



## **Introduction**

One of the main targets of running a business is to decrease costs so you can increase profit margin. But as any seasoned business manager can tell you, the cheapest price does not always translate to the cheapest cost. What you save in direct monetary value, you may have to pay for in labor, liability, damage, lost business hours, and decreased office morale and therefore productivity. With this in mind, we have put together a brief list of questions of what to consider when weighing these considerations and determining the cost analysis.

### **Is the company insured?**

A company should offer full insurance. This is not just to protect against the cost of replacing or fixing items should they be damaged during the move, but property damage, and the cost of missed deadlines. Our insurance policies cover all these aspects and more.

### **Does the company offer written agreements and all necessary paperwork?**

It goes without saying that a binding agreement is very important to guard against surprise extra charges at a later date and to lay out deadline expectations. As part of our commitment to being fully transparent and to avoid any misunderstanding and subsequent costs of lost business hours our contracts go into even further detail. They not only detail the full terms of the agreement from our obligations to you and what is expected from you to help us meet those obligations, but what happens in the event one of us cannot fulfill an obligation, our insurance policy, of course, payment terms and cancellation policies.

Furthermore, when it comes to paperwork requirements, from insurance documents to the latest customs requirements and paperwork for international moves, we will provide all the necessary forms and instructions. Our ultimate aim is to save you hassle and time so we save you as much research as possible.

### **Does the company train their employees?**

Cheap labor generally equates to less training. While easier on the pocket, it can translate to much higher costs. In the most general circumstances this can be because employees don't know how to pack things well enough to protect from damage, and in the specific circumstance of moving offices this means hours need to be spent making sense of disorganized, poorly packed, and unlabeled boxes. For example, untrained moving staff may simply approach a filing system of binders on a shelf and put them in haphazard order in several boxes. Without a systemized approach to the filing system it can take hours to unpack and reorganize the filing



system in the new office when an extra few minute at the moving site would have prevented that cost in man hours and its resultant stress. Proper training so staff know how to label and pack computer setups and their cables is also a very relevant example.

Our employees are fully trained on how handle moves properly and how prevent damage to items as well as property. Furthermore, your move manager will layout a detailed and customized plan on how to make your move as efficient as possible. Our staff are briefed on this plan, and a foreman will be on site to ensure its smooth execution.

**Does the company have specialized services catered to corporate moves and the necessary resources to execute them?**

An understanding of the needs of the corporate industry is essential to be able to cater to its specific needs. Without this understanding the company may not even know what to consider in terms of resources let alone what services to offer.

For example, confidential documents can be tricky to move and present a possible landmine in liability issues. We work closely on a case by case basis to accommodate those needs. Whether this may mean supplying the material for your staff to pack the documents themselves with tamper proof seals, or having every one of our staff sign a non-disclosure agreement, or an alternative customized approach, we are committed to using our knowledge and resources to cater to your needs.

This is just one example of how we utilize our resources to tailor our services to corporate needs.

**Does the company offer tailored services?**

While it is important to consider the various specialized services that a company offers, sometimes they may not fit in with your needs and budget and therefore they may present an unnecessary cost to you.

For example, it may not be the most cost efficient or appropriate option for you to have the movers pack up filing systems. But you will need the movers to supply the packing materials and of course for the boxes to be insured during transit. So, you will need to ask if the company provides materials at a reasonable cost and if the company insures items not packed by its own employees. In more general terms, are your specific needs something the moving company can cater to? Do they have the flexibility and resources?



What this boils down to is if they are willing to sit with you and listen to your needs and then ask the right questions to determine how to best meet them. Not only is this the core basis of all our services, we pride ourselves on using our knowledge and experience to take it one step further and anticipate unforeseen needs that you may not have considered.

### **Does the company have the experience to anticipate unmentioned needs and potential problems?**

With the previous questions in mind, anticipating your needs is a very important factor to consider. Because although a company may have tailored options and the resources to execute them, they may not have the experience and knowledge to anticipate potentially costly mistakes that you did not consider or think to mention. One of which we have already previously discussed on our website is the example of the office chair. In case you missed it, we'll detail it **here** again. Otherwise you can skip to the last paragraph to see how else we anticipate your needs.

An often-overlooked aspect of corporate moves is office politics. It may seem irrelevant to bring office politics into a move. But it is actually representing one of our strengths, and how we utilize our experience and knowledge to anticipate and cater to every detail. So, while to most they just see several of the same make and model of office chairs, to us it is much more. We've learnt the nuances of hierarchy and how it can cause friction and discord that can resonate and effect morale and performance for a long time if staff arrive at the new location and have to argue over who has claim to a chair that they're accustomed to and have adjusted to their ergonomic needs. With our detailed approach we are able to anticipate and preempt problems like these with a tailored made plan.

Another part of anticipating your needs is understanding that moving an office can be a very nuanced process and therefore some tasks run the risk of being overlooked. And this can be a costly mistake. For example, a seemingly minute detail such as notifying the electricity company of your move can very easily slip through the cracks as you try to juggle all the many details of the move while simultaneously managing day to day business. This is why we send you a time lined checklist that helps you plan your move more efficiently, not just in relation to dealing with moving, but other details such as notifying landlords and redirecting mail and reprinting stationery.