



Streamlining Moving Estimates with Instant Video

LiveSwitch is widely used by global moving companies to improve the estimation process and document activities before, during and after a move. By enabling instant video calls for remote estimates, LiveSwitch eliminates the need for in-person visits, saving time, reducing costs and enhancing the customer experience. Companies rely on LiveSwitch to secure more jobs, protect against claims and create a visual inventory of every move.

CLIENTS



COASTAL CARRIER
MOVING AND STORAGE

TOTALLY SURVEYS
The Relocation Experts



MURDOCK'S
MOVING & STORAGE

Wirks
Moving & Storage

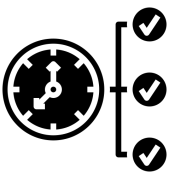
The Challenge

Before implementing LiveSwitch, moving companies faced several challenges with traditional in-person estimates.



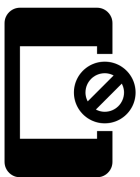
Inaccurate Estimates:

Relying on information from moving customers that is given over the phone or in photos leads to inaccurate inventories and frequent errors in quotes.

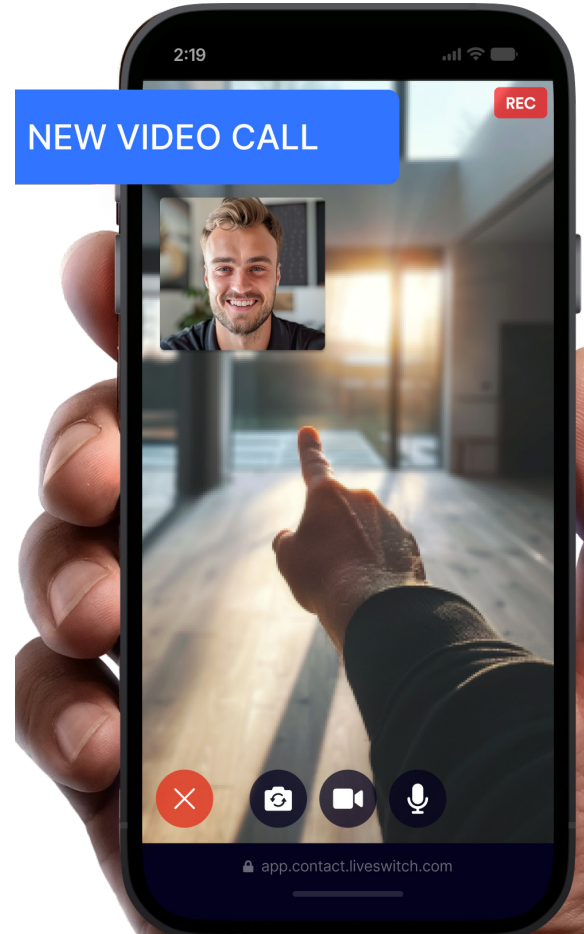


Time-Consuming Travel:

The traditional estimate process requires travel, which is costly and time-consuming, especially for last-minute requests or long-distance moves.



Customer Barriers: Asking customers to download additional software creates friction and limits accessibility.



"It has doubled the number of estimates I do per day, reduced time-to-quote and has allowed me to build a faster relationship with my customers."

Nathan Baker | Moving Consultant

The Solution

LiveSwitch instant video enables companies to provide virtual estimates and document activities before, during and after a move.

Seamless Communication with Customers: Send a simple link to customers via a text message. Customers immediately join a live video call without the need for any downloads. All calls are automatically recorded and stored in LiveSwitch.

Increased Efficiency and Job Capacity: Virtual estimates allow companies to take on more jobs without the logistical challenges of travel and scheduling. As a result, moving companies are increasing the number of estimates they provide each day.

Enhanced Accuracy and Communication: Using instant video, companies can accurately assess customer needs in real time, ensuring that quotes are more precise. The live interaction with customers enhances communication and credibility.

Cost Savings: By replacing in-person visits with virtual estimates, companies are saving significant amounts of time and money on travel. These resources can be allocated to other parts of the business that are focused on growth.



"With LiveSwitch, we are able to turn that quote around quickly. **Within the same day or even the same hour.** It's been monumental for our company. We're **booking jobs quicker and saving tons of money.**"

Neacail Murdock | Murdock's Moving & Storage



"**The cost is so minimal for what you get out of the product.** The accuracy and reduction of stress make it totally worth it."

Josh Shipman | Coastal Carrier Moving & Storage

The Results and Impact

- ✓ **Revenue Growth:** By streamlining the estimation process, LiveSwitch allows companies to handle more moves each month. Wirks Moving & Storage sees **an additional \$20,000 in monthly revenue from virtual estimates**. Josh from Coastal Carriers highlights, "We now get 5 to 10 more moves each month, each valued between \$4,000 and \$8,000."
- ✓ **Boosted Operational Efficiency:** LiveSwitch reduces time spent on travel and scheduling in-person estimates, freeing up critical resources. Allison from Wirks Moving & Storage says, "**The simplicity of LiveSwitch has been a game-changer**. Sending a link via text makes everything faster, easier and more efficient for both our team and our customers."
- ✓ **Increased Customer Satisfaction:** The easy-to-use platform increases customer satisfaction by offering a convenient and fast way to receive an estimate. Plus, there is no need to download software and customers can choose to have a live video call or submit a video recording of their items. Kevin from Trinity Movers shares, "**Our customers love the convenience**. It makes us look more professional and sets us apart from our competitors."
- ✓ **Significant Savings:** Eliminating on-site estimates helps companies cut down on travel and labor costs. Neacail from Murdock's Moving & Storage adds, "**Not needing a salesperson to visit every single one of these homes saves me probably \$80,000 a year.**"

LiveSwitch transforms the way moving companies handle estimates. By enabling virtual estimates through an easy-to-use platform, LiveSwitch allows businesses to handle more jobs, improve efficiency and accuracy, reduce costs and enhance customer satisfaction.