500 clients with a team of more than 800 dedicated employees and more than 186,000 service locations. Using its proprietary software platform to manage its network of more than 20,000 affiliate subcontractors, SMS Assist offers a suite of property management benefits including leveraged pricing of products and services, \$50 million insurance policy, real-time services validation, instant invoicing, automatic service audits, and data analysis to ensure quality and cost efficiency. SMS Assist is revolutionizing multisite property management services for clients including JPMorgan Chase (NYSE: JPM), O'Reilly Automotive, Inc. (NASDAQ: ORLY) and Invitation Homes Inc. (NYSE: INVH). To learn more, visit [smsassist.com](http://smsassist.com).