

## **Storage Star Implements Self Storage Manager Across Multiple Facilities**

BLUE BELL, PA, June 26, 2019 - E-SoftSys, Total Solutions Provider for the Self Storage industry, today announced that Storage Star Self Storage, a subsidiary of FolletUSA, and a leading owner and operator of self storage facilities across the Western United States, Rocky Mountain region and Texas, has successfully implemented **Self Storage Manager**, the enterprise management software from E-SoftSys across 20 of their facilities.

According to Matthew L Garibaldi, President & Co-Founder of Storage Star Self Storage, "We had heard many positive things about Self Storage Manager from within the industry including the constant enhancements they have been adding to their suite of applications. Based on the several rich features that the application had to offer, we decided to convert to Self Storage Manager across all our locations. The whole conversion process was extremely smooth and the entire E-SoftSys implementation team was very professional during the entire transition period. Another plus is that Self Storage Manager is backed up by a company that has a large team of programmers and support analysts who not only provide prompt support 7 days a week but also provide ongoing product enhancements, based on customer feedback. When people ask me why I love working with the Self Storage Manager team, among many other things, the first word that comes to mind is customer service. Their team is the best in the business at customer service. We look forward to a continued mutually beneficial and long-term relationship with Self Storage Manager."

According to Kat Shenoy, President & CEO of E-SoftSys, "We are delighted at the opportunity to work with yet another multi-facility self-storage operator and welcome Storage Star Self Storage into our growing customer base. More and more multi-facility operators are converting to Self Storage Manager due to our excellent customer service, product functionality, easy access to data for business analytics, Open APIs and the ease at which we are able to convert the sites from other management software with zero downtime. We have several years of experience and a successful track record of developing, migrating and integrating applications for the self-storage industry all over the country and overseas. We will continue to work with our client base to ensure 100% customer satisfaction and enhance the software based on client feedback and keep up with the technological advances."

### **About FolletUSA/ Storage Star**

Storage Star Self Storage is a subsidiary company of FolletUSA, a leading owner/operator of several self-storage facilities across 6 states. They currently operate 20 self storage properties with more than 12,000 units with a customer base spread across California, Utah, Washington, Texas and Colorado. Storage Star Self Storage provides long-term and short-term storage unit rentals and offer a variety of unit sizes and prices. For more information on Storage Star, please contact them through their website [www.storagestar.com](http://www.storagestar.com)

## About E-SoftSys

E-SoftSys offers a complete suite of products and services that include [Self Storage Manager](#)<sup>™</sup> - Comprehensive management software for single and multi-facility operators; [Online Reservations and Rentals](#) with Electronic Signature & Digital Storage of leases; [e-CRM](#) - Fully Integrated Customer Relationship Management (CRM) module, designed specifically for the self-storage industry and multi-facility operators for creating inquiries, reservations, rentals, capture lead to rental conversion ratios, with interfaces to leading phone systems; [Call Tracker](#) module to monitor call recordings, capture valuable statistics including lead to rental conversion ratios, cost per lead, capture cost per lead, cost per rental & measure ROI on advertising campaigns; [SSM Text Messenger](#) - A cloud based automatic payment reminder and past due alerts system designed to reduce the manager's time on collection calls; [SSM Voice Messenger](#) - An automatic voice based collection system designed to reduce the time that store managers spend on collection calls and helps improve cash flow through higher conversion rates compared to email and direct mail; [Customer Portal](#) - A self-help interactive portal for customers to view their account history and balance, make payments, enable or disable autopay, schedule move-outs, update their contact information and more; [Android Tablet/Mobile Phone based Site Walk Through](#) & Work Order Management Module for site managers to perform lock checks, enter unit maintenance notes, mark units for move outs, create work orders for maintenance activities and much more; A fully integrated [Kiosk Module](#) for tenants to pay, reserve or rent units and also sign off the lease; [Other Interfaces](#) - QlikView<sup>™</sup> Business Intelligence and Analytics, XPS Integration, API integration to leading website providers, tenant insurance companies, cloud based gate systems and Lead Aggregators; [24/7 Customer Support](#) - with Dedicated Team and Project Manager assigned for large operator implementations, as well as periodic upgrades to the software programs

[Self Storage Manager](#) has been implemented by many single and multi-facility companies in North America, South America, Europe, the Middle East and Asia-Pacific. For more information, please contact **E-SoftSys** at 800-469-1740 Ext. 1, or by visiting [www.selfstoragemanager.com](http://www.selfstoragemanager.com) or [Click here to email us](#).

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