

DESIGN HOME CENTER — BUILDING SUCCESS ON A STRONG

Connection



On any given day at New Ulm-based Design Home Center, a project might involve a homeowner reviewing plans, a drafter finalizing drawings, carpenters coordinating materials, subcontractors confirming timelines, and suppliers lining up deliveries — many partners and projects all working in coordination towards the same goal.

Design Home Center has been serving homeowners, contractors, and agricultural customers across the region for decades, providing comprehensive building solutions for residential, light commercial, and agricultural projects.

“We pretty much do it all,” said Scott Juni, part owner and sales manager. “We pride ourselves on our experience and our customer relationships.”

With in-house carpenters, an in-house drafter, and a trusted network of contractors and subcontractors, projects range from small remodels to large-scale agricultural buildings and new homes. Managing complex projects with a variety of partners and project timelines relies on an operational backbone that centered on seamless connectivity.

Like Design Home Center, Nuvera has served customers in the community for decades, building its reputation for reliability and service. That shared commitment to local relationships makes partnership a perfect fit.

As a local partner, Nuvera brings the fiber infrastructure and technical expertise that power Design Home Center’s operations together creating a dynamic ecosystem that seamlessly connects customers, contractors, suppliers, and field teams in real time. With Nuvera delivering dependable connectivity behind the scenes, Design Home Center can continue building what’s next for its customers.

As the business has grown and technology has evolved, reliable connectivity has become essential to daily operations.

Within the past few years, Design Home Center upgraded to Nuvera fiber internet. The change allowed them to modernize their systems and move critical operations to the cloud.

“Now our entire point of sales system is cloud based, which we were not able to have before we had fiber internet,” said Andy Klingler, part owner and yard manager.

In addition to their point of sale system, their drafting files and internal systems are also cloud-based. Large design files are stored and accessed seamlessly, allowing staff to

collaborate efficiently and retrieve information quickly. With 15 workstations operating simultaneously, performance and reliability are crucial.

The speed and consistency of fiber internet have made a noticeable difference in everyday tasks. Staff can manage multiple pricing windows, communicate with vendors, send emails, and assist customers at the counter without delays. "It's made everything run smooth," Klingler said.

Communication across the business is supported by Nuvera's hosted voice phone system. In an industry where coordination between sales staff, contractors, vendors, and homeowners is constant, reliable voice service is critical.

When asked why connectivity matters so much to their operation, the answer was simple.

"Communication," Klingler said. "We run our business like we run a project: carefully, deliberately, and with everything coordinated.

"IT JUST DOES WHAT IT'S SUPPOSED TO DO. WE DON'T HAVE TO WORRY ABOUT ANY DOWNTIME."

Scott Juni | Part owner and sales manager | Design Home Center

Equally important is reliability. For Design Home Center, dependable internet means one less thing to worry about during a busy day.

"It just does what it's supposed to do," Juni said. "We don't have to worry about any downtime."

Connectivity also enhances the customer experience. Their in-house drafter uses advanced design software to create detailed plans and virtual walkthroughs for homeowners. In recent years, the team has hosted open houses where customers can experience these virtual home tours and see what is possible for their projects. Fiber internet ensures those presentations run smoothly and without interruption.

Training and vendor relationships have also shifted online. Many flooring, cabinetry, and interior suppliers now provide continuing education and product training through Zoom. Strong internet connectivity allows the team to participate without disruption and stay current on products and trends.

Connectivity keeps it all on track."

Juni agreed. "To have everything run smoothly, we need to be able to communicate between our contractors, our homeowners, our sales. Everybody has to be connected."

Looking ahead, Design Home Center sees technology continuing to reshape the building industry at an accelerating pace. Virtual walkthroughs will become more immersive. Estimating tools are growing more sophisticated, with capabilities such as uploading photos of a home to generate detailed project numbers.

With a strong fiber foundation in place, Design Home Center is well positioned for continued evolution. As AI-driven tools and other emerging technologies reshape many industries, Nuvera's fiber infrastructure, backed by our local team's expertise ensures businesses have the network capacity and fiber performance needed to adapt quickly. Nuvera fiber ensures businesses are AI ready and can seamlessly evolve while staying focused on the day-to-day needs of their business.

"I don't know exactly how AI will come into play for our business, but I think that it's definitely going to have a role," Juni said.

With Nuvera fiber internet already in place, the team is well-positioned for what comes next. Having the right infrastructure ahead of demand means Design Home Center can adopt new tools on their terms, serving customers more effectively and staying competitive as the industry evolves.

