

we are **BIG** on  
we are **INNOVATION**

**Constantly improving the customer experience**

Investing in time-saving technology throughout the customer journey enables us to deliver exceptional service.

“ **The online check-in system is so user friendly and takes the stress out of the process.**

[Big Yellow Balham Customer]





**“ The online tutorial video and electronic signing-in make the moving in process seamless.**

**[Big Yellow Camberwell Customer]**

## Making storage easy

We understand people often need self storage when going through a stressful life event like moving home, house renovations, going through a separation or starting a business. We lighten the load for our customers wherever we can. This runs through every part of our business from how we design our digital user experience to how we build our stores.

### Step 1

We know how difficult it can be to decide how much storage space is needed. Our online size estimator makes it easy for our customers to select the right space, obtain a quote and reserve online.

### Step 2

Our digital platform has been designed to enable the customer to check-in online from home, in minutes. Engaging animations hand-hold customers through the storage license and how the service works. We make it quick and easy to upload identity documents, take a security selfie and create a storage inventory.

### Step 3

Customers can enjoy a stress-free arrival with our large car parks, loading bays and free use of trolleys to help move their possessions.

Easy PIN access and friendly store teams complete a smooth move-in experience.

## A stress-free experience

### **Online room estimator**

to help customers choose the right space

### **Quote and reserve online**

at a click of a button

### **Packing made easy**

with Click and Collect or home delivered boxes and packing materials

### **Fast onboarding at home**

using our Check-in Online platform

### **Stress free unloading and loading**

with our large car parks and trolleys