



Axis Self Storage: Streamlining Operations and Reducing Costs with 6Storage

A Case Study in Self-Storage Software Migration and Operational Transformation

Published June 2026 | Prepared by 6Storage | www.6storage.com

Executive Summary

Axis Self Storage, an independent operator managing multiple self-storage facilities, successfully transitioned from a legacy software platform to 6Storage, which is a modern, cloud-based self-storage management solution. The migration was completed with minimal disruption to daily operations, and the platform delivered immediate, measurable value across automated billing, real-time reporting, and tenant communication. As a direct result, Axis Self Storage reduced administrative overhead, lowered software costs, and meaningfully improved the overall tenant experience.

About Axis Self Storage

Axis Self Storage is an independent self-storage operator with a portfolio of multiple facilities serving both residential and commercial customers. With a commitment to delivering dependable, accessible, and affordable storage solutions, Axis has built a reputation for dependable service within its local markets. The company prides itself on responsive customer care and a straightforward rental experience, values that extend naturally into the technology it chooses to support its operations.

Before adopting 6Storage, Axis relied on a legacy self-storage management platform that, while serviceable in earlier years, had become a growing source of operational friction. As the company's facilities and customer base expanded, the

limitations of the incumbent software became increasingly apparent, prompting Axis management to evaluate modern alternatives capable of supporting the company's operational goals.

The Challenge: Limitations of Previous Software

Like many independent operators, Axis Self Storage Management found itself constrained by software that was never designed to scale with the evolving demands of modern self-storage management. The legacy platform, while functional at a basic level, presented a series of compounding challenges that affected staff productivity, tenant satisfaction, and the company's capacity for growth.

- **Manual billing processes:** Monthly invoice and payment collection required significant manual intervention from staff, increasing the risk of errors and consuming time that could be better spent serving customers.
- **Limited reporting capabilities:** Management had no reliable way to access real-time occupancy, revenue, or delinquency data, making it difficult to make informed operational decisions.
- **Clunky customer communication tools:** Notifying tenants about upcoming payments, lease renewals, or access changes was a time-consuming, manual process with no automation.
- **Lack of online rental functionality:** Prospective tenants had no option to lease a unit digitally, limiting revenue capture and placing additional demands on front-office staff.
- **Integration limitations:** The legacy platform could not seamlessly connect with gate access systems or third-party tools, requiring workarounds that introduced inefficiency and additional cost.
- **Scalability constraints:** As Axis sought to grow its portfolio, it became clear that the existing platform would be a limiting factor rather than an enabler.

Operator Insight

The cumulative effect of these limitations was significant: staff were spending hours each week on administrative tasks that should have been automated, while management lacked the real-time visibility needed to run facilities confidently. The decision to seek a better solution was not reactive, it was strategic.

Why Axis Self Storage Chose 6Storage

After conducting a structured evaluation of multiple self-storage management platforms, Axis Self Storage selected 6Storage as the clear frontrunner. The platform distinguished itself through a comprehensive and cohesive feature set, an intuitive user interface, and a pricing model that offered genuine transparency, with no hidden fees or unexpected licensing costs. A live demonstration and trial period gave the Axis team confidence that 6Storage would not only address their existing pain points but also position the business for future growth.

Decision Factor	6Storage Capability
Automated Billing & Payments	End-to-end automation of invoicing, payment processing, and delinquency follow-up
Customer Communication	Built-in email and SMS tools for payment reminders, lease renewals, and access notifications
Reporting & Analytics	Real-time dashboards displaying occupancy rates, revenue performance, and delinquency metrics
Cloud-Based Accessibility	Full platform access from any device, browser, or location; no local installation required
Onboarding & Support	Dedicated onboarding team, hands-on data migration assistance, and ongoing customer support
Pricing Transparency	Competitive, all-inclusive pricing with no hidden fees or unexpected add-on costs
Online Rental Functionality	Tenant-facing online rental portal enabling contactless leasing from any device

Migration and Onboarding Experience

A common concern among operators evaluating new software is the potential disruption associated with migrating away from a legacy system. For Axis Self Storage, that concern proved unfounded. The transition to 6Storage was carefully

managed by the 6Storage onboarding team, who guided Axis through each phase of the migration process with structured support and clear communication.

- **Data integrity preserved:** All historical tenant records, unit configurations, and payment history were successfully migrated to the 6Storage platform without data loss.
- **Staff training was fast and intuitive:** The platform's user-friendly interface meant that staff quickly became comfortable navigating the system, reducing the learning curve typically associated with software transitions.
- **Minimal operational disruption:** The facility remained fully operational throughout the migration window. There was no meaningful interruption to billing cycles or tenant-facing services.
- **Rapid go-live:** Axis Self Storage was fully operational on 6Storage within a short onboarding period, significantly faster than anticipated for a multi-facility operator.

"The migration process was far smoother than we expected. The 6Storage team was there at every step, and our staff felt comfortable with the platform almost immediately. We were up and running quickly, and everything came over cleanly."

– Axis Self Storage Management

Operational Improvements After Switching

The impact of transitioning to 6Storage was felt across every layer of Axis Self Storage's operations. From back-office billing workflows to front-line tenant interactions, the platform introduced a level of automation, visibility, and efficiency that the legacy system could not provide.

Automated Billing & Payment Processing

Monthly invoicing and payment collection became fully automated following the transition. The 6Storage billing engine manages recurring charges, payment processing, and failed payment retries without manual intervention, dramatically reducing both administrative workload and the incidence of billing errors. Late-payment follow-ups, previously a manual and time-consuming task, are now managed through automated communication workflows.

Real-Time Reporting & Operational Dashboards

Management at Axis Self Storage gained immediate access to live dashboards displaying key performance indicators, including occupancy rates, revenue trends, unit availability, and delinquency status. Decisions that previously required compiling

data from disparate sources could now be made in real time, based on accurate and up-to-date information.

Automated Customer Communication

The 6Storage platform's built-in email and SMS capabilities transformed the way Axis communicates with its tenants. Automated notifications for payment reminders, lease renewals, and access updates are now delivered without staff involvement, ensuring consistent and timely communication across all facilities. Tenants receive a more professional and attentive service experience, contributing to improved satisfaction and retention.

Staff Efficiency & Time Recapture

With routine administrative tasks automated, Axis staff were relieved from the repetitive, low-value work that had previously dominated their working hours. This recaptured time has been redirected toward higher-value activities, including direct tenant service, facility management, and business development.

Online Rentals & Contactless Leasing

The 6Storage online rental portal enables prospective tenants to browse vacant units, complete a lease agreement, and begin their rental entirely online, without requiring an in-person visit or staff assistance. This capability has extended Axis's ability to capture new business outside of traditional office hours and has expanded its addressable market.

Access Control Integration

Seamless integration between 6Storage and the facility's existing gate access system streamlined security management for Axis. Access permissions are now managed directly within the platform, eliminating the need for manual coordination between systems and improving both security and operational efficiency.

Time and Cost Savings

The financial and operational return on investment from adopting 6Storage has been substantive. Axis Self Storage has realized savings both in direct software costs and in the indirect costs associated with manual labor, third-party tool dependencies, and revenue leakage from delinquent accounts.

- **Significant weekly time savings:** Staff reported recovering multiple hours per week that were previously consumed by manual billing, payment follow-up, and administrative data entry, time that has since been reallocated to higher-priority operational tasks.

- **Reduction in delinquent accounts:** Automated payment reminders and streamlined payment processing have contributed to a meaningful decline in the rate of late and delinquent payments across Axis facilities.
- **Lower software licensing costs:** 6Storage's transparent, competitive pricing resulted in a direct reduction in software expenditure compared to the previous platform, with no sacrifice in functionality.
- **Elimination of supplemental tool costs:** Third-party tools previously used to fill gaps in the legacy platform's capabilities were no longer necessary following the switch to 6Storage, removing additional licensing and integration costs.
- **Incremental revenue growth:** The online rental functionality has enabled Axis to capture leasing activity that would previously have been missed outside of staffed office hours, contributing to improved occupancy and revenue performance.

Results

Key Outcomes Following 6Storage Adoption

- ▼ **Significant Reduction** in weekly administrative hours – staff time previously spent on manual billing and data entry has been substantially recaptured.
- ▼ **Decreased Delinquency Rate** across facilities, driven by automated payment reminders and streamlined online payment processing.
- ▼ **Measurable Cost Savings** on software licensing and the elimination of supplemental third-party tools previously required to bridge legacy platform gaps.
- ▼ **Improved Tenant Satisfaction** through modern, automated communication and a seamless online rental experience accessible from any device, at any time.

Operator Recommendation

Axis Self Storage management offers an unequivocal recommendation of 6Storage to fellow operators across the self-storage industry, whether they manage a single facility or a growing multi-location portfolio. The platform has proven to be dependable, feature-rich, and supported by a team that genuinely understands the operational realities of the self-storage business.

For operators currently contending with outdated software, manual billing workflows, or a lack of real-time operational visibility, 6Storage represents a substantive and immediate upgrade. The onboarding process is well-managed, the learning curve is minimal, and the return on investment is tangible from the first billing cycle.

"6Storage has genuinely transformed the way we run our facilities. The automation alone has given us back hours every week. If you are still on a legacy platform and wondering whether it's time to make the switch, it is. We only wish we had done it sooner."

- Axis Self Storage Management

Operators seeking to modernize their technology stack, reduce administrative burden, improve tenant satisfaction, and position their business for scalable growth will find in 6Storage a platform that delivers on every promise.

About 6Storage

6Storage is a leading cloud-based self-storage management platform designed for operators of all sizes from single-facility independents to multi-location portfolios. Built with the real-world demands of storage operators in mind, 6Storage brings together everything needed to run a modern, efficient facility in one intuitive platform.

Core Features Include: Online rentals • Automated billing & payments • Real-time reporting & dashboards • Email & SMS customer communication • Gate access control integration • Multi-facility management • Cloud accessibility from any device.

Learn more at www.6storage.com

► **Schedule your free demo with 6Storage:** [click here.](#)

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This document is prepared by 6Storage for distribution to prospective clients and partners. All operational outcomes described reflect the experience of Axis Self Storage following the adoption of the 6Storage platform.