

INSOMNIACTM

The Self Storage Call Center

Live!

built from the **ground up**
to be your manager's
remote assistant



OpenTech
AllianceTM

The Leader in Self Service Solutions
for the Self Storage Industry

INSOMNIAC

The Self Storage Call Center

Live!

Built from the ground up to be your manager's remote assistant

Stop wondering and start knowing that your calls are being answered immediately and precisely in the manner you expect. Facility owners spend sizably to get phones to ring and every telephone call is vital to the livelihood of your storage facility.

INSOMNIAC Live! ensures that every time a phone rings at your self storage facility it is answered promptly, professionally and consistently by a trained Storage Counselor (day, night & weekend). OpenTech backs this commitment with the industry's only 100% Satisfaction Guarantee. Our Storage Counselors use an advanced, computer-assisted sales system called LiveAgent! The application automatically delivers your facility's customized information when receiving a call. When servicing clients, Storage Counselors have immediate access to your real-time inventory, pricing and facility details including; benefits, pictures, directions, specials, promotions, and more.

OpenTech Storage Counselors are standing by to become your remote assistant. Self-Storage...it's all we do! Call 602.749.9370



INSOMNIAC Live! gives you the same tools as the BIG BOYS so you can compete on a level playing field

OpenPortal

OpenPortal is a Cloud based service that closes the information gap between your facility and the INSOMNIAC Live! Call Center. All relevant data about your business is kept accurate, up-to-date and in real-time. OpenTech technology ensures that our Storage Counselors are empowered to work under the direction of your facility manager in the role of a remote assistant.

Reports

OpenPortal includes reporting features to show pertinent information about the calls we handle. User driven reports detail standardized data including: total calls rolled over to the call center, answered calls, abandoned calls, sales opportunities, appointments, leads and the ratio of opportunities converted to reservations. In addition, raw data dumps are available at no extra cost so you can individualize your reports.

Teamwork

We value the opportunity to partner with your managers tracking satisfaction and sales. Our team works side-by-side with your managers to exceed expectations. Call notes and recordings are forwarded to your managers to rate their satisfaction on every call.

INSOMNIAC Live! closes the information gap between your on-site & remote staff

Our trained Storage Counselors have real-time access to the inventory and data residing within your property management system (PMS). This means that when your inventory changes, we know it. When we reserve a unit for you, it is immediately updated in your PMS software and your manager is automatically notified. Payments are processed the same way as our Storage Counselors access real-time customer account balances. When our Storage Counselors process payment for your tenants, your manager is immediately notified, no additional work is necessary!

INSOMNIAC Live!
The voice of self storage.

OpenTech ISSNtest SiteLink Web (TD)
2501 W. Dunlap Ave. 150, Phoenix, AZ 85021

GreetingNeed AnalysisPresentationSolutionRecapClose

How soon will you need this space, **John**? 1 Weeks ☐ Not sure (This facility allows pre-leasing for up to 7 - days)

How long will you need the space? ☐ Not sure

To help us determine the best amount of space, give me an idea of what you are going to store:

☒ 15 Boxes - Large☒ 1 Dresser☐ Bed - Twin☐ Boxes - Medium☐ Refrigerator☐ Loveseat
☐ TV - Medium☒ 1 TV - Small☐ TV - Large☐ Armoire☐ Entertainment Center☐ Patio Furniture
☐ Bedroom Set☐ Bed - King☒ 1 Washer/Dryer☐ Boxes - Small☒ 1 Bed - Queen☐ Couch

If the customer reveals why they are storing, enter the reason here:
Works for Honeywell and has been transferred to VA

FacilityMust ReadSpaces/PricingBenefitsSistersOtherEmergencyTenant Info

Facility Time 8:37 AM AZTUnmannedSatelliteAll Calls

Standard Spaces Filter on: ☐ CC ☐ DU ☐ RV select all clear all

Space	Description	Avail.	Attributes	Rent	Occup.	
8.5 X 5	Self Storage 8.5 X 5.0 Inside	4/4	IN,SS	\$43.00	0%	select
10 X 10	Self Storage 10.0 X 10.0	33/33	SS	\$75.00	0%	select
10 X 10	Self Storage 10.0 X 10.0 Inside	51/57	IN,SS	\$75.00	10%	select
5 X 10	Self Storage 5.0 X 10.0 CC Inside	3/4	IN,SS	\$65.00	25%	select
10 X 20	Self Storage 10.0 X 20.0 Inside	6/9	IN,SS	\$50.00	33%	select

Parking/RV and Other Spaces Filter on: ☐ CC ☐ DU ☐ RV select all clear all

Space	Description	Avail.	Attributes	Rent	Occup.	
15 X 20	Parking 15.0 X 20.0	54/59	RV	\$125.00	8%	

- inventory
- occupancy
- benefits
- competitive advantages
- hours
- directions

The LiveAgent! built-in storage wizard takes the guesswork out of unit selection

INSOMNIAC Live! Storage Counselors utilize state-of-the-art technology and have a significant amount of information at their fingertips. When servicing your customers, the LiveAgent! solution provides; your business policies & procedures, competitive advantages over nearby facilities, photos of your property, directions to your facility, promotions, special offers and more.

Storage Counselors are also positioned to provide real-time information on accompanying facilities with a single click if needed.

Facility Photos
OpenTech ISSNtest SiteLink Web (TD)
2501 W. Dunlap Ave. 150

Facility Directions
OpenTech ISSNtest SiteLink Web (TD)
2501 W. Dunlap Ave. 150

Directions
Take Interstate 17 north towards Flagstaff. Exit at Dunlap Ave heading east (Dunlap is located north of Northern Ave and south of Peoria).

Landmarks
-Just south-east of Castles-n-Coasters and the Metro Center mall (on the east side of Interstate 17)

Map it!

Call 602.749.9370 or visit OpenTechAlliance.com

trust

Anyone can answer your phone... it should be someone you really trust!

Live! AllCalls™

All calls to your facility will be routed directly to the INSOMNIAC Live! Call Center. The original source of the call is tracked throughout the life cycle of the lead up to the rental. Callers can be sent immediately to a Storage Counselor or presented with voice prompts to specify their needs. Facility calls will not ring at the office allowing managers the ability to focus on; servicing on-site customers, market prospecting and overall facility operations.

Live! Rollover™

INSOMNIAC Live! Storage Counselors will answer calls for your facility when your line is busy or when the manager is not available. The calls will ring at the facility first, giving your on-site manager the first opportunity to answer. Our Storage Counselors will team with your managers to ensure all calls get answered promptly, under your procedure and you'll never miss the chance to rent a unit.

Live! AfterHours™

Offers limited call center service when your facility is not staffed (up to 64 hours coverage per week). Service provides pre-scheduled night, weekend and special hour coverage. *Restrictions apply

Live! Voicemail™

When your manager is unable to answer, the caller is routed to our Call Center and prompted to leave a message. The voicemail message is immediately emailed to your manager. This feature is also effective in providing owners with accurate data on call volumes and insight into how many sales are lost when calls are not answered immediately.

Live! Chat™, Text™, Email™

Be sure to ask about enhanced levels of service that give you the opportunity to rent from multiple channels of communication when connecting with prospective tenants.



Let OpenTech help you run your own Call Center with the following services:

LiveAgent!™

Save on costly up-front software & development fees. OpenTech Self Storage Cloud services deliver the only call center software application designed exclusively for the self storage industry.

LiveManager!™

Software and telephony technology designed exclusively for facility managers to enhance their sales performance, automate the payment process and ensure call consistency.

Enable operators to record & review calls, track lead sources and evaluate manager performance. Guarantee that every sales call enters your sales funnel.

Live! XtraAgent™

Back up your in-house call center with OpenTech Storage Counselors when relief is needed.

LivePhone!™

For internal call centers that license the LiveAgent! application. Seats on our cloud based phone system joins LiveAgent! software with incoming calls to create the ultimate in-house workstation. Inbound calls from specific properties pop to the screen without the need to search for internal data. A turnkey and most efficient setup, just add people.

Live! XpressPay™

A self-service alternative to paying at the counter or manually with your manager over the phone. Fast and secure, the automated service collects payments and reduces collections by offering tenants 24-7 convenience to pay on accounts, every time they call your facility.

Setup, Training & Customization Service (STC)

Setup

- Call Forwarding
- Phone System Setup; IVR, call routing, vmail, phone scripts, etc.
- Property Management Interface
- Facility Content Collection

Training

- Manager Orientation
- OpenPortal Overview
- Managers Handbook
- Reports Guide

Customization

- Business Rules Configuration
- Branded Greetings
- Competitive Advantages
- Confirmation Emails & Texts
- Specials & Promotions
- Landmarks & Directions

All services require a one-time STC process to ensure our Storage Counselors are equipped with all the information they need to sell your property accurately and provide quality service to your customers.

Interactive Voice Response (IVR): Services can be supplied with an IVR front-end, which is a telephony technology that allows the caller to be directed to the appropriate person or service they are wishing to use. Available with Live! AllCalls and Live! RollOver.

All service options include membership in the INSOMNIAC Self Storage Network™



The Industry's First & Only 100% Satisfaction Guarantee!

Every company claims to offer a high-quality service or product, but without verification, talk is simply words. INSOMNIAC Live! is different. We believe that quality is of immeasurable importance. In fact, we're so committed to providing the highest quality service available that we stake our reputation on it. The proof of our commitment is evident on every call we take, and we guarantee it.

Our 100% satisfaction guarantee insures that you need only pay us for the level of service you feel you have received. We believe that

this facilitates true partnership by placing the real "guarantee" upon the promise that we will deliver. If we don't exceed your expectations, we want to know about it so that we can make it right, learn from it, and provide constant improvements moving forward!

Quality means different things to many people. At OpenTech, we measure our quality with accurate metrics that encompass manager satisfaction ratings, percentage of calls answered instantly, rental conversions, database accuracy, wait times to the second and more.



Transparency, Consistency & Quality

OpenTech Alliance



Transparency, Consistency & Quality are the founding principles of the INSOMNIAC Live! Call Center

Transparency

Being OPEN is one of our core values. By design, we proactively share all recordings & call notes with your manager immediately following the call. Your managers are encouraged to rate and review each and every call.

Being transparent is not for the faint of heart, but it is the only way we do business.



Consistency

You have worked tirelessly to build a great reputation for your brand. Our LiveAgent! application ensures that we present your business the same way to each caller.

We collect & maintain the largest facility content database in the industry so our Storage Counselors are empowered to service your tenants when your manager is not available.



Quality

Doing it Right takes effort, commitment and resources. Training, experience & attitude make all the difference.

OpenTech invests thousands of dollars & hundreds of man hours to recruit, train and mentor our Storage Counselors. We strive to make certain our counselors are well versed individuals whose knowledge is apparent each time they field a call.

INSOMNIAC™

The Self Storage Call Center



Live!

Benefits:

- Never miss the opportunity to rent a unit
- Complete visibility into your call traffic data
- Track the result of every call to the end outcome
- Never put a client on hold again
- Service multiple callers at the same time
- Improve your quality of life
- On-site staff will be able to focus on serving customers at your facility
- Offer the same level of service as public operators
- Immediate ROI

Differentiators:

- OpenPortal, Cloud based, real-time facility information management reporting & lead tracking
- No hidden fees for reservations & payments
- No call volume limits
- Real-time tenant payment & customer account balance
- Real-time property management software integration
- Real-time unit availability, pricing, specials & customer account notes
- Customized confirmation emails & texts
- 100% Customer Satisfaction Guarantee
- Cloud based technology & rollover service for your own internal call center
- OpenTech Alliance does not own or operate self storage facilities. Information about your customers, inventory levels, pricing, specials and operating procedures are not being reviewed by a potential competitor

Hours:

Sunday

7:00am–6:00pm MST-AZ

Monday-Friday

5:00am–9:00pm MST-AZ

Saturday

5:00am–7:00pm MST-AZ

INSOMNIAC Live! is closed on the following holidays:

- Thanksgiving Day
- Christmas Day
- New Year's Day

INSOMNIAC Live! will be open until 2:00pm MST on the following holidays:

- Thanksgiving Eve
- Christmas Eve
- New Year's Eve

After hours calls are recorded and automatically emailed to your on-site manager.

Call 602.749.9370 or visit OpenTechAlliance.com