

When it comes to service...

One Call, One Contact, One Solution.

By Nell Lukosavich and Kate Walpert
Move Solution's Mike Monette.

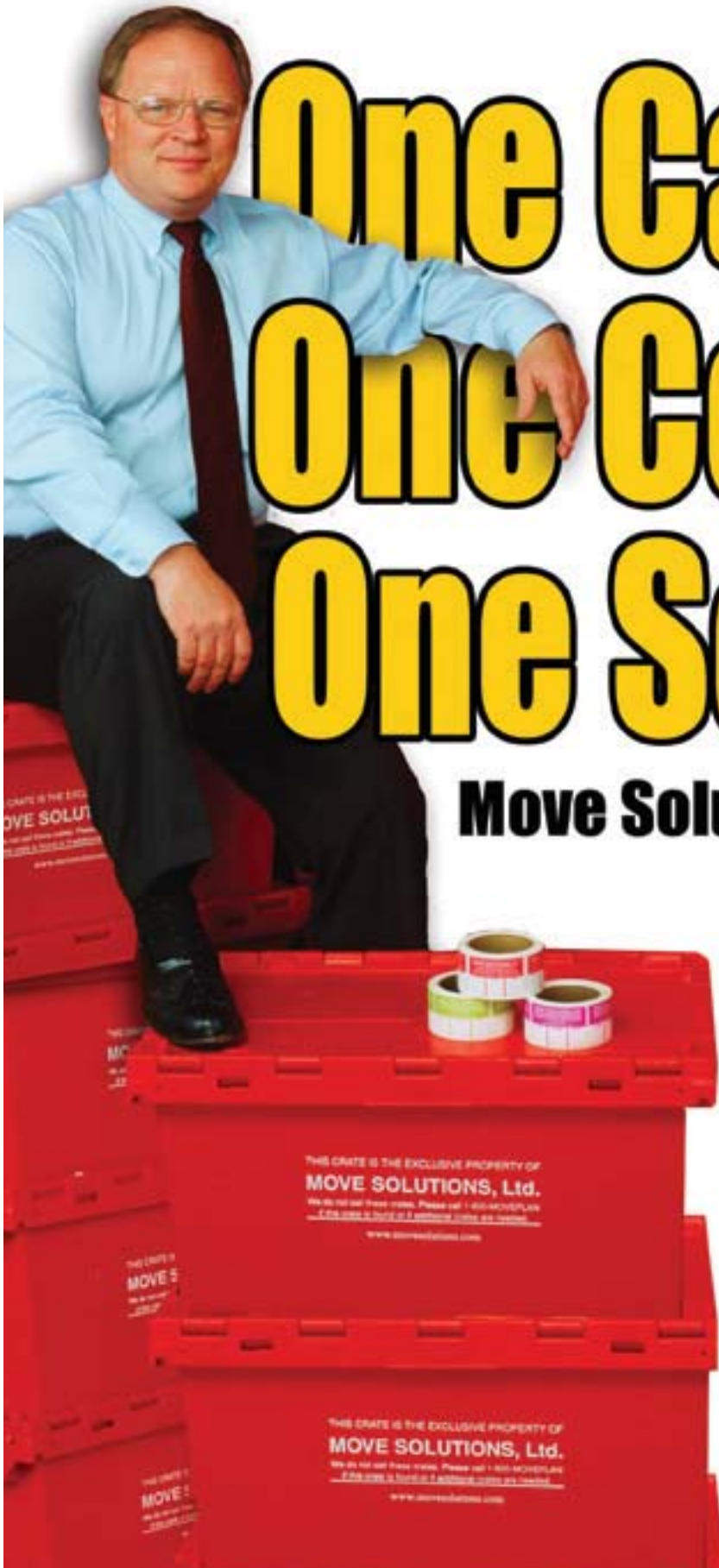
Office Moving. Just the thought strikes fear into the hearts of business owners and employees alike. Whether you are moving your office, your business unit, or your company, moving is a hassle. On top of that, you typically have to handle it in addition to your normal job responsibilities. There are so many things to consider, plan, coordinate, execute, and sometimes resolve, that many people tend to under-plan their business moves, needlessly exacerbating the stress.

In a day and age where convenience is key and people can order almost any product or service without leaving their homes, stressful business moves have now become a thing of the past, thanks to Move Solutions, Ltd.

Move Solutions, Ltd. is the largest provider of business moving services in Texas. Mike and Linda Monette, founders and owners of the Dallas-based company, started Move Solutions, Ltd. on July 1st, 1987.

The Monette's dream began with one simple idea: starting a company that was different from every other company in the business moving industry. They observed that though the business moving industry was always in high demand, it was typically one that served its clients poorly.

"The perception in the market was that a moving company, as in van line, was this big, well-organized, sophisticated entity on a national basis. With some exceptions, it is actually a family of small, typically mom-and-pop entrepreneurs where Pop is usually a past truck driver."



Initially, the Monette's realized that there was no one service that consolidated everything that business moving entailed. A corporate move not only requires countless hours of planning, it also usually requires the services and products of many different suppliers; suppliers that all had to work together yet rarely did so successfully.

The strength of Move Solutions, Ltd. multiple service offerings plays right to the heart of a relocating business client's needs; systems furniture services, receiving and storage, transportation, move and installation management, liquidation, computer disconnect and reconnect support, touch up and repair, and other services the Monette's provide through a new concept titled "Total Office Solutions, Ltd."

Whereas van line agents used to dominate the world of corporate relocation, Move Solutions, Ltd. has created a new kind of

standard of service; both in multiple offerings from a single provider and in the consistent quality of the result.

Mike Monette states that, "The van line industry, still underestimating us, likes to refer to us as having created and filled a new niche. OK, call it a niche. In that niche, we're the 900-pound gorilla in every city that we have a Move Solutions, Ltd. office.



"The crate is -- is a single thing of many that we do that make up Move Solutions. The crate concept is extremely functional. It's extremely easy to sell because, like Move Solutions and its concept, we're not selling something. We're educating a consumer."

We are today's standard."

The company is not just a resource center, but is also a new type of "engineering culture." Monette's work experience at Harris Corporation and Bell Atlantic prior to the opening of Move Solutions, Ltd. allowed him to take an engineer's perspective of detail and process management, combine it with the physical needs of business

moving, and then market it and provide its services with a fanatical attention to detail.

"We have an internal system called 'service habit pattern', which is an iteratively taught culture that we implemented to introduce new ideas, new methodology, and a new structure process, etc. and then see that result for the benefit of our customers," said Monette. "You see that when you walk

around Move Solutions, Ltd. offices. We introduce it, and then we go through extensive employee education until it becomes an inherent habit pattern for the whole team."

The employee base of Move Solutions, Ltd. is well over 350 people, including general managers, operations managers, project managers, supervisors, drivers, movers, packers, installers, and technicians. The



Vallejo Quality of Life

From the very beginning Vallejo was a shipping and naval center. Though the site closed in 1996, Mare Island now stands as an industrial, commercial and residential centerpiece for the city. The revival of Waterfront and Mare Island took the entire community's involvement since their goal was to decide the most important future economic generator of the city.

With its healthy economy and affordable housing, Vallejo prospers as new businesses and new residents add to the city. Some of the newest homes reside in the Northgate and Hiddenbrooke developments.

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company maintains a large, modern fleet of double cab trucks and the largest stock of office relocation equipment of any moving company in Texas. One of their credos is that they never, ever rent equipment. It has to be on hand for the client's immediate use and convenience.

Monette explains, "When we're coming to your facility to start moving your firm, we don't have to schedule in – 'Go over and pick this up and pick that up' – and then afterwards take it all back and hope that the counts go right. We don't erode our effectiveness by having people in objects, trucks, returning material or fussing over how many dollies got taken back."

So, how exactly does Move Solutions, Ltd. work? First and foremost it is a "work based culture." That often means around the clock, day after day; not stopping until the job is done. It means always standing strongly behind their "Single Source Provider" concept. Every new project begins with just one phone call from a client. Instead of having to call a moving company, renting vans, buying boxes, hiring technicians to properly move and store equipment, those clients just make a simple phone call to a quality, responsive provider of all of their business moving needs.

After an initial 'interview' with a project manager, the employees at Move Solutions, Ltd.



"We're the firm you hate to compete with. We have a multi-level reputation. We're aggressive, we do it right, we do it completely."

time. We're the 'One Call, one Contact, One Solution' place."

While the Monette's may have been the 'parents' of Move Solutions, Ltd. they believe that in a business where communication and teamwork are essential, their company is nothing more than one big team of people working productively together.

go to work, splitting up the tedious act of moving into four simple categories: relocation services, installation services, technical services, and restoration services. All that is left after that is detailed completion and a hearty handshake.

"The needs of the client are the first priority," says Monette. "By coming to one company who works WITH you for all your moving needs, the client wins WITH Move Solutions, Ltd."

Move Solutions, Ltd. does not just handle big companies who require all four of their service areas. The services can be contracted individually, providing just relocation services, or just modular furniture installation. It is the coordinated integration of all their service products that represents the greatest value to their typical medium to large customer.

The Monette's and their staff take great pride in their company. "We're the firm you hate to compete with. We have a multi-level reputation... We're aggressive; we do it right, we do it completely. And we do it that way every single grinding, consistent, persistent, tenacious

Bastrop Experiencing Explosive Growth!

Bastrop, Texas sits at the intersection of highways 71, 21 and 95, just 30 miles southeast of Austin, Texas. Bastrop County (population 63,934) is the eighth fastest-growing county in the state and the 30th-fastest in the U.S. and Bastrop leaders are embracing the onslaught of new residents and businesses with strategic infrastructure planning.

FREE LAND! The price doesn't get much better than "free." That's the deal the Bastrop Economic Development Corporation (BEDC) offers prospective tenants in their 263-acre Industrial Park located just off State Highway 71 at Highway 95 (Jackson Street). The park has concrete streets and underground utilities. The actual price of the land is based on the number of jobs created, with the current sales price averages about 75-cents/square foot. Also available are Enterprise Zone benefits such as reduction in franchise taxes, job training credits, Freeport exemptions and tax abatements.

INDUSTRIAL TARGETS: While almost any value-added, clean industry will

be welcomed in Bastrop, the focus for the past few years has been biotech. Bastrop is home to the MD Anderson Cancer Research Center with its 300+ employees and the University of Texas' Veterinary Science Park, both engaged in cancer research. Just west of the city are Biocrest/Stratagene and Cenetron. Biocrest, a supplier of research reagents, employs 130 highly skilled workers. Cenetron Diagnostics is a clinical reference laboratory that applies molecular technology to support clinical trials. In the Industrial Park, you'll find The Coghlan Group and their drug-testing/diagnostic service company.

INFRASTRUCTURE: The Bastrop area is blessed with an abundant water supply. The electric utility rates are among some of the lowest in the state, and with three major power plants, electric power is plentiful. CenterPoint Energy supplies natural gas



need and Southwestern Bell provides our telephone and fiber optics.

Bastrop is willing and able to meet the needs of business and industry. They welcome new companies to their community and would appreciate the opportunity to visit with you soon!

FOR MORE INFO: Contact Joe D. Newman, President/CEO, 903 Main St., Bastrop, TX 78602, 512-303-9700, email: bedc@BastropEDC.org or see our extensive website at www.BastropEDC.org.



“It’s not just about sales, or just about operations. What was Barnum without Bailey?” Mike Monette says that “throughout Move Solutions, Ltd., if you went in and used Microsoft offices’ Word text replace option, it would take every word that says “I” and put “we” in its place...then you would understand how this place works. It’s a phenomenal team of people that blesses us and our clients with their commitment.”

While some companies have weeks, even months to relocate to a new place, other have as short a span of time as 2 or 3 days. The services provided by Move Solutions, Ltd. are always a tremendously efficient way for what Monette calls “quick moves”.

“It’s a huge responsibility for us to serve a firm needing to move Friday to Sunday and not be out of business for a minute. And that’s our claim to fame. No one has ever lost a minute of business availability in 16 years of being in this business, and for much of that time we have been serving our clients as the highest volume service provider in the country.”

While loss of time may not be an issue, as with any industry involving physical labor, Move Solutions, Ltd. has also takes the risk of client asset damage or employee injury extremely seriously. They have a sterling reputation with their worker’s compensation carrier. Their insurance coverage’s are extensive; meeting building owners requirements, and are all coterminous to make it easy on property managers of buildings who need current certificates of insurance.

With such a high level of success in the last two decades, a future of expansion and growth is very promising for Move Solutions, Ltd. While the company has no plans for expanding their line of business into residential relocation, their plans to expand their corporate relocation related services are impressive.

Mike Monette states, “This is an intentional success that is constantly evolving. The only constant within our culture is change. In an industry that has very low barriers of entry, I’m told by people that are more successful than I that Move Solutions, Ltd. is becoming an industry of its own. We and our staff simply appreciate the opportunity to keep serving our business community!” ~*bdo*



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