

How this Packer & Mover has Adopted Technology to Enhance Customer Experience



Bengaluru, Karnataka Jan 18, 2022 ([Issuewire.com](https://www.issuewire.com)) - In an industry that is predominantly unorganized, Bangalore-based relocation company Leo Packers and Movers is adopting a customer-first approach through digital and back-end processes automation to improve its operating efficiency, customer experience, and transparency.

The 45+-year-old company is rated as one of the best [packers and movers](#) in India. Since its inception in 1975, the company has continuously reinvented itself over the years. "As a family-run business, our mantra has been to give our clients a fantastic relocation experience such that they vouch for Leo. In line with this philosophy, even our operating expenses are skewed towards products and activities that improve our client experiences. We have always been a forward-looking organization, in 2019 we started the process of completely automating our backend systems and processes. From lead handling to logistics to reporting, we've deployed software such that our teams can efficiently handle the entire customer journey even from their home! In fact, our faith in technology was further reinstated in 2020 during the pandemic. We were able to service clients and handle all jobs effectively and were able to 2X our turnover compared to the previous FY." says Abhay Shah, Director Leo Packers, and Movers.

Thanks to technology & automation, Leo's customers receive proactive communication at every stage of their relocation, quick access to relationship managers in case of delays, timely notifications, and most of all a truly hassle-free shifting.

As part of its future plans, Leo will deploy automation for its B2B clientele to increase ease of shifting for

corporates. “Corporates move their employees regularly, however, managing the logistics and communication is a challenge for them. Our platform will allow facility managers at corporations to make a request for a move, track the job and generate invoice seamlessly via a single interface,” says Abhay.

Leo currently operates out of 10 offices viz Ahmedabad, Bangalore, Bhubaneswar, Chennai, Coimbatore, Gurgaon, Hyderabad, Kolkata, Mumbai, and Pune and services all major cities and towns across India. Their social profiles have many [client reviews](#) commending their team and service. “We believe that we are *Custodians of Client Assets outside their Homes* - That perspective makes a whole lot of difference in the way we conduct ourselves internally and externally. It says a lot about how we treat our clients’ assets and what our clients mean to us,” says Abhay.

With Leo, one is always assured of timely and trustworthy service:

- The booking process via their website [leopackersandmovers.com](#) is easy and quick.
- Relationship managers are polite and responsive. They are there to help you with whatever you may need during your move.
- Packaging materials are of superior quality
- The packing crew is experienced and reliable.
- Price may be a tad higher than the market rate, but the service that Leo provides is premium and worth every penny!

Learn more about Leo Packers and Movers on their website [leopackersandmovers.com](#).

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Source : Leo Packers And Movers

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