



**NSA**  
STORAGE

2025 / Case Study

# From Chaos to Clarity

## NSA Storage Strengthens Vendor Compliance and Reduces Operational Risk with NetVendor

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NSA Storage transformed a manual, high-risk compliance process into a streamlined, audit-ready operation across more than 1,100 locations using NetVendor's automated onboarding, compliance management, and trusted vendor sourcing tools.

# OVERVIEW

**NSA Storage is one of the largest self-storage operators** in the United States. With more than 1,100 facilities nationwide, the organization relies on an **extensive vendor network** to support daily operations, maintenance, and on-site service needs across a geographically dispersed portfolio.



As NSA's portfolio expanded, tracking COIs, W-9s, and renewals through spreadsheets and emails became unmanageable.



# CHALLENGE

During a period of rapid expansion, NSA's manual compliance workflow could no longer keep pace. Teams were managing COIs, W-9s, and renewals through spreadsheets, emails, and scattered documentation, a process that was difficult even with a full-time compliance role in place.

Documentation quickly became outdated, renewals were easily missed, and visibility across thousands of vendors was limited. When an audit revealed several compliance gaps, it confirmed what the team already knew: their process was risky, inefficient, and not scalable for a portfolio of this size.

## Previous Method

Outdated Spreadsheets

Scattered Communication

Untracked Renewals

Stress Overload

## Solution

Quick Vendor Onboarding

Automated Vendor Credentialing

Vendor Sourcing Database

Diligent Ongoing Support




# THE SOLUTION

NSA partnered with NetVendor to automate vendor onboarding, centralize compliance tracking, and eliminate the operational friction created by manual processes. For the first time, every team had a single, reliable source of truth to verify vendor compliance and understand what required attention.


## NETVENDOR NOW HANDLES

- W-9 and TIN verification, background checks
- COI collection and renewals, including contacting insurance agents
- Automated expiration reminders and document verification
- A single location for vendor profiles, documents, and status
- Dedicated support for onboarding and ongoing questions



***It was so hard to believe it could be this easy, because it was such a struggle for us.***

— Jennifer, NSA Storage  
Accounts Payable Manager



# THE RESULTS

NetVendor didn't just reduce NSA's administrative burden, it created clarity, structure, and consistency across the organization. Their vendor management and processing team went from eight people to three, with one person now managing compliance confidently and efficiently.

## KEY IMPROVEMENTS:



Accurate,  
audit-ready  
compliance  
records



Fast vendor  
sourcing through  
Vendor Search



Portfolio-wide  
reporting and  
visibility



Automation  
that cuts  
admin busy  
work

***“The stress we used to feel  
around compliance is  
completely gone.”***


— Jennifer, NSA Storage  
Accounts Payable Manager






# RECOMMENDATIONS

## Does NSA Recommend NetVendor?



*One hundred percent yes. The impact is huge, and the risk is massive if you don't have something like this.*



— Jennifer, NSA Storage  
Accounts Payable Manager

### WHAT STANDS OUT MOST

- Vendors are compliant, approved quickly, and audit-ready
- Trusted vendor network across a diverse, nationwide footprint
- Standardized processes that bring operational confidence
- Dedicated customer success support for long-term success

*“What our account rep did during onboarding is exactly what she does now. **There is zero confusion about what we get.**”*





# CONCLUSION

NetVendor gives NSA Storage a reliable, scalable way to manage a complex vendor network across more than 1,100 locations. With automated onboarding, centralized compliance, and full portfolio visibility, NSA now operates with clarity, confidence, and complete control over vendor compliance. What was once stressful and unmanageable is now a dependable, efficient workflow that continues to support their growth and long-term success.

