



Why Fully Integrated Self Storage Software Is A Smart Solution

Facility managers benefit from single stack solutions

A single stack is a way of saying all-in-one, meaning the software is designed to be the only solution you need to run your business. For self storage operators, a single stack option is a fully integrated solution capable of handling everything: marketing, leasing, accounting, operations and reporting. Leading facility management solutions are cloud-based to reduce your IT burden and give you greater flexibility.

Differences between single stack & mixed stack software

Self storage operators are likely faced with two directions for software: single stack (all-in-one) and mixed stack. Whereas single stack software pre-integrates all functionality needed to operate a facility, software based on a mixed stack model requires you to utilize multiple platforms.

While a mixed stack isn't a bad idea in theory, there are some drawbacks. The platforms rarely get along as well as you'd expect, and data has to be imported and exported (sometimes manually) between each platform for you to get full use out of the stack. Multiple logins are required to complete different tasks. And you'll have to work with multiple vendors and different support teams.

On the other hand, single stack solutions are designed and supported by one company, and each part of the software package pulls from a single data source. There are real benefits to that. Let's dive a little deeper into what you get and what you'll be able to do with a single stack approach to facility management.

WHAT YOU'LL GET

Increase power and efficiency with a single platform



Built-in accounting

It's not easy to have separate accounting and management solutions, and some facility operators are discovering this after the fact. Despite the promises and assurances from tech providers, software compatibility remains one of the most common misgivings with customers. Compatibility is never an issue with single stack software, and operators can seamlessly:

- Manage payables, receivables and general ledger functions
- Track property and corporate general ledgers
- Maintain escrow and trust accounts for all properties
- Generate custom financial statements and click into transaction-level details
- Track budgets and quickly identify problem areas
- Prepare and e-file 1099s in record time
- Store important documents
- Track job costs including budgets, supplier contracts, payments and retention



Simplified workflow

For an owner with a very small portfolio, it might be possible to list each facility manually on listing sites and manage the books with basic spreadsheet software. But as the unit count grows, more information needs to be updated, often across multiple popular listing sites. Likewise, spreadsheet accounting data, lease documentation and tenant information need to be updated manually across different systems. With more facilities and units to tend to and tenants to track, all of this becomes more of a burden to manage with disparate systems.

Not many of these systems "talk" to each other as well as advertised, and interfacing problems are an ongoing nuisance. As problems mount and busywork increases, you'll sense that it may be time for an all-in-one cloud-based facility management software. Some operators try to hold out until it's virtually impossible to get things done on time, but needless to say, they're much happier once they get a lot of that wasted time back.



Easy onboarding

Hiring in self storage has been a challenge. Make it easier for your staff by only requiring them to learn one system to manage every aspect of your business. They will save time by not having to log in and out of different systems, and your team will be seeing the same data in real time. You'll cut down on data entry mistakes and increase transparency. This is especially useful if you have management overseeing in a different time zone(s).



Deeper savings

Research by Technology One¹ found that single stack software delivers measurably higher savings compared to mixed stack platforms. The self storage industry stands to benefit from this integrated approach, which is already widely adopted in the multifamily and commercial sectors.

According to Technology One, businesses that adopted single stack software showed “a significant uptick in productivity, and further savings were found because there was no overlap in licenses.” This affirms the importance of having one solution that does everything as well or better than a mix-and-match approach. When you eliminate the complications that arise with the use of mixed stack applications, you save time, money and effort across the board.



Better support

Having one tech support team to reach out to — no matter what your question may be — is incredibly convenient. It also reduces the amount of back and forth that comes from trying to resolve issues that involve multiple systems in a mixed stack. And busy teams don't have time to sit for hours on hold every time there's a need for tech support.

The best tech providers know that wait times tend to increase due to the time-consuming nature of phone support. That's why live chat support is growing in availability and demand. On average, your team will wait only a few seconds for a response, and there's no limit to how often or how long these chats can occur.

¹ Source: “Single stack vs mixed stack: Getting the most out of your SaaS platform,” Technology One, Jan. 24, 2022

WHAT YOU'LL DO

Unlock the potential of your business



Work from anywhere

Cloud-based facility management software is on the leading edge of industry technology. Work from home, on-site or anywhere else with an internet connection. This also cuts back significantly on your IT burden. No more server maintenance, upgrades or costs associated with the management of sensitive data. Your software provider takes care of all of that for you.



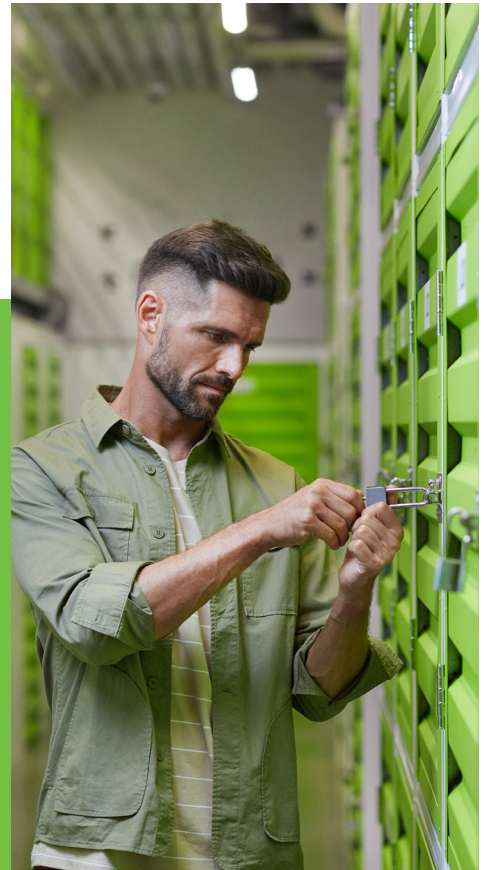
Address labor & financial challenges

There is an evolving set of challenges the self storage industry faces today (supply chain issues, inflation and labor shortages, for example). This is an area where built-in software automation and services can help. Offerings such as service request submission and bill payments through online portals, property websites and automated tasks like full-service check and invoice processing can help you and your team find more time in your day.



Enhance data security & accuracy

Cloud technology providers depend on the trust of their clients to stay in business. To that end, leading cloud providers usually implement significantly more powerful security measures than most businesses employ on their own. In part, that's because cloud storage companies invest in the latest software protection, and they hire IT professionals whose only job is to protect customer data.





Save time & reduce costs

A lot of time gets spent on small, repetitive tasks. It doesn't take long to process a single payment or work order, but multiply those processes by dozens, hundreds or even thousands, and it's easy to spend the bulk of your time on paperwork (especially with a small staff). Single stack solutions are so efficient and easy to use, you'll seamlessly switch between tasks as you:

- Track unit types and amenities
- Manage discounts
- Centralize communications with prospects, tenants and owners
- Track RVs and boats

WHAT SHOULD FACILITY MANAGERS LOOK FOR IN A TECH PROVIDER?

It's important that your tech provider is willing to partner with you before, during and after the agreement is signed. Mature businesses with proven track records in both client support and cutting-edge technology tend to make the best providers. They offer multiple platforms to support any portfolio size or makeup, and they have a history of leading the industry in innovation and education. Once you narrow your search, find out which one(s) have been around the longest, why they made it this far and whether they're likely to be here for years to come.

If you're ready to see Breeze Premier in action, reach out and request a personalized demo.

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