

1-800-PACK-RAT

Case Study

Case Study Snapshot

1-800-PACK-RAT provides a client in the Hospitality industry with a simple way to store and access items needed for an annual golf tournament.

Industry

Hospitality and Sporting Events

Solution

Portable Storage & Moving

Overview

This client provides its customers with high-quality vacation resort destinations and hospitality that is second to none. Along with multiple vacation options, the resort also holds an annual golf tournament in Florida. This event brings celebrities and professional golfers together for a terrific cause and raises money for children in need.

Events of this scale require a lot of planning and coordination. One aspect that is very important is having on-site portable storage that gives the event coordinators the ability to access the materials they need at any time. After working with a company that was disorganized and unable to meet their needs consistently, the resort decided to go with a company known for elite customer service and attention to detail, 1-800-PACK-RAT.

The Problem

Each January, the resort hosts an annual golf tournament in central Florida. Hosting these events is no simple task, as usable space is limited on a golf course. The client needed a portable storage solution that could be placed at a pre-planned point that was both out of the way and allowed easy access the materials inside. To do this, the client initially hired one of the top companies in the portable storage industry. Issues, however, soon began to arise for the resort client.

“Working with this company quickly became a disaster for us from a logistical standpoint. Coordination between the corporate moving team and the drivers never seemed to match up, as we had a major issue with the precise delivery of our container, with a driver just leaving it wherever he could find space. We had to call corporate again, have them drive back out and move the container to the place we specified in the first place,” a company representative said. *“Needless to say, this caused us a lot of headaches during a stressful time when we are trying to coordinate a number of different things all at once.”*

Drivers would call when they were on-site, giving the client no time to prepare for the arrival of their container, forcing them to scramble to make any adjustments to the container’s placement as necessary. Additionally, they would have to store their items either in a storage area, which required the use of a moving truck and time spent loading and unloading items multiple times, or store the items on-site in their building.



“Our previous portable storage partner never broached the subject of off-site storage with us. As a result, we used other methods to store our marketing materials for the event, but this soon became a problem as well,” the client stated. “Storing the items in our office wasn’t feasible as there wasn’t enough space to do so. And storing them in a storage area required a lot of wasted time, and we needed a guaranteed climate-controlled space. We were tired of doing more work than we necessary to move and store our items.”

Accounting and billing issues also arose for the resort, as they estimated roughly 30 hours were spent over the span of a year dealing with their partner’s accounting team to sort out a billing issue on their end. Eventually, they decided it was time to find a new partner.

The Solution

Knowing they could find a better partner to provide portable storage, the client decided to look at other solutions in the second half of 2016. The resort was unaware of another company that could vertically lift a container for transport until they saw a 1-800-PACK-RAT container located outside a local hardware store. After calling the company and learning more about what it had to offer, the client was convinced that 1-800-PACK-RAT was the best solution for them.

In addition to providing a portable storage container and pick up and drop off services, 1-800-PACK-RAT was also able to solve the resort’s storage issues as well. With a climate-controlled facility located in the central Florida area, they could store their items there and could retrieve what they needed when they needed it.

“Being able to call ahead and see our container when we need it is a huge help and allows our team to schedule visits

that work around our busy schedules. The fact that our main office is located just minutes away from the storage facility is an added bonus,” the client said. “1-800-PACK-RAT was able to solve our problems and provide solutions to a number of issues we were having previously, making everyone’s lives easier.”

The Results

The client saw positive results immediately after partnering with 1-800-PACK-RAT. They were given a dedicated Account Manager at 1-800-PACK-RAT that they can contact at any time to assist with anything they needed.

“1-800-PACK-RAT was extremely thorough when it comes to getting down the details of when and where we needed containers delivered to, which was something we didn’t have with our previous portable storage provider,” the client stated. “We had a dedicated move coordinator that was able to work hand-in-hand with the drivers and ensured the container was delivered where we needed it. This completely removed the stress we had experienced in years past, and allowed us to focus more on the tasks at hand for the event.”

Communication has also been a significant improvement for the resort. Compared to working with their previous partner, they can communicate with 1-800-PACK-RAT and get a timely response to whatever they need, from container drop-offs or changes to storage access times.

“There isn’t any wasted time when it comes to working with 1-800-PACK-RAT, and that has helped us be extremely efficient,” the client said. “From drivers giving us a valuable 30-minute heads up before their arrival on site, to allowing us to schedule a container visit whenever we need one says a lot about 1-800-PACK-RAT’s commitment to its customers. We can always count on them to get the job done.”

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1-800-PACK-RAT Customer