

1-800-PACK-RAT Case Study

Case Study Snapshot
1-800-PACK-RAT provides flexible on-site storage during a University's large-scale renovation project

Industry
Education

Solution
On-Site Portable Storage



Overview

When it comes to getting a premier education, this University on the West Coast is one of the top programs in the country. With over 16,000 students, the University has supplied the world with successful leaders across all educational disciplines. With a focus on its students' well-being, the University started a project aimed at revitalizing some of the student living spaces on campus.

The Problem

This campus has over 700 buildings and maintaining all of them can be a challenge. When the University decided to paint the exterior of 20 student apartment buildings on campus, the Operations team knew it would have to clear out and store all items currently positioned on patios and in other outdoor spaces such as bicycles, patio furniture, etc. The University considered using portable storage containers but ran into some problems.

"We had reached out to some portable storage companies for assistance with our project. Our two main criteria were: we needed multiple containers delivered at a time and we needed to be able to move them to the next job site after an apartment block was repainted," a University Representative said. "The answers we got back were less than satisfactory, as they could not support the number of containers we required and they would only drop off/pick up the containers, nothing else. We needed a more flexible solution than that to complete a project of this scale on time."

Superior communication and logistical support were also a must for the University. With so many other day-to-day issues to tend to, the University Operations team needed the deployment of any containers to be as seamless as possible. The storage containers had to be high quality,



safe, and be accessible 24/7.

“With a project of this size, cutting down on disruptions as much as possible for the students themselves was a key consideration,” a University Representative said. “We wanted a company that understood our needs and would work with us. Being able to make a call and have a solution provider take action immediately and get the job done was a priority.”

The Solution

After searching a range of portable storage companies, the University found that 1-800-PACK-RAT stood far above the competition. 1-800-PACK-RAT provided the exact number of containers the University needed for its painting project, ensuring that a container was present at every apartment building that was being painted. When the University needed to have a container moved to a new building or job site, 1-800-PACK-RAT was there to move the container where it needed to be.

“Logistically, it was better than we could have hoped for. The drivers were always courteous and on time and were able to fit the containers into the tightest of spots where we needed them at. Parts of our campus have uneven surfaces as well, but 1-800-PACK-RAT made sure that each container was level and ready to have items stored in them securely,” the University Representative said. “Being able to simply call and have a container delivered or moved saved us a lot of trouble and time during the project.”

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The Results

Thanks to the flexibility and dependability of 1-800-PACK-RAT, the University never had to worry about its portable storage provider not being able to scale the number of containers to its needs. Each painting job had a container

to accompany it, providing a place for the students to store their stuff while the job was occurring. The students didn't have any problems with theft and they were able to access their belongings whenever they needed to.

“Working with 1-800-PACK-RAT's corporate headquarters was easy. I could always call and count on our Account Manager to set up or move the containers to a new position. Even when our Account Manager was out, it was utterly seamless working with other Customer Service Reps,” the University Representative said. “We never had to worry about delays with 1-800-PACK-RAT.”

The University was also extremely pleased with the professionalism and quality of the 1-800-PACK-RAT drivers delivering, moving, and picking up the containers. Drivers would call ahead to let University Operations know an estimated time of arrival so that Operations Team could be ready for them. Even though the University had containers moved multiple times during the paint project, 1-800-PACK-RAT's drivers were always there in a timely and professional manner to get the job done.

“Not having to worry about a service interruption or wait around for a driver to arrive on site was a huge plus,” the University Representative said. “It didn't matter who was on the other end, either driving the trucks or back at their corporate headquarters, everyone did a terrific job being patient with us and our requests to have containers moved where and when we needed them. This was a unique situation for us with many moving parts, and for 1-800-PACK-RAT to work hand-in-hand with us as well as they did says a lot about how they value their customers.”

Overall, the project was a success, and thanks to 1-800-PACK-RAT and its dedicated team, the project was finished slightly ahead of schedule.

“It was very convenient, extremely flexible, and they understood the unique needs that we had with this project. We were very pleased with the culture of professionalism, from the corporate level to the local facility level, to the drivers themselves. I don't think we could have asked for a better company to work with what we had to do than 1-800-PACK-RAT,” said the University Representative. “It's why we recommend you all to whoever asks us about such storage solutions.”