**Title Options**

* How Vaultra Asset Management Transitioned into a Modern-Storage Solutions Provider with the Latest Web-Based Infrastructure
* How Vaultra Fuelled Its Ambitions of Being a Customer Oriented Facility with a Digital Infrastructure Upgrade
* How Vaultra Set a New Standard in the Canadian Self-Storage Industry with the Latest Digital Infrastructure

## Background

Vaultra Asset Management is a Canada-based self-storage solutions provider in Alberta and Ontario. They specialize in managing and providing secure self-storage solutions for individual and corporate clientele in several markets.

The company enables its clients to optimize and use their physical spaces better by helping them to store lesser-needed items in rented storage spaces reliably. They support by renting spaces of different sizes for desired storage use in the rental period and also provide subscription-based space rentals for discreet, individual item storage.

## The Challenge

*“At Vaultra, we are fuelled by the mission to set a new standard in the Canadian Self-Storage industry. We seek to change the association of Self-Storage from a temporary holding place for rarely-used things to a secure, desirable and customer-oriented facility that is perfectly suited for maintaining and accessing valued personal and business assets.”*

Vaultra sought to elevate its value and expand its service portfolio by introducing several new storage options for its clientele. From providing only fixed-space rental options, they wanted to add item-based storage subscription facilities, where clients could store individual items without renting the entire storage unit.

Moreover, as against physically coming to use the storage facility, they now wanted to empower their customers with a ‘door-to-door service’. This was envisaged to enable clients to purchase a storage unit online and transfer storable items (back and forth) right from the comfort of their homes.

For these new service-category additions to operate successfully, they needed an improved website interface with a solid backend. Ideally, an intuitive, user-friendly website that helped clients avail the subscriptions and appointments with the Vaultra staff for the door-to-door services in real-time with the least friction and coordination effort.

## The Problem

Vaultra was operating with an elementary static website that simply listed the different variations of storage units and their renting prices.

The existing structure only allowed clients to purchase a unit from the website at listed prices and unlock an access code that could be used during their rental period.

It didn’t have any dynamic facilities to show real-time pick-up appointment availabilities for the door-to-door service.

Moreover, for the space subscription charges options for varying storage requirements, there was no fluid infrastructure to support the same.

They needed a technological website upgrade that was intuitive for users to navigate through their storage needs efficiently. Moreover, they also required a solid backend to deliver the best customer experience while supporting the Vaultra staff with a smooth, error-free workflow.

## The Solution

*"They are very attentive and focused on grasping the fine details of our requirements."*

Ink Solutions conceptualized and designed a suitable software architecture from scratch to infuse exceptional customer experience and operational efficiency for Vaultra managers.

* The plan was comprehensive and included ERD, and major flows interaction diagrams.
* The team then created a robust backend , frontend and infrastructural solutions to facilitate the provision of door-to-door storage facilities and item based, bin rental and self-storage services. For this, Java and React was used and AWS was chosen for hosting the cloud services.
* We integrated this with the complicated legacy, but critical software that business was heavily relying on in day-to-day operations - SiteLink.
* We’ve integrated with a Stripe as a payment gateway and used some advanced features of the platform, like automatic generation of billing report. We did this to reconcile Stripe’s data against our database and build reports for accounting team.
* Thereafter, all the screens and backend APIs were designed and duly implemented. This process was done in close collaboration with the Vaultra team to ensure that the end platform is well aligned with the client’s goals.
* Finally, an integrated admin dashboard was introduced to thoroughly support Vaultra staff and help them seamlessly manage the workflow for purchased plans, appointments, driver workflows, and also build various financial reports.

## The Impact

* Error-free space optimization through intelligent backend, making best use of Vaultra assets
* Internal efficiency improved by XX%. Lesser resources were needed to suitably manage
* Improved customer experience, translating into growing business. Increased revenue by $ XX
* Increased the number of clients from \_\_\_ to \_\_\_, locations served from \_\_ to \_\_\_

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