

Fully Integrated SMS

Site Management Systems are an integral part of your operation. XPS has made the investment of integration for your property already with many of the largest providers in self storage today. If we are not already integrated we have the capacity to do so with our staff of industry I.T. experts.

Flat Rate Investment

Business is complicated enough. That's why we're working to keep things simple for your property to grow. And that's why we stick to flat rate billing for our solutions. Just select the solution that best fits your property needs and you'll be under our care and growing your property with tools that will soon be a requirement in this industry. Be sure to use our XPS Go Green program and start taking advantage of an additional monthly discount immediately.

109 Hours of Weekly Support

Think about that 109 hours of coverage every week. From Monday through Saturday 6 a.m.-11 p.m. and Sunday 10 a.m.-5 p.m. you'll have the added benefit of a trained team of XPS agents on your phones. That's just about 475 hours of coverage per month! Your property would require twelve (12) full-time employees per month to provide you with that blanket coverage! Pretty incredible when you consider the small investment you'll make each month to receive the level of professional coverage our XPS agents will bring to your property.

Return on Monthly Investment

The average return on the XPS monthly investment exceeds 300% every single month! In properties where the volume is higher the average monthly return can be five times that amount. This is the power of leveraged assets working for your property. And considering the fact this return does not put a solar value of all of the customer service calls XPS will handle for your property, this solution really is extraordinary.

* Requires certain service level with XPS Solutions.

Driving phone traffic to our self storage stores is a constant objective in our management team. Our property managers work diligently to answer every call with enthusiasm and professionalism to counsel prospects and to service existing customers. However, we know the colloquial saying of "...the busier I am, the more behind I become...." can be true which means we are missing valuable phone calls. As a result, XPS has helped us develop an effective roll-over call program to support our local store managers and our corporate toll free reservation number, and XPS has also worked with us to organize outbound calling capability for internet and specialty customer leads. XPS has been committed to a high level of focus for our company, and the result has provided a measurable increase to our rental conversions and income for less than our standard cost of acquisition.

TOM MAXFIELD, REGIONAL MANAGER
Watson & Taylor

LEASE-UP NOW!

Add a trained self storage agent today!



LEVERAGE OUR TEAM TO CATCH THE CALLS YOU MISS

- Phone Inbound
- Phone Outbound
- E-Leads
- Online
- Digitally recorded
- Fully Integrated
- Flat Rate
- 109 Hours Weekly

Immediate ROI

PUT US TO WORK FOR YOU TODAY!



866.US.STORE
XPSUSA.com



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Headquartered in Richardson, Texas, XPS Solutions launched the first reservation center in the industry to provide telephone support and an industry specific customer relationship manager to the independent self-storage industry. The company currently provides service to hundreds of facilities located throughout the United States and Canada. For more information about XPS Solutions and their business development solutions, call 1-866-US STORE, contact us by mail at XPS Solutions 1251 Sherman Street, Suite 101 Richardson TX 75081, or log on to the web at www.xpsusa.com

XPSUSA.COM

Forwarding & Rollover Service

You have two basic coverage options with XPS Solutions. Our **Forwarding Service** allows for your property to pre-set the times of day that your calls will forward to our trained agents. Perhaps you want calls to forward during the 12:00 noon lunch hour and after 5:00 pm? We can handle that for you! Our **Rollover Service** will forward your calls to our agents based upon a predetermined number of rings established by you at which time we will handle the needs of your tenants and your prospective tenants! If we ever receive a call after we're closed, your voice mail is e-mailed to you for your review!

On-Shore/Bi-Lingual Agents

Not only will your property receive rollover and after hours coverage, but you'll have the added benefit of Bi-Lingual agents as well. Because XPS is based in Richardson, TX, the largest telecom corridor in all of Texas, XPS benefits from a tremendous talent pool with a wide range of skill-sets. On average, thirty percent of our trained agents are Bi-Lingual English/Spanish. And being located in Dallas, TX you have our guarantee that all of your calls are being managed here at our Richardson, TX center and not somewhere overseas. The training the XPS agent receives is thorough. For skill development, our agents must enroll on our ten-day XPS Call Center Training program and pass to the 80% percentile. Once on the phones, weekly training and feedback will be provided to our agents relative to their performance. Every call is digitally recorded so our Quality Assurance Managers are able to review calls conducted throughout the day by our agents. We will listen for the voice quality, sales ability and customer satisfaction skills expressed in every call. To achieve this level of performance we must continually educate and develop our staff of agents. Our training continually incorporates skill-based and customer service oriented training themes.

Phone Inbound

It's impossible for a property manager to catch **every** call. It's also impossible to measure an accurate return on your marketing costs when your property is missing calls. XPS will provide you with trained agents who are equipped for **every** type of inbound call. Our qualified agents are trained to take the calls you miss during the day as well as after hours. If one of your current tenants wants to make a credit card payment we can process it for you. If a prospective tenant wants to rent storage, we'll create a rental under the terms you approve in advance. Have you considered what the lost calls are costing your property?

Total calls missed will vary depending upon property size, units and location. Current statistics show the average property misses 6 calls every day on average! That's a lot of missed opportunity!

Impact of 6 Missed Calls Per Day:

	Per Day	Per Month	Per Year
Total Missed Calls	6	180	2160
50% Customer Service Inquiries	3	90	1080
Value of Satisfied Tenant (Priceless...)	\$\$	\$\$\$	\$\$\$\$
50% Rental Inquiries	3	90	1080
Value of Leads at \$800/per	\$2400	\$72,000	\$864,000



Call 866.US.STORE

Measure, Track & Grow

Business teaches us that we *must inspect what we expect*. XPS provides your property with an easy to use, complete call management solution that allows **all of your calls** to be tracked. This means you can **measure** your property's effort and progress. You will know exactly how many calls your property received and how many of those calls went to the XPS agents. With the XPS solution in place, you will have the ability to review every call and know more about your business than you thought possible. You now have the opportunity to know your peak times for rentals and calls so you can staff accordingly. XPS Solutions has a tool set that will **track** all of these details for you and allow your organization to make decisions from the reports that allow you to **grow**!

Phone Outbound

Second Chance Service™ is our outbound service that chases down the callers who did not rent with you **yet**. What do you know about the prospective tenant who does not rent? If they have already rented, who did they rent from? Do you know what affected their decision? We have a staff of trained agents who can make the follow-up calls to the prospective tenants who did not rent the first time they called your property and either get them rented with you or discover why they rented elsewhere.

E-Leads & Chat Support

The web is a road that eventually leads to the telephone. XPS has deployed a set of tools that makes getting from the web to the phone a lot easier for your prospective and current tenants. Let's just say we have leveraged the best practices of web marketing and are ready to provide the support your property needs. These tools give your property a unique advantage and are inexpensive providing a very profitable return on the monthly investment.

Web Presence

For some property owners, just getting on the web is a big step. For others, getting a site that maintains a current inventory of available space is a chore. For XPS Solutions, this is our job! We have a completely integrated web site solution ready to support your space mix and marketing specials. The site is customizable and easy to use. We'll get it set up for you or you can do it on your own using our tools. Some of the largest management companies and privately owned properties are using our solution today so give it a look! We want to put you where your customers are finding you-and that's on the **web**!

Digitally Recorded Calls

Using state-of-the-art technology, every one of your property calls received are digitally recorded onto our servers and are *available for your review. This technology also allows us to record the calls received at your property as well, giving you a quality assurance tool and total call picture that is hard to find anywhere in the industry.

CASE STUDY IMPACT:

Facility	500 Units/70k s.f.
Average Calls/mo. To XPS	100 calls*
Prospect Calls/month	30
Rentals from 30 Prospect Calls/month	10
Second Chance Opportunities	20
Second Chance Service™ Rentals/month	4
Additional Revenue from Second Chance Rentals	\$4800/month - \$57,000/annual
Value of Second Chance Non-Purchase Data	\$ Invaluable

(*Using XPS' Rollover Service Only)

XPS has truly gone above and beyond on their commitment to Simply Self Storage. The service and response time that is provided to us is exceptional. We have had a lot of growth in 2007 and the team at XPS worked diligently to assist us with the numerous transitions so everything was seamless. ECHO has been a significant tool in our management decisions. For example, we have utilized the calls by day/hour report and have changed our store operating hours based on these calls. By adjusting our hours, we have captured more rentals with our extended hours and saved on overhead by opening the stores later on specific days.

DJ HOBEB, DIRECTOR OF MARKETING
Simply Self Storage