



## CUSTOMER SUCCESS STORY

# 5 STAR BOAT AND RV STORAGE



“We knew the only way we could operate this business and keep our careers was to implement a kiosk.”

Amy Payne, Owner



**Name**

5 Star Boat and RV Storage

**Website**

[www.5starboatandr.com](http://www.5starboatandr.com)

**# of Facilities**


1

**Years in Business**

< 1

**FOR MORE INFORMATION, CONTACT US:**

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## THE SITUATION

Based near Austin, TX, Amy and Kevin Payne uncovered a gap in the market when they couldn't find storage for their personal RV and boat. Before committing to this new venture, Amy and Kevin needed to find a way to balance their full-time jobs and the daily management of a new facility, without sacrificing the beloved hobbies that initially sparked the project.

## A Helping Hand

Amy spent 1.5 years learning the industry, joining the TSSA and talking with other storage owners in the area. Chuck Richey, owner of Presidential RV and Boat Storage just 3 miles down the road, recommended the INSOMNIAC kiosk as the ideal solution to automate onsite operations.





## THE SOLUTION

Kevin and Amy automated their unmanned facility with an INSOMNIAC 900 self serve kiosk to deliver unparalleled convenience and an excellent customer experience, with reduced risk and increased functionality over alternatives that operate exclusively online.

WORKING WITH US, 5 STAR REACHED

↑ **50%** 

Occupancy within 5 months  
of opening their facility

THE INSOMNIAC KIOSK BOOKED

↑ **75%** 

of all unit rentals since  
the facility opened Sept 2018

***“We have built a 5-star facility and OpenTech has helped us deliver an excellent customer experience.”***

***— Amy Payne, Owner***

## THE BENEFITS

- **Automated onsite rentals, 24/7**  
Convenient rental process, start to finish.
- **Full service features**  
The kiosk automates rentals, takes payments, connects tenants to live Storage Counselors, records 2-way video of transactions, and captures tenant ID.
- **Live customer support**  
Tenants can access live support from a professional Storage Counselor at any time - complete with video chat and remote access should a customer need extra help.
- **Work/Life Balance**  
With an INSOMNIAC Kiosk to automate onsite operations, Kevin and Amy can keep their full-time careers and manage a successful self storage facility.



OpenTech INSOMNIAC™ line of Products + Services + Apps:



Access Control  
CIA



Live! Call  
Center Solutions



Kiosks



Online Rentals



Automated  
Collections



Security Monitoring  
SmartEye



Online Auctions  
StorageTreasures



OpenTech IOE  
Platform