

ISS

INSIDE SELF-STORAGE
WORLD EXPO



SHOW PLANNER

If you're a self-storage professional, the **Inside Self-Storage World Expo** is where you need to be this spring. Register now to participate in workshops, seminars, roundtable discussions, open-forum Q&A sessions, an evening cocktail reception, vendor presentations, live product demos and more. Join us in Las Vegas!

Education: April 22-25, 2025

Exhibits: April 23-24, 2025

Caesars Forum Conference Center | Las Vegas

ISS

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WORLD EXPO

Education: April 22-25, 2025
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Las Vegas

To adapt and thrive in the year ahead, register now to attend the **ISS World Expo**, April 22-25, at Caesars Forum Conference Center in Las Vegas. You'll learn about the most critical changes coming for the industry and how to leverage them to positive impact. We've planned an epic experience in 2025, with four jam-packed days of all things self-storage!



BOOK YOUR HOTEL

Our host hotel is **Harrah's Las Vegas**, a short skybridge walk from Caesars Forum Conference Center, with rates beginning at just \$139 per night (depending on the room/night).

We also offer rooms at Caesars Palace, located across the street but NOT connected via skybridge to the event venue, with rates beginning at \$179. We offer flexible booking policies, so your stay is refundable until three days prior to arrival.



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PICK YOUR PACKAGE

Here's a breakdown of what you get with each option. Early-bird pricing ends **Feb. 28**, so choose your package and register today!

EXPO PACKAGE **\$200** THROUGH 2/28 **\$210** BEGINNING 3/1

Includes:

- Expo-hall access (4/23 and 4/24)
- Buyers & Sellers Meeting
- Charity Storage "Hoops for a Cause"
- International Program
- Keynote address
- Legal Chat With Jeff Greenberger
- Party on the Plaza
- Self-Storage Q&A Sessions
- Speed Networking for Facility Operators
- Table Talks
- Vendor presentations
- WISE: Women in Storage Education*
- Morning coffee/tea service

* For qualifying attendees only. See the event website for details.

SEMINAR PACKAGE **\$595** THROUGH 2/28 **\$695** BEGINNING 3/1

Includes:

- Everything in the Expo Package
- Overtime With the Experts
- Access to 42 seminars in six education tracks (Building, Investing, Marketing, Operations, Risk Management and Technology)

BEST VALUE!

ALL-ACCESS PACKAGE **\$995** THROUGH 2/28 **\$1,140** BEGINNING 3/1

Includes:

- Everything in the Seminar Package
- Access to your choice of four half-day workshops (two on Tuesday, two on Friday)

NEW THIS YEAR!

VIP PACKAGE **\$2,495** THROUGH 4/25

Includes:

- Everything in the All-Access Package
- 3-night stay in a Vice Presidential Suite at Harrah's Las Vegas
- Roundtrip ground transportation to and from the airport

ISS MAGAZINE SUBSCRIBERS

get **\$30 off**

Seminar Package or All-Access Package!

Use code **PT12** at checkout.*

Register at issworldexpo.com.

*Offer expires March 30, 2025. This code cannot be applied to a previously paid registration and is not available to industry suppliers.

KEYNOTE ADDRESS

UNSTOPPABLE: TURNING CHALLENGES INTO TRIUMPHS

Wednesday, April 23, 8-8:50 a.m.

Open to all attendees and exhibitors.

Anthony Robles was born without a right leg, yet he never let disability stop him from achieving his dreams. With unrelenting determination—and the belief that he could do anything—he defied all odds and became a champion collegiate wrestler, competing against able-bodied athletes. As an NCAA Division I Champion, three-time All-American and recipient of the 2011 ESPY Jimmy V Award for Perseverance, Robles inspires others to believe that they too can overcome the odds. In this moving, awe-inspiring presentation, he illustrates how perseverance, hard work and a strong belief in yourself can not only lead you to success but make you unstoppable.



WHO'S HUNGRY?



We understand the lunch hour goes by fast, so we are now offering lunch for purchase: three boxed-lunch options on the first and last days of the show (Tuesday and Friday), and a spectacular buffet on the two middle days (Wednesday and Thursday).

“

ISS World Expo is a must-attend event for all levels of involvement in the self-storage industry. If you think you've seen it all or know it all, you will be proven wrong.

**—RB Artates,
Downtown U-Lok Storage Ltd.**

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AGENDA AT-A-GLANCE

TUESDAY, April 22

7 a.m. - 5 p.m.	Event Registration
8 a.m. - Noon	Half-Day Workshops <i>Separate registration required via All-Access Package or à la carte purchases.</i> <ul style="list-style-type: none"> • Development Workshop: Planning Phase • Intensive Legal Workshop
1-5 p.m.	Half-Day Workshops <i>Separate registration required via All-Access Package or à la carte purchases.</i> <ul style="list-style-type: none"> • Development Workshop: Building Phase • Advanced Operations and Revenue Workshop
3-6 p.m.	WISE: Women in Storage Education <i>Women only, please.</i>

WEDNESDAY, April 23

7 a.m. - 7 p.m.	Event Registration
8-8:50 a.m.	Keynote Address <i>Open to all attendees and exhibitors.</i>
9 a.m. - 2 p.m.	Seminar Education <i>Seminar or All-Access Package required.</i>
	Vendor Presentations <i>Open to all attendees (exhibitors excluded).</i>
10 a.m. - 2:30 p.m.	Overtime With the Experts <i>Seminar or All-Access Package required.</i>
2-3 p.m.	Table Talks <i>Open to all attendees and exhibitors.</i>
3-7 p.m.	Exhibits Open <i>Open to all attendees and exhibitors.</i>
	Charity Storage "Hoops for a Cause" <i>Open to all attendees and exhibitors.</i>
7-8:30 p.m.	Party on the Plaza <i>Open to all attendees and exhibitors.</i>



MY SHOW PLANNER: YOUR PERSONALIZED AGENDA

Create a plan for each day of the event! Use our mobile app to access the My Show Planner feature, which will allow you create a list of your must-see exhibitors and organize your education sessions, events and appointments all in one place.

Don't have the app yet? Simply look for **ISS World Expo** in your app store or scan the QR code on the cover of this Show Guide!

THURSDAY, April 24

7 a.m. - 5 p.m.	Event Registration
8-11 a.m.	Seminar Education <i>Seminar or All-Access Package required.</i>
	Vendor Presentations <i>Open to all attendees (exhibitors excluded).</i>
9-11:30 a.m.	Overtime With the Experts <i>Seminar or All-Access Package required.</i>
11 a.m. - Noon	Self-Storage Q&A Sessions <i>Open to all attendees and exhibitors.</i> <ul style="list-style-type: none"> • Investing & Development • Management & Marketing • Technology & Security
Noon - 1 p.m.	Speed Networking for Facility Operators <i>Open only to all attendees and exhibitors.</i>
1-5 p.m.	Exhibits Open <i>Open to all attendees and exhibitors.</i>
	Charity Storage "Hoops for a Cause" <i>Open to all attendees and exhibitors.</i>
1:30-3 p.m.	Buyers & Sellers Meeting <i>Open to all attendees and exhibitors.</i>
4-6 p.m.	Legal Chat With Jeff Greenberger <i>Open to all attendees and exhibitors.</i>

FRIDAY, April 25

7 a.m. - Noon	Event Registration
7:30 a.m. - 6 p.m.	Boat/RV-Storage Workshop <i>Separate registration required via All-Access Package or à la carte purchases.</i>
8 a.m. - Noon	Half-Day Workshops <i>Separate registration required via All-Access Package or à la carte purchases.</i> <ul style="list-style-type: none"> • Investing Workshop: Acquisitions • Management Mastery Workshop
1-5 p.m.	Half-Day Workshops <i>Separate registration required via All-Access Package or à la carte purchases.</i> <ul style="list-style-type: none"> • Digital Marketing Workshop • Remote Management Workshop

***Agenda subject to change without notice.*



WHAT'S IN IT FOR ME?

The **ISS World Expo** has something for everyone, regardless of your role in the business or level of expertise. Whether you're just getting started or well-seasoned in the business, you'll get the knowledge and resources you need to meet your personal and business goals and bolster your bottom line!

MANAGERS

This show will help you better understand your role, successfully run your facility, become a master of your domain and enhance your professional skills. Learn what you need to land a job or take one to the next level.

OWNERS

Get guidance, insight and data to help you to make better-informed decisions for your assets and maximize their revenue potential. From financing to staffing, we cover it all. You can also shop for products and explore new business opportunities.

INVESTORS

Self-storage can be a lucrative investment, but it isn't for everyone. Learn what you need to make a smart decision or avoid a bad mistake. You can also source partners, network for funding, gather planning information and much more.

DEVELOPERS

Whether you're developing a new facility or expanding or renovating an older one, you need products and knowledge to ensure you build it right. Learn about the latest materials, trends, designs, regulations and more to make your project a success.



EDUCATION BY INDUSTRY ROLE

Whether you're new to self-storage or an industry veteran, use this guide to identify the events that will help you better understand your role and achieve your business goals.

	Managers	Owners	Investors	Developers
SEMINARS				
Building Track		X	X	X
Investing Track		X	X	
Marketing Track	X	X		
Operations Track	X	X		
Risk Management Track	X	X		
Technology Track	X	X		
WORKSHOPS				
Advanced Operations and Revenue Workshop	X	X		
Development Workshop: Building Phase		X	X	X
Development Workshop: Planning Phase		X	X	X
Digital Marketing Workshop	X	X		
Intensive Legal Workshop	X	X		
Investing Workshop: Acquisitions		X	X	
Management Mastery Workshop	X	X		
Remote Management Workshop	X	X		
Executive Boat/RV-Storage Workshop		X	X	X
OTHER EDUCATION/EVENTS				
Buyers & Sellers Meeting		X	X	X
Charity Storage "Hoops for a Cause"	X	X	X	X
Exhibits	X	X	X	X
International Program	X	X	X	X
Keynote Address	X	X	X	X
Legal Chat With Jeff Greenberger	X	X		
Overtime With the Experts	X	X	X	X
Party on the Plaza	X	X	X	X
Self-Storage Q&A: Investing & Development		X	X	X
Self-Storage Q&A: Management & Marketing	X	X		
Self-Storage Q&A: Technology & Security	X	X		
Speed Networking for Facility Operators	X	X		
Table Talks	X	X	X	X
Vendor Presentations	X	X	X	X
WISE: Women in Storage Education	X	X	X	X

ELEVATE YOUR NETWORK WITH CAREER-BUILDING EVENTS

Take advantage of endless opportunities to network with peers, innovators and colleagues who are all focused on transforming self-storage. We offer a mix of networking events to help you build long-lasting relationships while gaining and sharing knowledge, expanding your business, and advancing your career. All are included with every registration package!

WOMEN IN STORAGE EDUCATION (WISE) PROGRAM

Tuesday, April 22, 3-6 p.m.

Space will be limited to 150 registrants on a first-come, first-served basis. Women only, please.

Come join us for an empowering discussion on the role of women in self-storage evolution. Our female presenters will share their professional strategies, inviting questions and insights from the audience. You'll enjoy two hours of presentations and conversation followed by a cocktail hour.



TABLE TALKS

Wednesday, April 23, 2-3 p.m.

Open to all attendees and exhibitors.

Also known as “roundtable discussions,” Table Talks are moderated, informal conversations focused on a wide range of specific industry topics. Each talk begins with a one- to three-minute presentation by the table host, leaving seven to nine minutes for open dialogue and Q&A before a rotation is suggested.



CHARITY STORAGE “HOOPS FOR A CAUSE”

Wednesday, April 22, 3-7 p.m.;

Thursday, April 24, 1-5 p.m.

Open to all attendees and exhibitors.

Are you a self-storage hot shot? Come prove it and raise money for a good cause! We've partnered with Charity Storage to generate funds for worthy organizations. Grab your buddies and visit booth #132 during expo-hall hours to play a round of Pop-A-Shot and show off your free-throw basketball skills.





PARTY ON THE PLAZA

Wednesday, April 23, 7-8:30 p.m.

Open to all attendees and exhibitors.

Come relax and enjoy an evening of cocktails and hors d'oeuvres on the gorgeous Forum Plaza, underneath the renowned High Roller observation wheel. Join your fellow attendees in mingling and socializing!

SPEED NETWORKING FOR FACILITY OPERATORS

Thursday, April 24, Noon - 1 p.m.

Open only to managers and owners.

This industry-specific twist on speed dating will allow you to talk one-on-one with others who work in the self-storage trenches just like you. You'll sit at a networking station with one to three other managers/owners, then draw a topic from our pile of "conversation starters."



BUYERS & SELLERS MEETING

Thursday, April 24, 1:30-3 p.m.

Open to all attendees and exhibitors.

Do you have a property to sell? Are you looking to buy? If so, this is the event for you! Find properties available in your region and who's looking to acquire or offload properties. You'll be able to meet with buyers, owners and brokers.

Q&A SESSIONS

Thursday, April 24, 11 a.m. - Noon

Open to all attendees and exhibitors.

We're continuing our popular open-forum Q&A so attendees can get answers to their questions! Choose from one of three topic-focused events, hosted by hand-picked experts with proficiency in these category verticals. No industry question is off-limits! Come ready to listen and engage.

SELF-STORAGE Q&A: INVESTING & DEVELOPMENT

Hosts: Kris Bennett, Host, Storage Investor Show Podcast;
Scott Meyers, CEO and Owner, Self Storage Investing

Have questions about industry finance, real estate, development or construction? This is the session for you! Ask questions about capital markets, loans, rates, acquisitions, due diligence, feasibility, site selection, facility design, construction materials and methods, and so much more.

SELF-STORAGE Q&A: MANAGEMENT & MARKETING

Hosts: Sue Haviland, Owner, Haviland Storage Services;
Steve Lucas, CEO and Managing Partner, The Storage Group

Have questions about successfully managing and marketing a self-storage business? This is the session for you! Ask questions about revenue management, sales strategies, customer service and experience, digital strategies, offline promotions, websites, site maintenance, staff issues, and so much more.

SELF-STORAGE Q&A: TECHNOLOGY & SECURITY

Hosts: Jon Loftin, Chief Product Officer, OpenTech Alliance Inc.; TBD

Have questions about how to best use technology and security as part of your self-storage operation? This is the session for you! Ask questions about software, kiosks, mobile tools and apps, electronic locks, gate systems, PWAs, smart systems and so much more.



LEGAL CHAT WITH JEFF GREENBERGER

THURSDAY, APRIL 24, 4-6 p.m.

Open to all attendees and exhibitors.

Get your legal questions answered in this open-forum-style Q&A. Make your list in advance and be ready to fire off your inquiries in this no-holds-barred, unrecorded session designed specifically to help you improve your operation as soon as you get back to the office.

EXPLORE THE EXPO HALL

Join us for an invigorating experience featuring **250-plus exhibiting companies** with innovative and state-of-the-art products and services! Engage in one-on-one conversations with industry representatives, view product demos and explore new value-added resources to help you transform your self-storage business.

Walk the show floor to connect with the innovators behind the diverse and unique solutions for every element of your operation. From names you know to up-and-coming entrepreneurs, you'll meet suppliers specializing in:

- Automation and self-serve technology
- Building components
- Consulting services
- Contracting
- Finance packages
- Insurance
- Management software
- Marketing services
- Real estate brokerage
- Retail products
- Security equipment
- Technology
- Much more!



INNOVATIVE EXHIBITORS

Our 2025 exhibitors represent every segment of the self-storage industry. Use the exhibitor listings on the following pages to maximize your expo-hall experience, plan ahead and be organized for the show.

6Storage

A&E Construction Co.
ABR (Accent Building Restoration)
Absolute Storage Management
Access Control Technologies LLC
AI Lean: Lien-to-Auction Automation
Ajax Construction
A-Lert Building Systems
AltruPay
Anytime Storage Property Management
ARCO/Murray
ARE Associates
Argus Professional Storage Management
Argus Self Storage Advisors
Atlas Asphalt
Atomic Storage Group
AutoGate Inc.
Automated Security
Automatit Inc.
Baja Carports
Balaji Sprints Pvt. Ltd.
Bank Five Nine
Barantech
BDA Systems Co.
BETCO Inc.
BID13.com Online Storage Auctions
Bissell BigGreen Commercial
Blink Signs/Blink Swag
BMSGRP Self Storage Consulting
Boxwell
BSC Group, The
CallFinder
Cannon Storage Systems Inc.
Capco Steel Inc./ Capco General Contracting
CCM Commerical Mortgage Advisors

Central States Manufacturing
Chateau Products
China Modular Holdings Limited
Citizen Storage Management LLC
ClairVista
Compass Building Systems
Complete Metal Buildings
Consolidated Fire Protection
Copper Storage Management
Cover Roofing Solutions
Crescendo Self Storage Management
CSSI (Cost Segregation Services Inc.)
CSSI Energy Services
Cubby
CubeSmart
Cubix Asset Management
Cushman & Wakefield Self Storage Advisory Group
Cutting Edge Self-Storage
DAI General Contracting
DaVinci Lock LLC
DBCI
Dean Architects
Deans & Homer
Designhaus Architecture
Diode Direct Inc.
DoorKing Inc.
DripStop
DuctSox
Eagle Eye Networks
Easy Storage Solutions
Elevate Structures
Elite Tax Consulting P.C., Tax & Accounting Strategist
Engineered Tax Services
Everbrite Inc.
Extended Stay America
Extra Space Storage
Ezzi Signs Inc.

Flex Storage Systems

Foley Management Group LLC
Forge Building Co.
G5
Go Local Interactive
Green Country Lights
Griffco Design/Build
Groundwork Ltd.
GYS General Contracting
Home Savings Bank
HW Engineering
IE Construction
Inside Self-Storage
Inside Self-Storage Store
IOA (Insurance Office of America)
Iowa Spring Manufacturing/ Southern Atlantic Spring/ Northeast Spring
iPostal1
IronSite
JaneGPT
Janus International Group
Johnson Insurance
Jordan Architects Inc.
JustStorage
Karnak Corp.
Kiwi II Construction Inc.
Largo Capital
Late2Lien LLC
Live Oak Bank
LiveSwitch
MaintainX
MakoRabco
Marcus & Millichap National Self Storage Division
Mariottini Construction Inc.
Marketing.Storage
Masterplan
Matthews Real Estate Investment Services
MetalCor Building Systems Inc.

Metrolina Builders
MiniCo Insurance
Modern Storage Media
Monarch Construction Management
Monument
Mule-Hide Products
My Storage Management
National Storage Painting Services LLC
NCDI
Noble Property Insurance
O'Connor & Associates
On The Move
Onity
OpenTech Alliance/
StorageTreasures.com
Pacific Southwest Realty Services
Paramount Metal Systems LLC
Parham Group, The
Peak Steel Buildings LLC
Perlo Construction
Pilot Door Systems LLC
Portable Storage Box Co.
Post Guard
PPG Paints
Practical Storage
Price Monster
Priority Lighting
PropRise
ProSteel Buildings
PSE Consulting Engineers Inc.
PTI Security Systems
Public Storage
Quest Climate
QuikStor
R.W. Rogers Co. Inc.
R7 Group
Radius+
Rambar Steel LLC
Rapid Building Solutions
Reliable Commercial Construction
Reputation
ResinDek
Resolve
Rhombus

Right Move Storage
RKAA Architects Inc.
Rytec Corp.
SafeLease
Safestor Tenant Insurance
Savvy Storage Insurance Program
SBOA, The (Storage Business Owners Alliance)
SBS Construction
Self Storage 101
Self Storage Association
Self Storage Consulting Group
Self Storage Investing
Self Storage Manager
Self-Storage Talk
SelfStorageAuction.com
Sentinel Systems
SiteWare
Skyline Steel Inc.
Solink
Sonny's - The Car Wash Factory
Space Shop Self Storage
Spartan Construction Management
Spiderdoor
SS Solar
Starr Commercial
Steel & Metal Systems/
Rollup Door Inc.
SteelBlue
Stellar Commercial Roofing
Storable
Storage Asset Management
Storage Building Co.
Storage Commander Software LLC
Storage Construction
Storage Feasibility
Storage Group, The
Storage Income Pros
Storage Materials
Storage Protectors
Storage Steel LLC
Storage Xpress
StorageAuctions.com
StorageDefender Inc.
Storagely

StorageMart/
Manhattan Mini Storage
StoragePro Management
StoragePug
StorageReach
StorApp
StoreAssure
Storeganise
StorPass
StorQuest Self Storage
StorTrack
StrongSeam Storage Solutions
Stuf Storage
Summit Real Estate Financing
SupplySide
swivl
Tax Point Advisors Inc.
Tell Manufacturing Inc.
Tenant Inc.
Tenant Property Protection
Tilt-A-Way/
Ideal Manufacturing Inc.
Toy Storage Nation
Trachte Building Systems
Trac-Rite Door
TractIQ
TrueGrid Pavers
Truly Nolen Pest Control
TruSteel Buildings
U-Haul Self Storage Affiliate Network
United Structural Design LLC
Universal Atlantic Systems
Universal Storage Containers
Universal Storage Group
US LED Ltd.
US Professional Funding
Vantiva
Waikato Enterprises Inc.
Wayne Dalton
White Label Storage
Wilshar Storage Solutions
Xcluder Rodent & Pest Defense
XPS Solutions
Yardi
Zion Call Management

6 TOPIC-THEMED SEMINAR TRACKS!

Our top-of-mind seminar tracks comprise 42 sessions covering every facet of the storage business, ensuring you are prepared to compete at the highest level. This two-day program features insightful content covering Building, Investing, Marketing, Operations, Risk Management and Technology. Here are the 2025 offerings. *Included with the Seminar and All-Access Packages.*

BUILDING TRACK

April 23	9 a.m.	Building Sense: Proven Strategies to Reduce Self-Storage Construction Costs
	10 a.m.	Weatherizing Your Next Self-Storage Project to Withstand Climate Shifts
	11 a.m.	Mixed-Use Mastery: Blending Self-Storage With Retail, Residential and Creative Space
	1 p.m.	Stories of Self-Storage Design Success: Projects That Nearly Died and How We Saved Them
April 24	8 a.m.	Catering to a Nation That Loves Recreation: Developing Boat and RV Storage
	9 a.m.	Can You Take It High Enough? Multi-Story Self-Storage Construction From Top to Bottom
	10 a.m.	Diamond in the Rough or Rough Road Ahead? Weighing the Potential of a Self-Storage Conversion Project

INVESTING TRACK

April 23	9 a.m.	Raising Funds for Self-Storage Investments: Due Diligence, Common Pitfalls and Other Pro Tips
	10 a.m.	Preparing for Your Next Self-Storage Loan: Having the Answer Before Being Asked the Question
	11 a.m.	Acquisition Alchemy: Turning Around a Distressed Self-Storage Property for a Profit
	1 p.m.	Building a Family Self-Storage Business That Survives and Thrives: Insights From Father and Son
April 24	8 a.m.	Scaling Up: Things You Need to Know Before Acquiring a Self-Storage Portfolio
	9 a.m.	Debt Financing for Today's Self-Storage Borrowers, Including Some Lesser-Known Options
	10 a.m.	Time to Make Hay! Ways to Maximize Your Self-Storage Facility Sale (and Why Now's the Time to Do It)

MARKETING TRACK

April 23	9 a.m.	The Power of Storytelling in Self-Storage: Amplifying Customer Engagement and Marketing Impact
	10 a.m.	Search GPT and Beyond: The Future of Self-Storage Marketing
	11 a.m.	Lit Marketing: Capturing the Minds—and Money—of the Young Self-Storage Consumer
	1 p.m.	ADA, SEO, AI ... Oh, My! Understanding the Legal Risk in Your Online Self-Storage Presence
April 24	8 a.m.	Harnessing the Power of Customer Feedback in Your Self-Storage Business Reputation
	9 a.m.	Conducting Your Own Self-Storage Website Audit: A Visual Walk-Through of Key Elements
	10 a.m.	Community Connections: Building Brand Loyalty in a Loud Self-Storage Market

OVERTIME WITH THE EXPERTS

We've created a dedicated space where attendees can ask questions and communicate with speakers at the end of each seminar. Now there's no need to rush to the stage or feel pressed for time. Just head on over to the designated room to meet your speaker after the session ends and ask away! *Included with the Seminar and All-Access Packages.*

Visit issworldexpo.com for additional program details, speakers, bios and more.

OPERATIONS TRACK

April 23	9 a.m.	Feeling the Price Pressure? Self-Storage Rate Strategies for a Cost-Sensitive, Service-Obsessed Market
	10 a.m.	Doing More With Less: Optimizing Self-Storage Operation Without Busting Your Budget
	11 a.m.	It's Time for 'The Talk' ... Tax Talk, That Is! 4 Strategies That Increase Cash Flow and Minimize Liability
	1 p.m.	The Self-Storage Sales Process Is Changing! A Progressive Approach for a People-Centric Industry
April 24	8 a.m.	The Self-Storage Flywheel: Delivering Excellent Customer Experience in an Increasingly Remote World
	9 a.m.	Hiring and Cultivating a Self-Storage Management Team That'll Make Your Competitors Weep
	10 a.m.	The Ancillary Advantage: How to Successfully Implement an Add-On Revenue Program

RISK MANAGEMENT TRACK

April 23	9 a.m.	What's Driving Self-Storage Lawsuits Today? Know the Risks and How to Avoid Them
	10 a.m.	Your Security Infrastructure: Building and Retrofitting Self-Storage for Maximum Defense
	11 a.m.	Essential Self-Storage Insurance Coverages and the Challenges You May Face in Getting Them
	1 p.m.	Deflecting the Next Disaster: Preparing Your Self-Storage Business for Weather-Related Woe
April 24	8 a.m.	Best Practices in Site Security: Case-Study Insights From StorQuest Self Storage
	9 a.m.	Safety = Salvation! Protecting Your Self-Storage Staff, Tenants, Property and Business Reputation
	10 a.m.	Dealing With the Tough Tenant Stuff: Bankruptcy, Death, Divorce and Other Legal Sticky Spots

TECHNOLOGY TRACK

April 23	9 a.m.	An Intro to the New World of Self-Storage Technology: People, Processes and Progress
	10 a.m.	The Ultimate Guide to Self-Storage AI: Applications, Benefits and Real-World Examples
	11 a.m.	Remote Control: How to Manage Your Self Storage Business From Anywhere
	1 p.m.	Tackling Technology at the Self-Storage Development Phase: Building a Foundation for Success
April 24	8 a.m.	Achieve Hyper-Tough Self-Storage Security Through Artificial Intelligence
	9 a.m.	Streamlining Self-Storage Operation: How We Run 50-Plus Facilities With Only 5 People
	10 a.m.	Moving On and Up: Why It's Time to Let Go of Your Legacy Self-Storage Software (and How to Do It)

8 IN-DEPTH, HALF-DAY WORKSHOPS

Seeking a more profound education experience? Our workshops offer a unique, deep-dive approach. Enhance your professional development by choosing from these eight half-day workshops. Whatever your role in the business, there's an option for you! *(Separate registration required via All-Access Package or à la carte purchases.)*

TUESDAY, April 22

8 a.m. - Noon

Development Workshop: Planning Phase

Moderated by Jamie Lindau, Self-Storage Product Manager (Retired), Trachte Building Systems

Before you can begin construction on a self-storage project, you must complete a great deal of legwork. This workshop will provide an overview of the development climate, including some statistics on national building activity. Our presenters will address feasibility and site selection, considerations in assembling a support team, site design, and the zoning and approvals process.

Intensive Legal Workshop

Presented by Jeff Greenberger, Partner, Greenberger & Brewer LLP

If you're like most self-storage operators, the two legal challenges you grapple with every day are keeping the rental agreement up-to-date and addressing tenant defaults. Both are critical. In this workshop, our presenter will address these lynchpin topics plus many others that greatly impact the success of your business. Not only will he review the most important provisions that need to be in your lease, he'll explain what they mean, so you understand how to use them. He'll also discuss ways to protect your operation from liability when enforcing a default, along with verbiage you should never use with a tenant. Finally, he'll discuss some of the latest legal trends in the industry that can affect your operation. Anyone who owns or manages a self-storage facility will get tremendous value from this intensive session!

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1-5 p.m.

Advanced Operations and Revenue Workshop

Presented by Rick Beal and Magen Smith, Cofounders, Atomic Storage Group

In a highly competitive self-storage landscape, a mastery of advanced operations techniques is essential for maximizing profitability and achieving sustainable growth. This workshop will teach you innovative ways to streamline your day-to-day functions, optimize revenue and leverage data-driven insights for smart decision-making. We aren't talking about theoretical know-how; our presenters will arm you with proven strategies to enhance your business. It's time to revolutionize the way you manage your asset, so it becomes a high-efficiency, revenue-driven, peak-performing machine.

Development Workshop: Building Phase

Moderated by Jamie Lindau, Self-Storage Product Manager (Retired), Trachte Building Systems

Once you know your land is suitable for self-storage development, you need to maximize it for the best customer experience and return on investment. This workshop will explain important building strategies for any type of project. Our presenters will address considerations for traditional and multi-story construction, conversions, and facility renovations and expansions. Discover which approach is right for your investment with insight from this group of experts.

Visit issworldexpo.com for additional workshop details, speakers, bios and more.

EXECUTIVE BOAT/RV-STORAGE WORKSHOP



Friday, April 25 | 7:30 a.m. - 6 p.m.

With the boom in RV and boat purchases in recent years, now's the time to invest in equity-class storage solutions for these luxury toys. Join industry experts for an in-depth discussion of the steps required to own, invest in and operate a boat/RV-storage facility. Topics include feasibility, financing, operations, construction, software, security, technology, investing, marketing, ancillary revenue and legal issues.

Please note: This is special partnership offering is NOT one of the half-day workshop choices available as part of the All-Access Package. It is available a la carte only. Separate registration required.

FRIDAY, April 25

8 a.m. - Noon

Investing Workshop: Acquisitions

Presented by RK Kliebenstein, Principal, Coast-To-Coast Realty Advisors

Acquisition is becoming an increasingly popular way to break into the self-storage business or expand an existing portfolio. However, the market has changed considerably in recent years, requiring new and even veteran investors and owners to proceed with care. In this engaging yet practical workshop, you'll learn how to successfully find, vet and buy a property. Our presenter will discuss all the essentials, from exit strategy and deal sourcing to capital stack and product types to market studies and due diligence. He'll even walk you through an actual purchase, alerting you to positive signs and actions to emulate as well as red flags and pitfalls to avoid.

Management Mastery Workshop

Presented by Josh and Melissa Huff, Co-Owners, Lighthouse Storage Solutions

Though the role of the self-storage manager is changing, it's still essential to industry success. If you work at a facility, you not only have a direct impact on revenue, site condition, reputation and many other critical factors, you know the property inside and out. This means you're best positioned to create positive change. It's important that you understand how sales, service, security, site maintenance and all the other elements impact each other. Our presenters will help you see the operational big picture, so you make smart business decisions. You'll leave with a comprehensive checklist of tasks and strategies to ensure you're tackling the right issues, solving the real problems, and increasing productivity, efficiency and income.

1-5 p.m.

Digital Marketing Workshop

Presented by Darby Bozeman, Senior Sales Representative, and Tommy Nguyen, Cofounder and Chief Operating Officer, StoragePug

For most self-storage operators, digital marketing is tricky; and it's hard to keep up with the newest tactics and trends. In a way, creating your strategy is a lot like building a new facility—you need to start with a solid foundation, then add the components that make the most sense for your business. In this workshop, our presenter address the key elements of a successful digital-marketing approach, beginning with a solid education on the fundamentals, then discussing extra steps you can take to next-level your efforts and set yourself apart from competition. You'll walk away with practical tips and actionable advice to get more leads and rent more units.

Remote Management Workshop

Presented by Bob Copper, Owner, and Brett Copper, Partner and President, Copper Storage Management

One of the most swiftly growing trends in the self-storage industry is remote management. Though a facility will always require some human attention, an "unmanned" business model yields many benefits for owners and tenants alike. In this workshop, you'll learn why remotely managed facilities are mushrooming, what it means for the future of self-storage and how it could impact your existing operation. If you're ready to explore the possibilities, our father-and-son speaker team will help you make a successful transition. They'll teach you important do's and don'ts, so you can stay relevant with your target market and succeed in this quickly evolving industry.

LEARN FROM OUR STAR-STUDDED VISIONARIES

Gain valuable insight from some of the top thought leaders in the industry. Our line-up of distinguished industry all-stars who'll help you fine-tune your tactics and reach your professional goals. Here are just a few of the seminar presenters who'll be sharing their expertise and insight with you:



Jamie Boros, Business Development Manager
StorSuite

MARKETING TRACK - The Power of Storytelling in Self-Storage: Amplifying Customer Engagement and Marketing Impact



Jenny Bortman, CEO and President
Universal Insurance Programs

RISK MANAGEMENT TRACK - Essential Self-Storage Insurance Coverages and the Challenges You May Face in Getting Them



Andrew Capranos, President
10 Federal Storage

TECHNOLOGY TRACK - An Intro to the New World of Self-Storage Technology: People, Processes and Progress



Rob DuBroc, CEO and Founder
On Track Storage

TECHNOLOGY TRACK - Remote Control: How to Manage Your Self Storage Business From Anywhere



Theresa Gallas, Director of Industry Engagement
Janus International Group

TECHNOLOGY TRACK - Tackling Technology at the Self-Storage Development Phase: Building a Foundation for Success



Ryan Gibson, President and Chief Investment Officer
Spartan Investment Group

INVESTING TRACK - Raising Funds for Self-Storage Investments: Due Diligence, Common Pitfalls and Other Pro Tips



Angie Guerin, Executive Vice President
MakoRabco

BUILDING TRACK - Can You Take It High Enough? Multi-Story Self-Storage Construction From Top to Bottom



Murphy Klasing, Partner and Shareholder
Weycer, Kaplan, Pulaski, & Zuber P.C.

RISK MANAGEMENT TRACK - What's Driving Self-Storage Lawsuits Today? Know the Risks and How to Avoid Them



Katharine Lau, CEO and Cofounder
Stuf Storage

TECHNOLOGY TRACK - The Ultimate Guide to Self-Storage AI: Applications, Benefits and Real-World Examples



Stacie Maxwell, Director of Insurance
On The Move Inc.

RISK MANAGEMENT TRACK - Safety = Salvation! Protecting Your Self-Storage Staff, Tenants, Property and Business Reputation



Lance Watkins, CEO and Founder
Tenant Inc.

TECHNOLOGY TRACK - Moving On and Up: Why It's Time to Let Go of Your Legacy Self-Storage Software (and How to Do It)



Scott Zucker, Founding Partner
Weissmann Zucker Euster + Katz P.C.

RISK MANAGEMENT TRACK - Dealing With the Tough Tenant Stuff: Bankruptcy, Death, Divorce and Other Legal Sticky Spots

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