

# 1-800-PACK-RAT

## Case Study

### Case Study Snapshot

*1-800-PACK-RAT Saves Restoration Company Valuable Time on Some of Its Most Time-Sensitive Jobs*

### Industry

*Restoration*

### Solution

*Portable Storage Containers*



## Overview

This restoration services company provides 24/7 restoration and remediation services across the West Coast. This company has completed every kind of restoration job possible – from extreme water and flood damage to wildfires, they are there to help their customers recover when disaster strikes.

## The Problem

When called out for a job, the company needs to be able to remove valuables, furniture, and other undamaged items from their customers' homes as quickly as possible and store them securely. Items in an affected home that are not initially damaged might become damaged over time. Mold can build up in a waterlogged or moisture-rich environment, or smoke from a fire can permanently damage and soil furniture. It is imperative that they get salvageable items into a safe environment quickly.

This restoration company requires a quick turnaround as water and mold damage can happen rapidly, and they want to have a dry place to put undamaged customer belongings in while they survey the damage.

In addition to needing containers delivered quickly, this restoration company often needs more than one container delivered at a time, depending on the job size. They recognized this need and initially leveraged another leading portable storage company. However, this company soon showed they were unable to meet the restoration company's requirements. This portable storage company didn't have enough facility locations in the area to provide the required service, and they didn't have enough containers or time to deliver them when needed. The restoration company was often unsure if they could finish a job correctly or on time. They could be called to remote regions for a job and required a portable



storage partner who could meet all their needs.

## The Solution

The restoration company quickly realized that they needed a new portable storage partner that could service every job site they were called to, while delivering the right amount of containers in a timely fashion.

The company had several criteria and considerations that had to be met to become their new portable storage provider. They had to service the entire area that the company covers, have enough containers on hand for projects, and be very timely with delivery and pickup schedules. That was when they turned to 1-800-PACK-RAT.

By leveraging its numerous locations on the West Coast, 1-800-PACK-RAT always guarantees the restoration company rapid delivery and pickup of containers when and where they need them. 1-800-PACK-RAT's container construction is also a major plus, as the all-steel, weatherproof construction doesn't attract or retain any moisture. This gives the restoration company and their customers more peace-of-mind that any belongings stored in the containers during a restoration project are safe from the elements.

## The Results

One of the most significant improvements the restoration company has seen since choosing 1-800-PACK-RAT as its portable storage provider is turnaround time for containers. The restoration company can get on site and typically have portable storage containers already there so they can start the restoration process immediately. In addition to saving time and customer property, it has also affected how they and their customers deal with insurance claims. The restoration company can get to work faster and save more of their customers' belongings, which makes insurance claims easier to process. This peace-of-mind is extremely helpful for the restoration company's customers who are already dealing with a tough situation.

One example of this is when the restoration company had a job at a large home that had experienced severe water damage. To save as much of the home's valuables and furniture as possible, the company required more

than a half-dozen containers on short notice. Thanks to 1-800-PACK-RAT's numerous facilities and their ability to deliver quickly, the restoration company was able to save a lot of their customer's belongings.

Unlike their previous portable storage container provider, the restoration company found that 1-800-PACK-RAT's numerous facility locations on the West Coast provided unrivaled flexibility that couldn't be matched. With so many facilities in the area, the restoration company did not have to worry about going into a job without the proper amount of containers on hand. This also provided them with the ability to have containers wherever a job took them, no matter how remote the area might be, thanks to 1-800-PACK-RAT's facility locations in the region.

1-800-PACK-RAT's attention to detail is one of the main reasons this restoration company has chosen them to provide portable storage containers. From the facility managers to the drivers themselves, the restoration company found the local support for their restoration operations to be exactly what they needed. 1-800-PACK-RAT goes the extra mile to ensure that they have everything they need to complete the job they are on, no matter the time-frame. This kind of service helps them save customers' belongings and get to work faster on restoring their homes and lives.

