



# You Named Your Faves!

ISS readers choose their preferred product and service suppliers

The winners of this year's Inside Self-Storage Best of Business reader-choice poll represent every segment of the industry, from building companies to consultants to marketing firms and many others. Now in its fourth year, the annual campaign asks facility owners and operators to identify the companies providing the finest products and services in 35 categories. Each participant is allowed to vote only once in each category, and the ISS staff is explicitly prohibited from contributing.

The following list reflects this year's poll picks. If you missed your chance to vote, keep your eyes open for the next campaign kickoff in June 2015.

To the right is a sampling of this year's champions. In-depth profiles of the remaining winners are found in the following pages. The articles get to the heart of what makes these companies successful.

All the winners will be recognized at the Inside Self-Storage World Expo, April 7-9, in Las Vegas. The poll results for all four years are also available year-round on the ISS website.

Congratulations to our 2014 victors, and a very special thanks to the readers who voted in this year's campaign. **ISS**

Best Architectural Services	ARE Associates
Best Auction Services	StorageBattles.com/StorageTreasures.com
Best Builder	Kiwi II Construction Inc.
Best Building Components	Trachte Building Systems
Best Call-Center Services	PhoneSmart
Best Climate-Control Products	Quest Climate Control Equipment
Best Commercial Insurance	MiniCo Insurance Agency LLC
Best Construction-Project Management	Mako Steel Inc.
Best Customer Service	CubeSmart
Best Development Consulting	The Rabco Corp.
Best Elevators/Lifts	Ajay Equipment Corp.
Best Finance Company	The BSC Group
Best Green Product	Baja Construction Co. Inc.
Best Lock	Chateau Products Inc.
Best Maintenance Products & Services	ABR (Accent Building Restoration)
Best Management Software	SMD Software Inc. (SiteLink)
Best Manager Training	Universal Storage Group
Best Marketing Services	Storage.com
Best Online Directory	SpareFoot
Best Operational Consulting	Westport Properties
Best Payment Services	Select Merchant Solutions LLC
Best Portable-Storage Unit	Universal Storage Containers
Best Real Estate Brokerage	Argus Self Storage Sales Network
Best Retail Product	Supply Side USA Inc.
Best Retrofitting/Refurbishing	Janus International Group LLC
Best Security System	Sentinel Systems Corp.
Best Self-Storage Door	Janus International Group LLC
Best Signage	US Signs
Best State Association	California Self Storage Association
Best Tech Support	Quikstor Security & Software
Best Technology Innovation	iBid4Storage.com
Best Tenant Insurance	SBOA Tenant Insurance
Best Third-Party Management	Extra Space Storage Inc.
Best Truck Rental/Leasing	On The Move Inc.
Most Innovative Product	CallPotential



### BEST CLIMATE-CONTROLLED PRODUCTS

#### Quest Climate Control Equipment (A Division of Therma-Stor LLC)

**Owner:** Madison One Holdings  
**Founded:** 1977  
**Headquarters:** Madison, Wis.  
[www.questprotect.com](http://www.questprotect.com)



Quest/Therma-Stor provides climate-control products and dehumidification systems including high-efficiency dehumidifiers. Its equipment helps storage facilities achieve true and complete climate control.

### BEST TECH SUPPORT

#### QuikStor Security & Software

**Owner:** Dennis Levitt  
**Founded:** 1987  
**Headquarters:** Van Nuys, Calif.  
[www.quikstor.com](http://www.quikstor.com)



QuikStor provides management software, an online-payment center, access-control products, wireless door alarms, digital video surveillance, 3-D site graphics and office security.

### BEST ONLINE DIRECTORY

#### SpareFoot

**Owners:** Chuck Gordon,  
Mario Feghali  
**Founded:** 2008  
**Headquarters:** Austin, Texas  
[www.sparefoot.com](http://www.sparefoot.com)



SpareFoot provides a free marketplace that helps self-storage customers find and book units at the more than 7,500 facilities in its network. The company also has exclusive partnerships with brands like Apartments.com, Penske Truck Rental and SelfStorage.com.

### BEST MANAGER TRAINING

#### Universal Storage Group

**CEO:** Anthony J. Ross II  
**Founded:** 1993  
**Headquarters:** Atlanta  
[www.universalstoragegroup.com](http://www.universalstoragegroup.com)



Universal Storage Group provides operational solutions for self-storage businesses. The full-service management company also provides staff training, consulting, feasibility studies, and facility design and development services.

### BEST OPERATIONAL CONSULTING

#### Westport Properties

**Owner:** Barry Hoeven  
**Founded:** 1985  
**Headquarters:** Newport Beach, Calif.  
[www.usstoragecenters.com](http://www.usstoragecenters.com)



In business for more than 25 years, Westport Properties owns storage facilities under the US Storage Center brand name. The company also offers third-party management services, feasibility studies, development and construction services, buying power and financing. It currently owns or manages 80 properties.

### MOST INNOVATIVE PRODUCT

#### CallPotential

**Owner:** Phillip Murphy  
**Founded:** 2011  
**Headquarters:** Plainfield, Ill.  
[www.callpotential.com](http://www.callpotential.com)



CallPotential technology provides small businesses with tools that allow them to compete with larger corporations. The company's cloud-based service helps self-storage operators handle call tracking, lead management and more. It sits atop a facility's management software to drive best practices and guide facility staff through the sales, rental and collection process. It can be used in a standalone fashion or integrated with various management-software tools.

### BEST CONSTRUCTION-PROJECT MANAGEMENT

#### Mako Steel Inc.

**Owners:** James Bartnick,  
Robert Lesko, Caesar Wright  
**Founded:** 1993  
**Headquarters:** Carlsbad, Calif.  
[www.makosteel.com](http://www.makosteel.com)



Mako is a full-service metal-building provider that has been integral in the construction of more than 1,500 self-storage facilities. For more than 20 years, the company has specialized in self-storage construction, providing developers, architects and contractors as well as engineering services, building products and skilled labor services. Its services are offered nationwide.