



Moving Companies Capture All Stages of a Move with Instant Video

LiveSwitch is trusted by global moving companies to improve the estimation process and document activities before, during and after a move. Using instant video calls, movers are saving time, reducing costs, protecting against claims, winning more jobs and enhancing the customer experience.

www.liveswitch.com

CLIENTS



The Challenge

Moving companies faced several challenges with traditional in-person estimates including time wasted in the truck, inaccurate estimates and lack of a visual inventory of each stage of a move.



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.



Limited claims protection: Create a visual inventory of each item being moved and progress of the move to protect against claims.

The Solution

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



Live Video Calls:

Instantly start live video calls with clients on any device or browser—no apps, no downloads.



Request a Video Recording:

Collect video recordings from clients using a texted link, QR code or website form.



Review Videos Anytime:

Every video session, whether live or recorded, is automatically saved and stored in LiveSwitch for future reference and protection against claims.



Snapshot capture:

Take snapshots during live video calls or from saved recordings to highlight key areas of the move or specific items. Add annotations and tag team members.

Use and Impact

Cost and Time Savings:

- Neacail Murdock from Murdock's Moving & Storage says, "Not needing a salesperson to visit every single one of these homes **saves me probably \$80,000 a year.**"
- Wirks Moving & Storage sees an additional **\$20,000 in monthly revenue** from virtual estimates.
- Josh Shipman from Coastal Carriers highlights, "We now get 5 to 10 more moves each month, each valued between **\$4,000 and \$8,000.**"

Improved Efficiency:

- LiveSwitch reduces time spent on travel and scheduling in-person estimates, freeing up critical resources.
- Allison Endicott 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:

- Browser-based instant video offers a convenient and fast way for clients to receive an estimate. Clients can choose to have a live video call or submit a video recording of their items.
- Kevin Joshua from Trinity Movers shares, "**Our customers love the convenience.** It makes us look more professional and sets us apart from our competitors."



"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