IncaAztec Self Storage Achieved 60% Insurance Participation with Storable
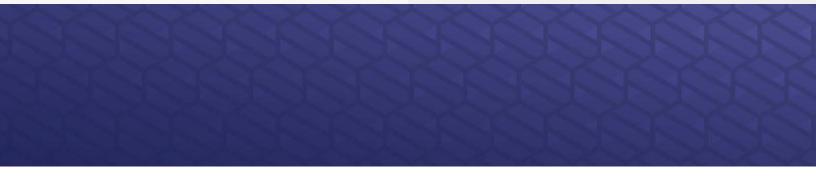
Storable

IncaAztec SELF STORAGE

PROBLEM

Mitigating Risk & Enhancing Efficiency

IncaAztec tried offering insurance with another insurance company to ensure their tenants were protected from unforeseen events; however, the manager training wasn't adequate. It was largely online with very limited engagement, and ultimately, managers didn't feel equipped to offer insurance. IncaAztec saw minimal results, and with only 2% of their customers protected, they decided to discontinue the program.

SOLUTION

Insurance Driven by Technology

Later, IncaAztec tried Storable Insurance powered by Storsmart Bader because it was integrated with their facility management software, Edge. With Storable Insurance, they found the deep training expertise, continued partnership, and integrated toolkit allowed them to achieve ~60% participation* in insurance, effectively protecting the majority of their customers. By implementing the right training practices, utilizing ongoing consultations, keeping platform integrations tight, and by protecting existing clients, they were able to achieve that enrollment.

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How 60% Participation in Insurance was Achieved

▸ **Training:** Storable Insurance training was interactive and comprehensive with ample time for questions/answers, and through that, managers began to feel comfortable with offering insurance. After the initial training, the Storable team offered a targeted re-training for new managers and managers who needed additional guidance which effectively got all managers on the same page.

▸ **Protecting Existing Tenants:** Storable Insurance guided IncaAztec through the process of ensuring their existing customers had either private or store insurance using technology integrated with StoreEdge. The platform integration took the tracking burden off the manager and made the process seamless.

▸ **Ongoing Consultation:** Storable Insurance clearly and frequently communicated with all the relevant parties at IncaAztec so everyone was kept informed about the tenant insurance program and what was happening next in the process.

▸ **Tight Platform Integration:** Managers could easily implement what they learn in training because of the tight integration between StoreEdge and Storable Insurance. It only took one or two clicks to help a customer with insurance so managers were able to easily integrate it into their workflow.

IMPACT

More enrollments.
More peace of mind.

Through the training, partnership, and the tight platform integration, IncaAztec reached ~60% participation across their portfolio of facilities only a few months after beginning with Storable Insurance. That means that IncaAztec's facilities, now with over 3,500 customers participating in the insurance program, experienced a 30x increase in risk reduction compared to their experience with another provider. With this increase, the partnership is able to effectively protect the majority of tenants, reduce operating risk, and add value to the portfolio.

30x
INCREASE IN RISK REDUCTION

READY TO OPTIMIZE YOUR SELF-STORAGE BUSINESS?

Unlock the full potential of Storable's platform and see firsthand how it can streamline your operations, maximize revenue, and fuel growth. Join successful operators like Atlantic Self Storage who have transformed their business with Storable.

Book Your Demo Now ⟩

▸ **Explore how Storable's solutions can elevate your self-storage management.**

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