



Press Release

For Immediate Release

Movers Specialty Service, Inc. 211 Commerce Drive, Montgomeryville, PA 18936
215.393.1900 | MSS1.COM

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Contact: Brian Jensen, 215.393.1900 ext. 3289
e-mail: brianj@mss1.com, fax: 215.352.1777

Movers Specialty Service, Inc. “Live Support” Scores Big with Move Management Customers During Peak Season

Montgomeryville, Pennsylvania – July 1, 2010 - Movers Specialty Service, Inc. (MSS) announces a dramatic increase in usage of its “Live Support” online chat service with move partners who utilize MSS specialized handling and crating services to support corporate relocations.

MSS receives and manages hundreds of orders per day from moving companies across the country to provide specific services at residence for corporate transferees. MSS coordinates each order with their move management customers through advanced online technology that tracks and manages every detail involved in coordinating the many niche specialty services required at residence at the time of a family relocation.

The peak season for executive relocations is Summer, especially June and July as the school year ends and relocating families have more time to transition. Although corporate relocations remain well below pre-recession volume, moving companies have also trimmed staff to accommodate the hard times and the demand for high service efficiencies has never been greater. MSS helps their client-movers to optimize order volume efficiencies via customized integration software and an online “Customer Portal” system provided by MSS to ensure constant communication and immediate responsiveness to any order-related issues that come up.

The MSS “Live Support” chat service has quickly proven to be the center-piece of the MSS order-management delivery system. MSS reports that customer usage of Live Support has skyrocketed 10-fold since inception of the program in 2009.

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About Movers Specialty Service, Inc.

Headquartered in Montgomeryville, PA, MSS provides expert custom crating and specialized handling services to the relocation industry, as well as the local fine arts and commercial crating markets.

In the national relocation market, MSS partners with moving companies and relocation management corporations in the safe handling of specialty household items by providing crating/uncrating, disconnect/reconnect, and disassembly/assembly services to corporate transferees.

MSS' Local Operations include the MSS Commercial Crating Division (industrial crating solutions to local manufacturers and distributors) and MSS Fine Arts Division (protecting fine art and antiques for museums, artists, private collectors, auction houses, and galleries).

“Live Support offers unique, order-specific, rapid-response and time savings features that traditional phone and e-mail communications can’t match; our Customer Service Teams are in constant communication with our move partners,” explains Maria Bunch, Vice President Client Relations.

Customers who are logged in to a specific order can access Live Support, which not only auto-identifies the order number and issue, but routes the problem to the correct MSS resource person most familiar with the account and client. MSS Live Support also features chat transcription which updates and records each conversation in the order notes for a complete “life of the order” review. Clients can review previous chats as well as all order notations through the company’s recently enhanced [MSS Customer Portal](#) order management system.

“Anything that saves our customers time and money and makes their daily urgent work on behalf of the corporate transferees easier and less stressful—is a very good thing!”, Bunch said.

Inquires regarding the MSS Customer Portal and Live Support Services can be made to Michael Cordaro at mikec@mss1.com.

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