

Moving Company Gains Improved Reliability with Montway



Overview:

Dan La May started his moving business in 1997 with a focus on providing exceptional service. By staying true to that mission, Dan's Van Lines has grown into one of northern Virginia's most trusted moving companies. Today they manage local, long-distance and global moves for offices and residential customers.

When the company began getting requests to move vehicles along with household goods, Dan knew this was an opportunity to grow his full-service capabilities. *"We pride ourselves on meeting all the needs of our customers and make their moves as stress free as possible. But after trying to do it myself or outsourcing to other companies, I realized it wasn't profitable and quite a headache."* Dan began looking at other options in order to provide reliable auto relocation services to his customers.

Challenge:

Dan struggled to find a vendor who took reliability and professionalism as seriously as he did. *"Many auto transport companies claim to deliver quality service and be responsible and accountable, but few live up to those promises."* The old adage, 'you get what you pay for,' was ringing true and Dan was paying good money for poor service that included:

- Missed pickup times
- Continually late deliveries
- Slow or inadequate response
- Lack of accountability on damage claims

Solution:

In 2012, Dan decided to try Montway Auto Transport. He evaluated Montway's services and reputation, and examined the potential business interaction from all angles. Any relationship with a service provider has to be beneficial for Dan's Van Lines, the auto transport partner and the end consumer.

Montway Moving & Relocation services offer:


- Accurate, market-based pricing
- Reliable vehicle pickup and delivery
- Dedicated account manager
- Consistent communication during transit

Working with Montway has been a win/win/win situation. *"I spend a few more dollars, but I gain reliable service that works for my company and most importantly, meets my customers' expectations."*

ABOUT MONTWAY

Montway Auto Transport is one of the nation's leading auto logistics companies, arranging shipments for over one million vehicles since 2007. With a focus on innovation, technology and customer service, we set the standard in the industry. Montway is A+ accredited by the BBB and has a 4.7-star customer rating across all top review sites.



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