



The Operator's AI Self-Storage Checklist

WHAT TO LOOK FOR TODAY - AND WHAT TO WATCH FOR TOMORROW

AI self storage solutions are evolving quickly. Use this checklist when evaluating your current management software or considering a new technology provider.

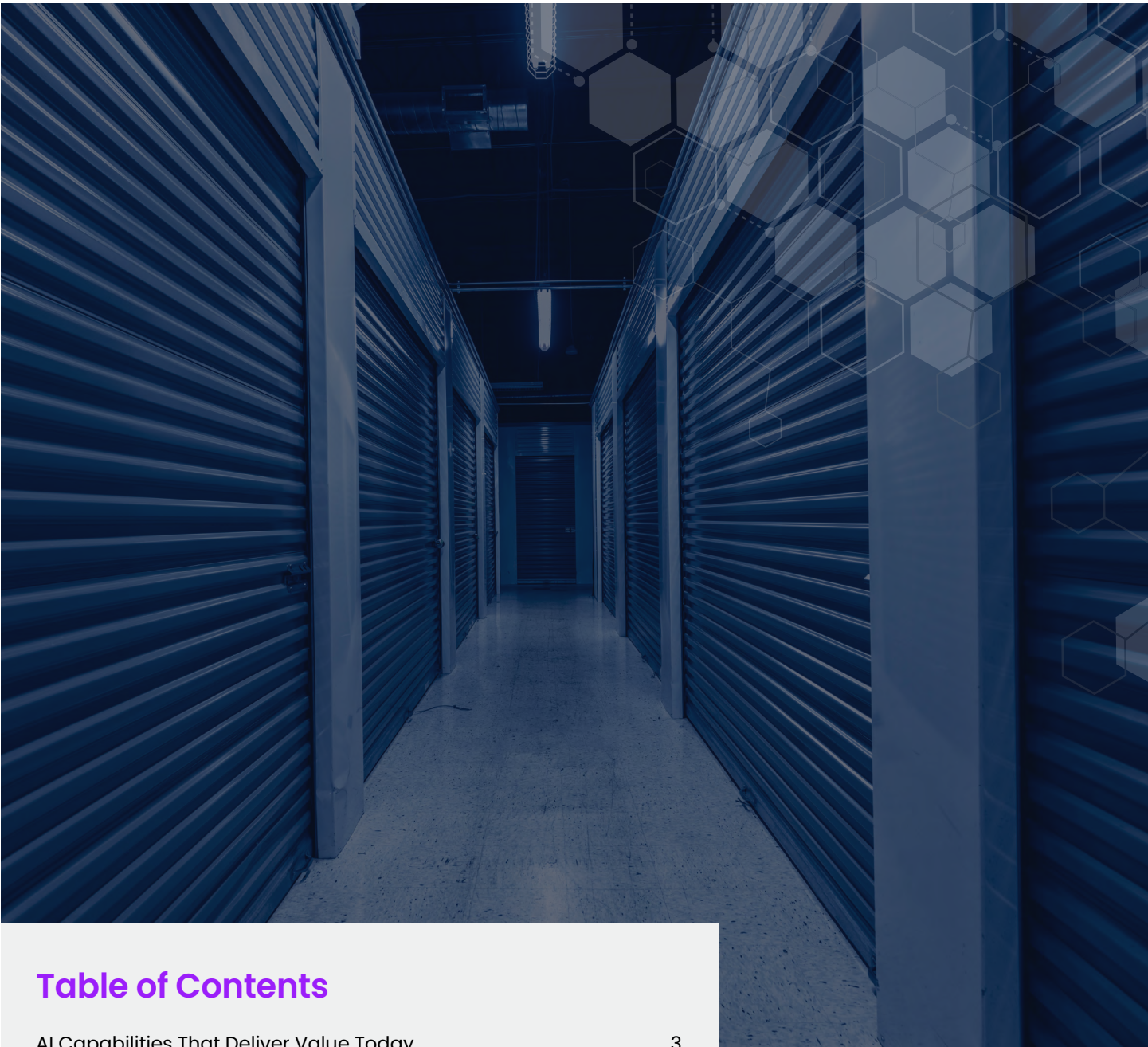


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AI Capabilities That Deliver Value Today

1. NATURAL LANGUAGE REPORTING AND ANALYTICS

Can you ask questions in plain English and get useful answers from your operating data?

Look for:

- Occupancy, rentals, and unit performance
- Delinquency and revenue
- Marketing ROI and portfolio comparisons

Why it matters: Makes sophisticated business intelligence accessible to independent operators without requiring dedicated analysts.

2. AI KNOWLEDGE ASSISTANT

Can employees ask the software how to complete tasks or use features?

Look for:

- Task and feature guidance
- Best practices
- Contextual help

Why it matters: Reduces training time and helps employees get more value from the software.

3. AI-ASSISTED CUSTOMER COMMUNICATIONS

Can AI help your team communicate faster while keeping employees in control?

Look for:

- Email and text drafting
- Suggested responses
- Conversation summaries and personalization

Why it matters: Reduces repetitive work while improving response speed and consistency.



Emerging AI Capabilities to Evaluate and Test

1. PREDICTIVE INSIGHTS

Can AI identify trends or potential problems before they become obvious?

Watch for:

- Occupancy and demand shifts
- Delinquency and churn risk
- Performance anomalies

The question to ask: Is the prediction based on enough reliable data to make it actionable?

2. DYNAMIC PRICE OPTIMIZATION

Can AI analyze demand, occupancy, historical performance, seasonality, and other variables to recommend pricing changes?

Watch for:

- Rate recommendations
- Demand and unit level optimization
- Operator controls and explanations

The question to ask: Can I understand and control the recommendations before they affect my customers and revenue?

3. AI-ASSISTED MARKETING

Can AI help determine what to say, who to target, and when to communicate?

Watch for:

- Campaign recommendations and offer optimization
- Audience segmentation and automated content creation
- Performance Analysis

The question to ask: Is AI simply creating content, or is it actually improving marketing performance?



Future AI Capabilities to Watch

1. ADVANCED OCCUPANCY & DEMAND FORECASTING

AI could increasingly combine historical performance with seasonality, local market conditions, competitive activity, and other data to forecast future demand.

Potential value: Better planning for pricing, promotions, staffing, and investment.

2. PRESCRIPTIVE BUSINESS INTELLIGENCE

Instead of simply showing operators what happened, AI could increasingly recommend what to do next.

Potential value: Turns business data into recommended action.

3. CONTROLLED AUTONOMOUS OPERATIONS

Eventually, certain decisions could happen automatically within parameters established by the operator.

Potential value: Allows operators to automate routine decisions while maintaining control over strategy and exceptions.

Finally, Here Are 5 Questions to Ask Every AI Software Provider

Before getting impressed by an AI demonstration, ask:

- What specific business problem does this solve?
- Does it use my actual facility data?
- Can I understand why it produced this answer or recommendation?
- Can I control what happens before an action is taken?
- Can you show me how this saves time, reduces costs, increases revenue, or improves customer service?

If a provider can't answer those questions clearly, the AI capability may not be ready to become a priority for your operation.



Using AI To Make Better Decisions

The best AI self storage capabilities will make sophisticated information easier to access, identify opportunities operators might otherwise miss, and ultimately help them make faster, more informed decisions. And, independent operators shouldn't need enterprise-sized teams to take advantage of their own data.

That's the thinking behind **Storage Commander's Ask JOEL**, a natural-language analytics assistant built into SC Navigator.

Operators can ask plain-English questions about occupancy trends, delinquency, marketing ROI, portfolio comparisons, and other areas of their operation. Ask JOEL uses their SC Navigator data to help deliver answers without requiring operators to build reports, submit support tickets, or become data analysts.

Because ultimately, the most useful AI isn't necessarily the AI that does everything for you.

Frequently Asked Questions

What is AI self storage technology?

AI self storage technology uses artificial intelligence to help operators access business insights, streamline routine tasks, analyze facility data, and make more informed decisions.

How can AI self storage software help operators?

AI self storage software can help operators analyze occupancy, delinquency, revenue, marketing performance, and other operational data.

What should operators look for in AI self storage software?

Look for AI self storage capabilities that solve a clear business problem, use reliable facility data, provide understandable insights, and give operators control over recommendations and actions.

