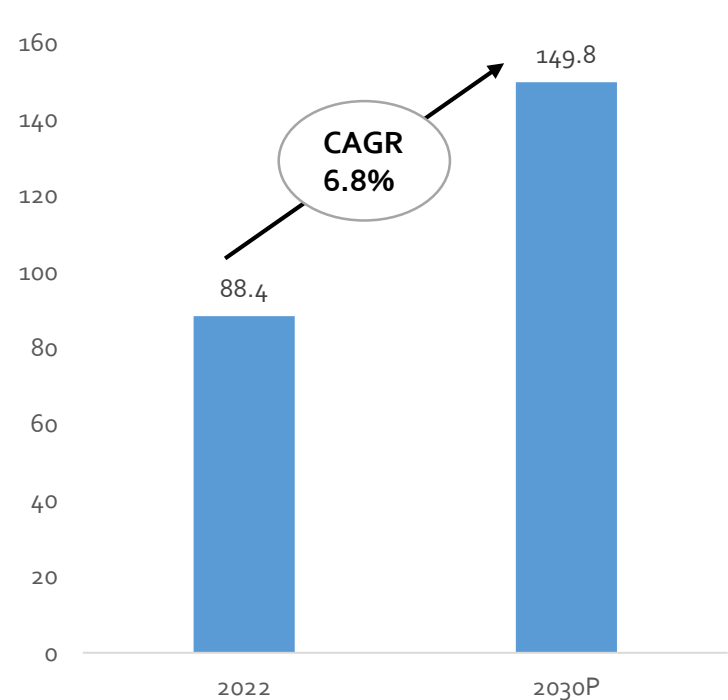


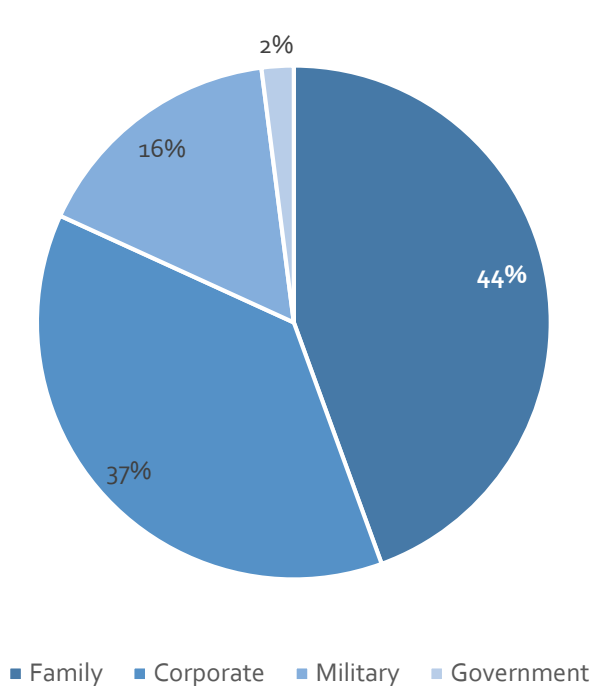
# PACKERS AND MOVERS

The packers and movers industry is expected to expand at a CAGR of 2% between 2020 & 2024, or by \$1.95 billion because of the disruption caused by the pandemic in 2020 and 2021

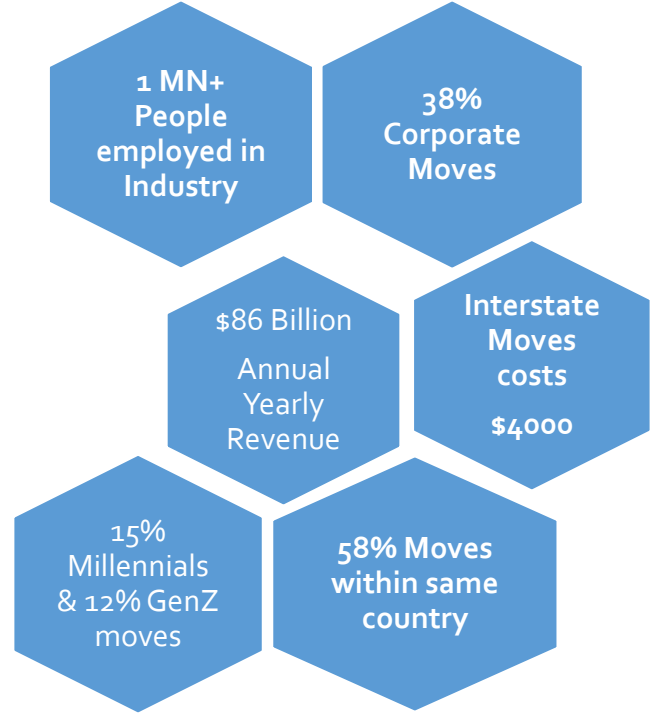
**Market Growth(in billion)**



**Categorical Segmentation**



**Industry Insights**

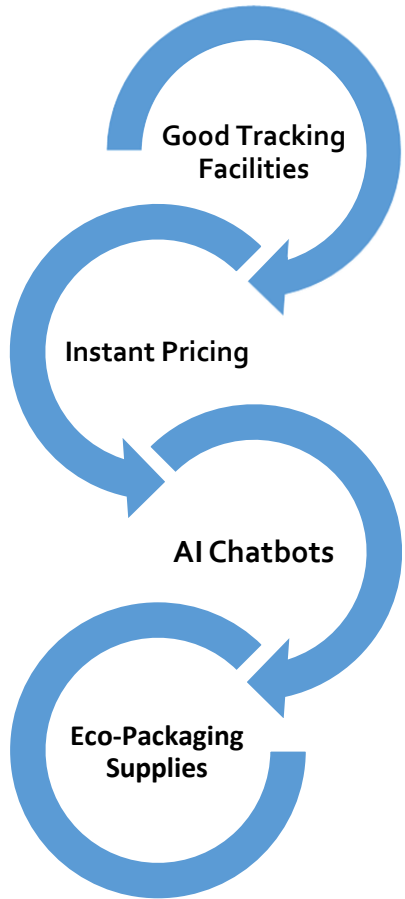


**Top Players in the Industry**



# With developments in automated packing and smart home technologies, the packers and movers sector has changed throughout time to provide premium moving services

## Emerging Trends



- ▶ Moving firms use technology to provide consumers with real-time GPS tracking of their belongings.
- ▶ Customers may rest easy knowing their goods are in good hands and gets route to the intended delivery address by using live tracking to receive updates
- ▶ Moving and packing companies offer immediate shifting services at fixed prices, preventing consumers from feeling taken advantage of and enabling them to transfer their belongings at predetermined costs.
- ▶ Customers can use a packers and movers cost calculator to get estimated shifting charges prior to selection
- ▶ Artificial intelligence has benefited businesses and customers alike in e-commerce.
- ▶ AI-based chatbots have also been assisting businesses in the logistics and relocation sector by assisting them in communicating with & answering the questions of clients
- ▶ The finest packers and movers in India also make the switch to eco-friendly packing supplies.
- ▶ By utilizing eco-friendly packaging supplies including cardboard boxes, reusable plastic boxes, biodegradable packing peanuts, and recycled wrapping paper, the moving industry contributes to sustainability as well.

## Features of Packers and Movers App

Social Sign up & Logins



In App Chat



Push in Notification



In App Call



In app Navigation



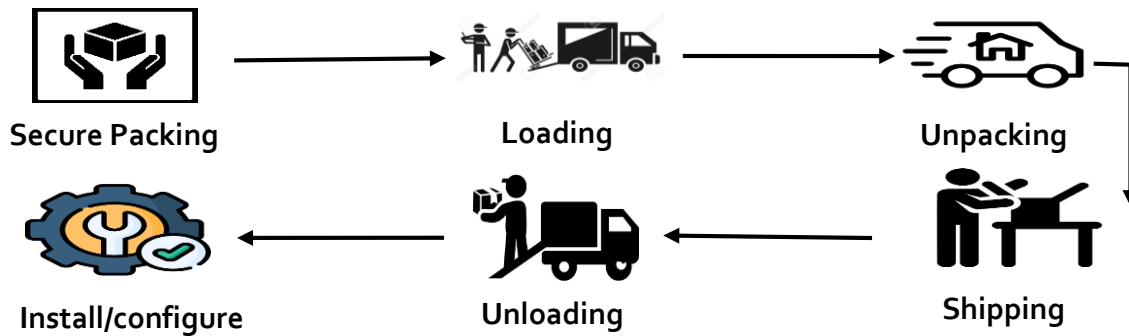
Goods Insurance



## Business Models in the Industry(1/2)

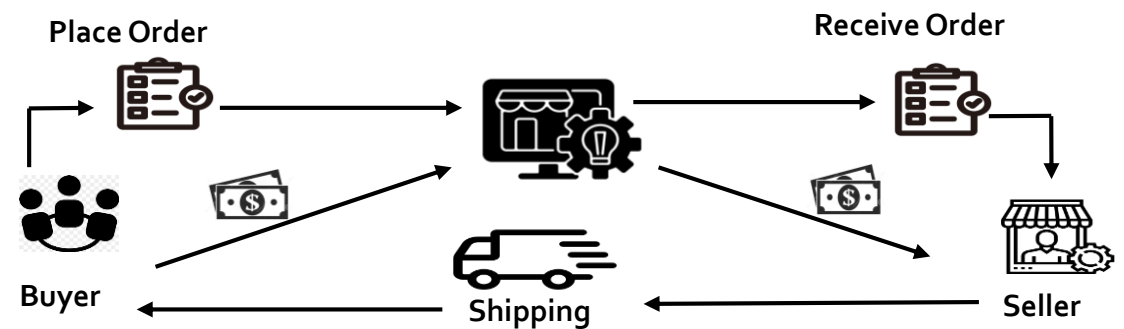
### Full Services–based model

- ▶ In a full service based business model, the service provider takes care of the entire packing and moving process, including loading, packing, moving, and unpacking and also offering long-distance services, packing supplies, and storage facilities.
- ▶ The full service provider packs all the stuff with all the precautions; After that, they'll put them into the truck and drive them to a new residence and will unload and unpack everything when they get there ;if asked for they might be able to install and configure it for the customers
- ▶ Convenience and peace of mind are benefits of full-service moving which can be quite beneficial, particularly if any is pressed for time or lack moving experience.



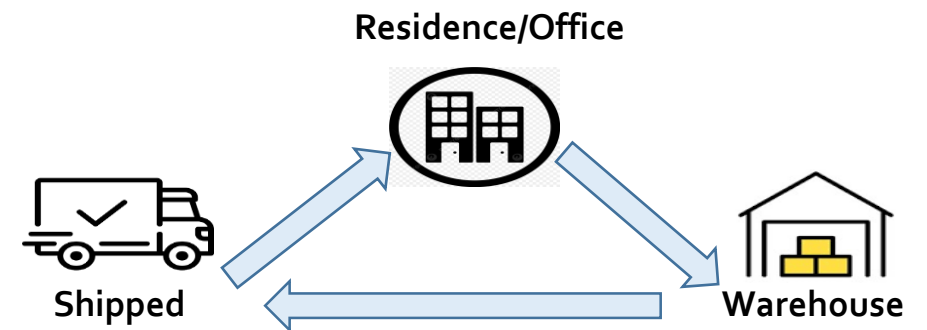
### Online Platform –based model

- ▶ An online marketplace's business model is the framework that it employs to draw in customers, maintain income, and maintain its competitiveness. In certain aspects, it resembles offline business methods, but in others, it differs. Target audiences, eCommerce marketing techniques, overhead costs, and accounting duties are all included in eCommerce.
- ▶ Consumers with an internet connection can access an online business at any time, from any location. . Online marketplace buyers and sellers could be worried about fraud, fake goods, and other security risks, which could affect their confidence in the platform.



### Self Storage Service–based model

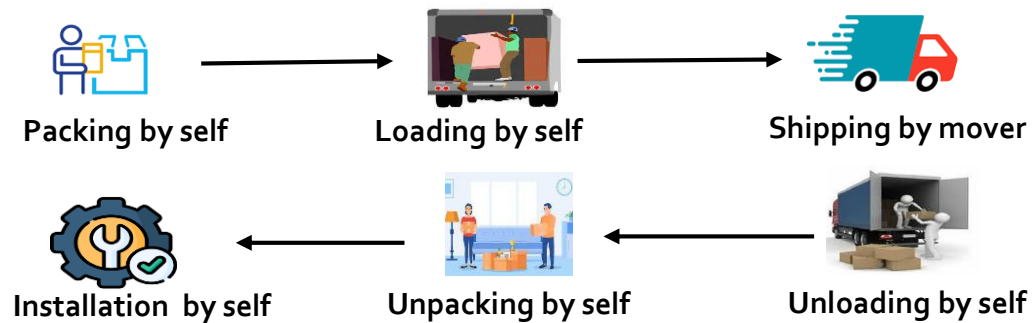
- ▶ Repositioning customers typically don't decide where they're going to end up in the destination, so they need a secure spot to keep the household or office items
- ▶ All the items be it furniture or fragile goods are first packed, carefully inventoried, palletized on termite treated pallets and wrapped for added security and protection
- ▶ Next, the goods are kept in fully operational warehouses that are secure, reasonably priced, and equipped with cutting-edge security/surveillance systems to ensure that possessions stay intact.
- ▶ According to customer demands the items are delivered back at their doorstep with utmost safety



## Business Models in the Industry(2/2)

### Self Services–based model

- ▶ Packing the personal belongings, home products and office accessories is part of a self-service relocation by the family or office people. At the prearranged time and day, a moving truck arrives at the loading place with a window of time to load the belongings into the truck. After loading, the truck is driven to your home by a certified and skilled mover. It is the customer’s responsibility to unpack the belongings and unload the truck.
- ▶ The quantity of boxes utilized and the distance traveled are the two factors that determine the cost of self-service moves and The primary benefit of a self-service relocation is the significant cost savings that self-service moving firms offer others



### Franchise–based model

- ▶ A well-known brand, referred to as the "franchisor," enters into a contractual arrangement with an independent business owner, referred to as the "franchisee," allowing the latter to utilize the former's branding, business plan
- ▶ One well-liked feature is that all franchises offer training. While their business is open, franchisees will have access to the franchisor's computer systems, operations manual, and other products.
- ▶ The franchise model is thought to be the greatest financial option that allows a franchisee to serve a brand with permission from the franchisor.

### Specialized service–based model

- ▶ Tailored to certain requirements, including relocating artwork, pianos, or priceless or delicate objects; service providers has the know-how & equipment necessary to guarantee the safe transportation of these goods.
- ▶ Implement tracking systems to monitor the movement of items in real-time providing clients with updates; provide specialized packing, handling, and setup services to minimize downtime for businesses during the move.
- ▶ Assess the nature of the items to be moved and unique considerations (e.g., delicate equipment, artwork, pets)& maintain open communication with clients.



**Strong Packaging Material**

Strong packaging material includes high quality corrugated cardboard box, packing ,bubble wrap, brown packing paper, foam sheet etc.

Selecting the right box that have enough space to provide proper cushioning to the item placed in the box

**Selecting right size box**



**Individual Wrapping**

Wrapping of each item with a protective or insulating material and packing hollow items with paper to prevent damage

Sealing the box completely from all sides especially around the edges with sealing tape and usage of labels like "Fragile" or " Handle with care" to reduce risk of damage

**Sealing with Appropriate Labelling**



# Significant advancements in technology including AI, cloud computing, robotics, IoT & VR benefited the packers and movers industry in the face of both existing and new obstacles

## Industry Opportunities

### ESG

- Sustainability is now one of the packaging design's most potent forces, outweighing both cost and performance in some applications thus establishing high growth areas.

### E-Commerce

- Packaging will continue to change as consumers buy more goods through more digital channels.
- High-value business prospects and number of cutting-edge forms are making their way onto the market

### Virtual Reality

- In this field, virtual reality is the key to countless opportunities. Before deciding to move, moving companies can assist clients in virtually seeing potential new residences or business place.

### AI Assistants

- Virtual assistants may sort through consumer inquiries, offer prompt assistance, and even help with moving arrangements.
- They can offer instant customer support, which streamlines and responds to the process.

### Mobile Apps

- Customers can communicate with movers, get real-time shipment status, and even make payments using mobile apps.
- Customers will find this more convenient, while moving companies will gain from stronger client involvement

## Industry Challenges

### Intense Competition

The moving and packing business is very cutthroat; differentiation can only be done by providing great customer service, specializing in a certain market, or delivering services

### Rising Fuel Costs

For every moving company, fuel is a big expense. Variations in fuel prices may exert pressure on your margins of profit.

### Seasonal Variations

There might be seasonal variations in the demand for moving services, with summertime peaks and wintertime fades.

### Employee Turnover

In the moving industry, a high turnover rate can cause operational disruptions and raise hiring expenses.

### Vehicle Maintenance

To prevent unplanned breakdowns, regular equipment and vehicle maintenance are crucial.

# Building trust and striking the right balance between price and quality requires setting prices that correspond with the value of the product and the customer's perception

## Types of Pricing strategies in the industry

### Value-based pricing

- Value-based pricing has become an industry standard in a world where customers come first, this occurs when businesses set the pricing of their goods or services based on what the consumer is willing to pay.
- Prioritizing customers in terms of marketing & customer service can benefit from it.

### Competition-based pricing

- Competitor-based pricing, is a pricing approach that ignores customer demand and the cost of a good or service. Instead, it takes the pricing of its competitors as a standard and concentrates on the market rate.
- Frequently employed in highly competitive sectors with large number of enterprises, particularly when a slight price difference can lead clients to select your rival.

### Tiered Pricing

- A tiered price structure offers clients a range of services and package options, allowing them to select the one that best suits their needs.
- Service providers of with varying service and feature levels frequently use this pricing structure due to the fact that it benefits both buyers and sellers.
- The buyer can select from a variety of pricing packages, and sales teams can provide extra package alternatives to enhance the likelihood of an upsell.

### Transparent pricing

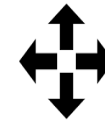
- The availability and accessibility of information regarding the costs of goods & services is referred to as price transparency thus helping clients to successfully budget for their move, comprehend the breakdown of expenditures & select
- Customers may quickly evaluate rates offered by different vendors and choose the deal that offers the best value.

## Factors affecting pricing strategies in the industry



### Distance of Moving

The distance between the current & destination locations is the primary aspect that can affect the price; It goes without saying that if the distance is greater than, additional fees will apply due to fuel usage



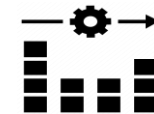
### Type of Move

Move will influence the cost of the service because the mode of transportation will vary depending on the type of relocation, as will the tolls, insurance, fuel, and other taxes you must pay. This applies whether you are relocating locally, across cities, or domestically.



### Vehicle Type

- Vehicle type is another factor for price variation as for bit long distance transportation there might be two options, first is that one can opt for a shared vehicle which will not charge much but will take a
- Another option is opting a vehicle for own goods or a dedicated vehicle which will not take much time but will charge high.



### Volume of Goods

The amount of items will determine other aspects like the truck's capacity and the number of workers needed, among other things while moving goods both domestically & internationally, weight is important and the amount of goods are reduced by sorting undesirable goods



### Manpower

The quantity of items will determine how many labourers needed and every member of the team contributes significantly to the packing, loading, and unloading operation, which is carried out as a whole



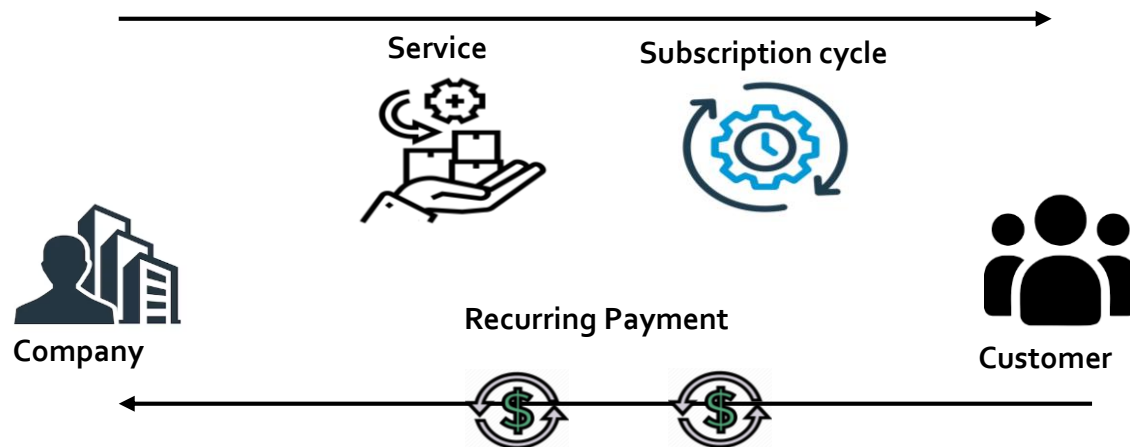
## Revenue Models

### Usage –based model

- ▶ This is the most often used method, in which the user's mileage is charged by the company. For users, charging by the mile or by the kilometre can be enticing since it lowers operating expenses overall and facilitates more affordable travel.
- ▶ The fundamental idea of UBM is to bill drivers a cost that is exactly proportionate to the amount of time they spend using the service. The number of trips and kilometers traveled are the two variables that are most frequently utilized to determine consumption. Not every traveler will be prepared to pay these extra costs.

### Subscription –based model

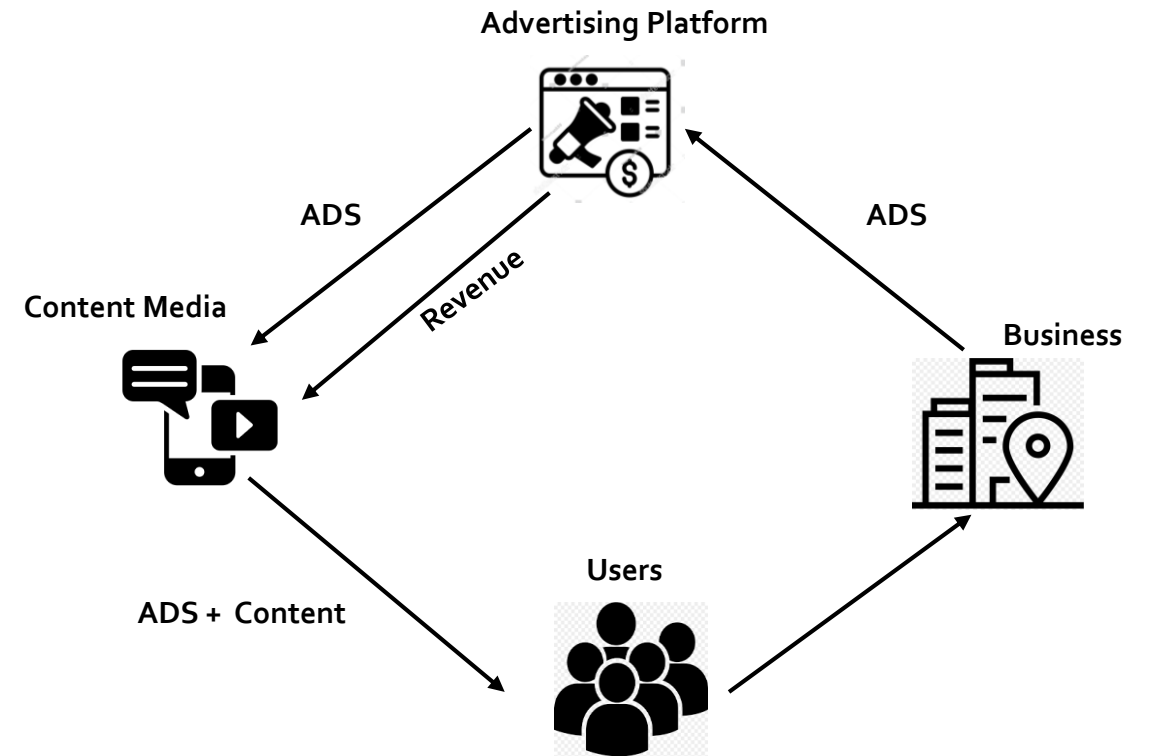
- ▶ When a user is charged a regular fee to utilize a product or service, the revenue model known as a subscription is employed which is often suited for monthly or yearly use with a hybrid approach where some features are free and some are paid
- ▶ In the industry, when a customer has a subscription to that service provider, they pay to access particular services of the subscribed package. It provides clients with a straightforward, dependable, and reasonably priced service
- ▶ .The service requires one-time capital investment to be made; long-term subscribers are necessary because it is difficult to expand clientele quickly.



### Accessibility on demand –based model

- ▶ It is a demand-responsive public transportation system with no set schedules or routes that provides passengers with curb-to-curb services as needed.
- ▶ In this concept, drivers can deliver the service at a predetermined time from any location within a given area; there are no set routes for the cars.
- ▶ Businesses now more than ever need to monitor user locations. In order to remain competitive, they need to give real-time pricing and tracking that is updated on a regular basis; this method is also known as demand response

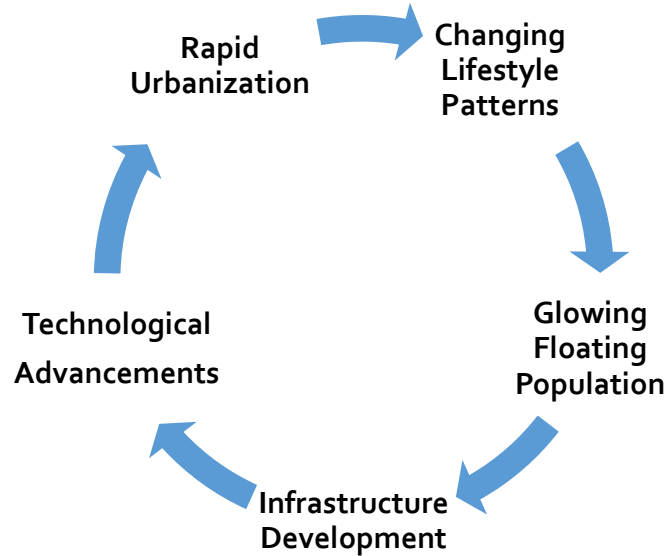
### Advertising Revenue model



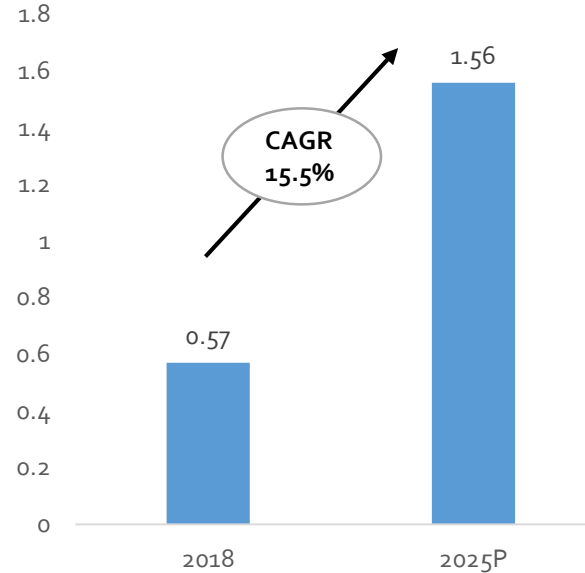


# Indian Packers & Movers market is divided into North, south, east & west India & is expected to increase from 2022 to 2028 with North Indian market to at the fastest rate

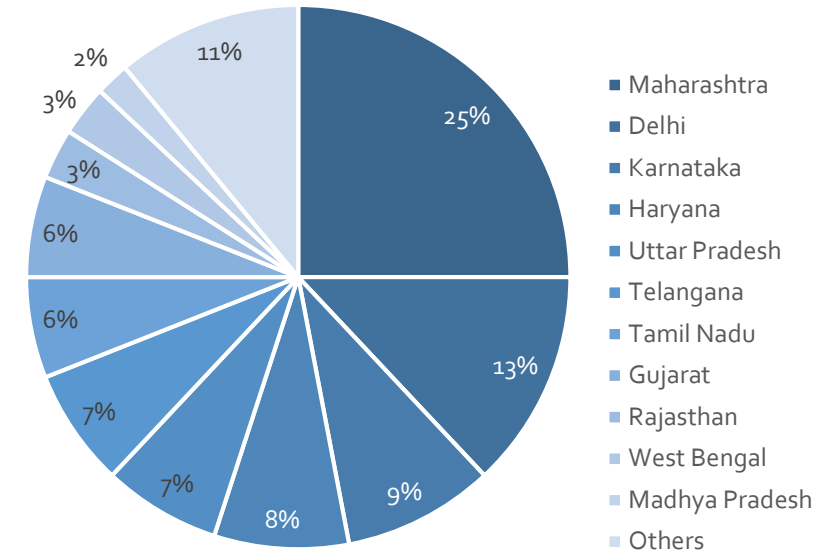
## Factors Driving Rapid Growth



## Market Growth(in billion)



## Top states in India under Packers and Movers Verticals



## Market Trends

- ▶ The rise of online services is the first advancement for the packers and movers sector. Customers may simply schedule orders and follow shipments with the help of these services, which makes it much simpler and more comfortable for them to have their goods delivered to the correct location.
- ▶ Using technology to increase productivity is something that the packers and movers sector is seeing more and more of. Specialized software and other technical tools are being used by businesses to improve efficiency and streamline processes.
- ▶ Another trend becoming more and more popular in the market is using environmentally friendly packaging options. People are increasingly searching for eco-friendly solutions to relocate their possessions as environmental consciousness grows.
- ▶ Utilizing creative marketing techniques is the final trend that is revolutionizing the packers and movers sector. These days, businesses use a variety of tactics to connect with their target market and build brand awareness. This entails advertising their services on social media sites like Facebook and Twitter in addition to employing SEO.

# The primary factors driving the expansion of the Indian packers and movers industry are the country's increasing urbanization and the tendency of mobility linked to school and work

## Market Drivers

### Rising Migration Increased Need for Relocation

- People today have a dynamic lifestyle that it is hard to settle down in one place and satisfy their lifestyle demands thus bringing the need for packers and movers due to the relocations
- The packing and moving service is highly helpful for people who are short on time because packing and moving are sometimes thought of as difficult and time-consuming tasks.

### Growing Online Presence of Market Players

- Companies believe that operating their logistics business requires getting online, as the majority of their clientele consists of millennials who value ease and prefer online booking and payment methods and it's a major reason that their online platforms are always being upgraded

## Market Restraints

### Retaining Employees

- One of the most important issues facing the sector is keeping the workers who handle the packing and transportation as this a labour-intensive nature of the sector
- Workers who pack and move products gain positive reputation with customers, which subsequently leads them to break their employment

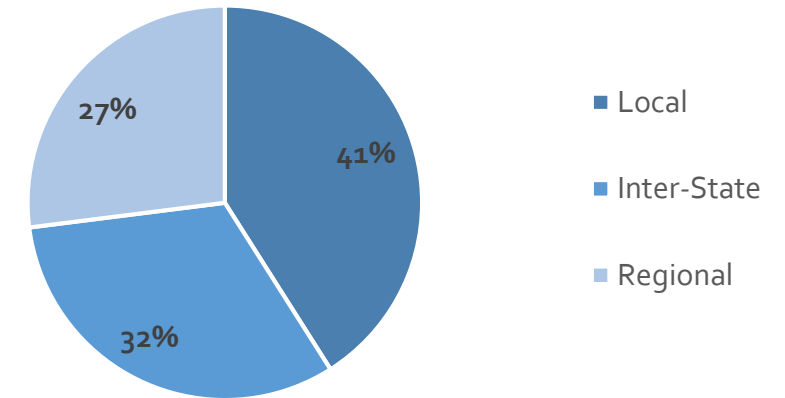
### Ensuring Security

- Moreover, timely & safe material transportation is a significant difficulty as household items carry a lot of sentimental value, and any harm to them tends to destroy people's confidence
- Companies need to invest in secure packaging, tracking systems, and insurance to address this

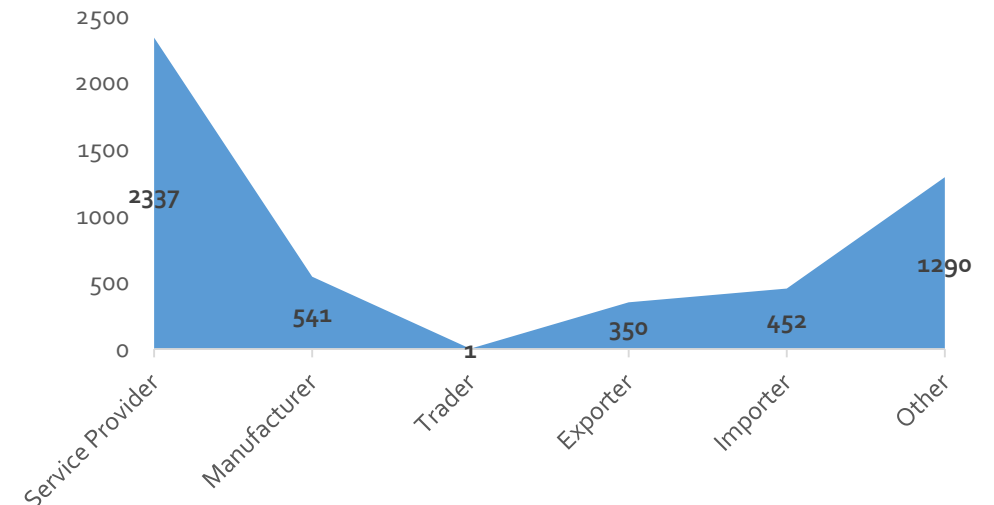
### Seasonal Fluctuations

- The demand for packers and movers services can be seasonal. Certain times of the year, such as the peak moving season in the summer, may experience higher demand, while other times may see a decline. Managing resources and maintaining a consistent workflow can be challenging.

## India packers and movers by type



## Investment Insights of the Industry(in millions)



# The packaging & moving industries have benefited greatly from technological advancements and shifts which have made the moving process faster, easier, and more affordable

## Technological Advancements

### Digital Payments

The main concern of those using packaging and moving services in well-known Indian cities used to be cash transactions, but these days, digital transactions have nearly completely replaced it, enabling clients to make payments using cutting-edge digital methods, which has greatly sped up, simplified, and saved time

### GPS for easy tracking

Clients may now track their belongings or shipments from anywhere thanks to GPS. Customers' faith in this cutting-edge technology has grown, which has greatly increased the worth of logistics industry with this strategic tactic businesses have assisted the public in overcoming the previous obstacle—transparency.

### IOT and Cloud Technology

With the adoption of IOT, the moving and packaging sector may now obtain real-time analysis of machine yields, product quality, machine performance; on the other, cloud technologies made it simple for packaging companies to save all work-related data and files; some of the IOT based tools are GPS routing, geofence based trip analysis, load analysis, hub & spoke module of freight, revenue analytics

### AI and Chatbots

Packaging and moving companies, particularly those operating internationally, are using chatbots as a cost-effective way to provide 24/7 customer care, engaging clients at the appropriate time and location with relevant information as these AI systems can efficiently manage numerous conversations with different clients at the same time

### Online Web Portals

Moving & packing firms provide their clients with online assistance in the form of easy-to-use system for scheduling vehicle & paying for it using a variety of methods such as credit/debit cards, net banking etc.

### Mobile Applications

Customers find it convenient to have complete control over booking, obtaining estimates, real-time tracking, etc. when they use a booking app and also streamlines operations with more clarity on a single hand benefits not just customers but also staff thus simplifying and organizing things

## Technical Solution Providers



India's No.1 Packers and Movers Management Software

The Management Software helps to execute the following corporate shifting, household relocation, goods packing, car carriers etc. other software modules include Full truckload software, part truckload software, freight broker software and fleet management software, website development and warehouse management software.

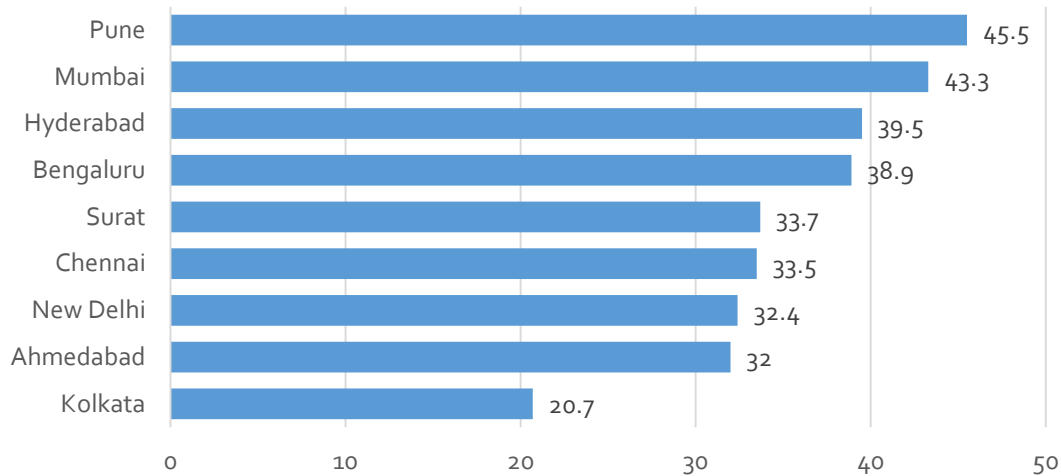


Packers and Movers App & Website Development Company

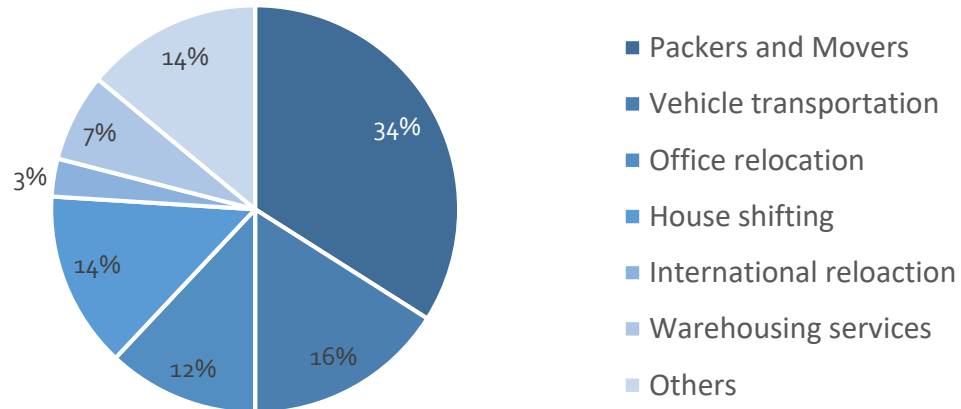
The features of packers and movers app are the following:  
**USER App:** Intuitive Registration and Login process; smart quote generator; secure in-app payment; 24/7 multi channel customer support; comparative analysis of quotes  
**Owner App:** Streamlined mover registration process; moving quotations & bookings; route optimization; detailed analytics report; ratings management  
**Admin Panel:** Robust mover verification process; analytics and business intelligence; dynamic pricing management; promotions engine; content and communications

# The moving industry is today equipped with systems & mechanisms that have ever changing technology, emerging innovations, technological breakthroughs and growing competition

## Ease of moving to megacities, Index(2022)



## Child verticals of packers and movers



## Recent Developments

### Instant Pricing

- There are no additional costs associated with immediate pricing or estimates; businesses make sure their pricing strategies are equitable right from the beginning.
- Pricing information from Indian moving and packing firms is revealed when reservation is done thus maintaining transparency, fair pricing and gives legitimacy

### Virtual Surveys

- Virtual surveys have taken the place of at-home surveys in order to give customers online price estimates. The top packers and movers used this product right away
- Pre-move surveys are available online for tablets and mobile devices. Almost entirely, customer convenience is the focus of surveys.

### Real Time Tracking

- Customers can track their shipments or household goods from anywhere. It has shown to be advantageous for long-distance cargo transportation.
- For the industry, real-time tracking has increased value. Long-term dependability has improved and consumer trust has been strengthened






### Safety Protocols

- Customers were willing to trust packers and movers who followed safety precautions including social distance and sanitization..
- The businesses made sure that employees wore masks and gloves, that vehicles were sanitized, and other measures.

### Localized Operations

- Although international trade may have temporarily suffered, as businesses concentrate on local sourcing, there will probably be more internal relocation.

## Competitive Landscape

Organizations	Services Rendered	Revenue(in cr.)	Locations Access	Fleet Size
	Automobile carriers International & Domestic shifting Household removal & storage services Commercial shifting & warehousing	616	1000+	1000+
	Transportation Services Workplace relocation Automobile and bike relocation storage services	4.9	1000+	100+
	Home shifting , car transport office relocation International relocation packing and moving warehousing services	286	1000+	5000+
	Household relocation International relocation Domestic relocation warehousing car transportation	20.3	600+	3000+
	Domestic shifting International shifting office shifting warehousing , car transportation & insurance services	559.4	65+ Countries	2000+

# The business has more than 33 years of experience in the removal & logistics domain with almost 19.67 lac household shifts accomplished successfully, expanding at a exponential rate

- ▶ Agarwal Packers & Movers Ltd. is the largest household goods mover in India. It has also been acknowledged by the World Book of Records (UK) and the Limca Book of Records for seven years in a row (2011–12, 2012–13, 2013–14, 2014–15, 2015–16, 2016–17, and 2017–18), also being one of the major participants of IAM<sup>1</sup> and affiliated to FDI
- ▶ With a diverse interest in Aviation Logistics, Packing and Moving (both domestically and internationally), Transportation, 3PL, Warehousing, Home Storage, Supply Chain, ODC Transportation, Cube-on-line Freight station, and other related activities, Agarwal Movers Group is a proud Rs. 650 Crores business conglomerate.

## Key Highlights



**Founded**  
1987



**Headquarters**  
New Delhi, India



**Employees**  
3000+



**Revenue (2023)**  
\$0.78 Billion



**Website**  
[Link](#)

## Differentiation Strategies

### Establishing trained and educated workforce

From the beginning, management was aware that their team of packers and movers would be the ones to act on and assist the clients and concentrated on developing a crew that is knowledgeable, well-trained and is being instructed in all facets of safe and environmentally friendly packing and moving; a modified version of "Drive More Earn more" was introduced, realizing that drivers held the key to successful business allowing a driver to designate a co-driver for lengthy trips. The strategy improved Safety, productivity, reduced highway thefts etc.

### Thrust on Research and Development

Innovation was the tactic to keep performing better, some of the unique ideas that emerged from the efforts to find the most creative and ingenious solutions to clients' problems; concepts like Double-Door Household Carriers, Perfect Boxes, Fabric Sheets, Trendy Bags, etc. were introduced which got highly praised for lifting the bar for services' excellence to an unmatched level

### Customer Focus Attitude

Company's offerings are being produced in a manner that enables them to continuously evaluate their efficacy and quality and in order to properly do this, the organization effectively changed emphasis from "tension-free shifting" to "moving to delight." with high quality standards

### Deployment of Innovations and Technology

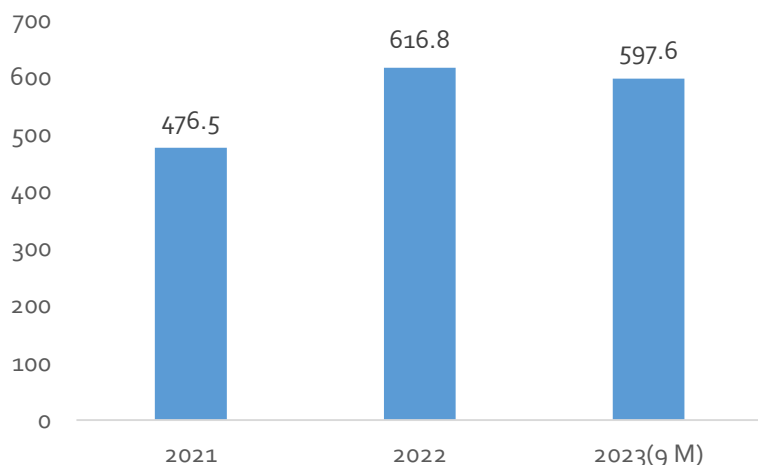
- **LED Box:** In 2013, APMML developed LED boxes, a unique cutting-edge packaging material that would prolong the lifespan of delicate gadgets
- **Fabric Sheets:** The sheets were resilient, economical, shock-absorbing, water-resistant; cut expenses by 26% & increasing quality by 260%.

## Recent Developments

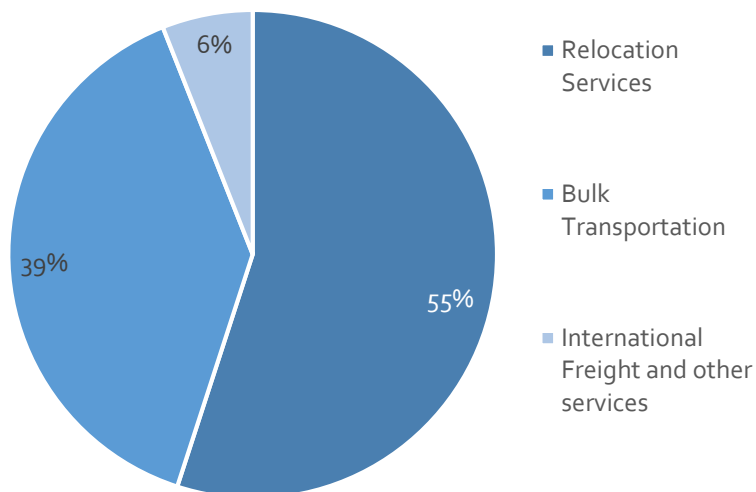
- ▶ APMML transformed Jodhpur's High Court, the largest in Asia, Nov 2019
- ▶ Agarwal packers & movers ltd has been awarded for pioneering efforts for media & on ground activation for talent acquisition and branding
- ▶ At the NDMC Convention Centre, Connaught Place, New Delhi, "Agarwal Packers and Movers Ltd." sponsored the largest Conference Meet, with the theme "Knowledge Hour," which was arranged by "FM Zone - North India Chapter."

## Company Profiling- Agarwal Packers and Movers Ltd.

### Financials



### Revenue Breakdown



### Financial Highlights

- The development in relocation business was the primary reason for the ~29% increase in overall operating income, which went from Rs. 476.51 crore in FY21 to Rs. 616.80 crore in FY22.
- The company's PBILDT margin decreased from 13.25% in FY21 to 11.07% in FY22.
- Indicators of debt coverage were found to be good and somewhat better in FY22
- Total Debt/PBILDT, and Total Debt/GCA measuring 3.74x and 6.30x, respectively (PY: 3.99x & 6.78x).
- the conversion of CCDs into NCDs, net worth decreased in FY 2022 causing marginal worsening

### Awards/ Achievements

- APML was felicitated & honored with the Best Technology Award ,in the logistics fraternity,2023
- AMPL awarded as the most Client Centrific Company award organized by Quantic India,2023
- Agarwal Packers and Movers Ltd. won the TV9 Network's Company of the Year Award on 2022
- The Asia Book of Records has recognized APML as the largest household goods mover in India,2021
- APML received the title of "Best Logistics Excellence in Road Transportation" during the INDIA Logistics Summit & Awards presentation,2022
- The Best Transporter Award 2019–20 is given to APML by Bharat Heavy Electricals Limited in Hyderabad,2020

### Key Strengths and Weakness

#### Strengths

- International Presence and wide coverage over 182 Countries
- 24/7 customer support & customer satisfaction as top priority

#### Weakness

- Limited brand awareness compared to other logistics companies
- Lack of Skilled Manpower & stiff competition with local transporters

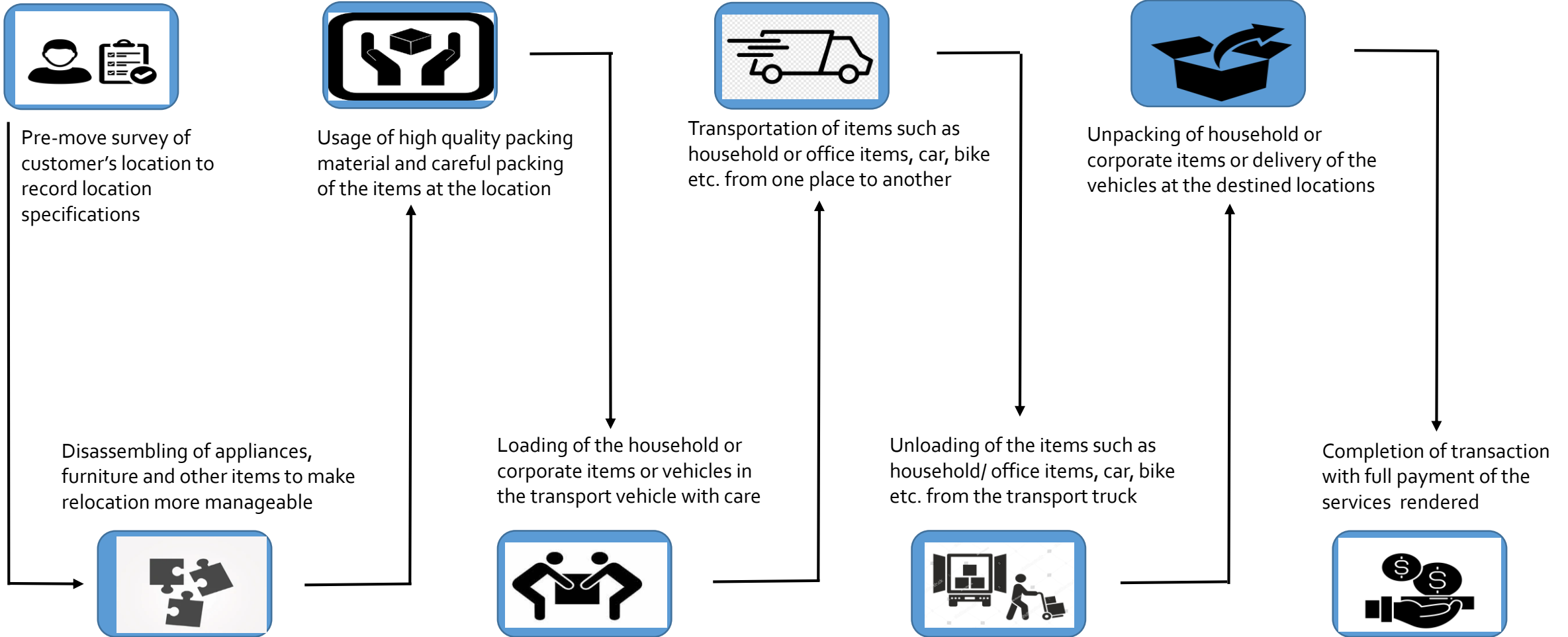
### Clientele





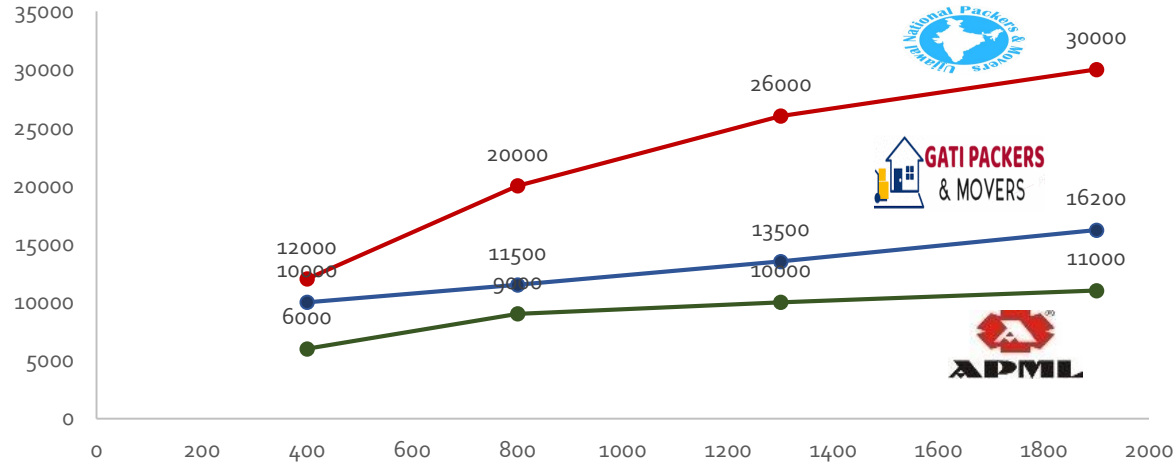
# The shifting process steps are clearly laid out, carefully controlled & integrated; the process can be moulded according to the needs of customers to achieve utmost customer satisfaction

## Business Workflow

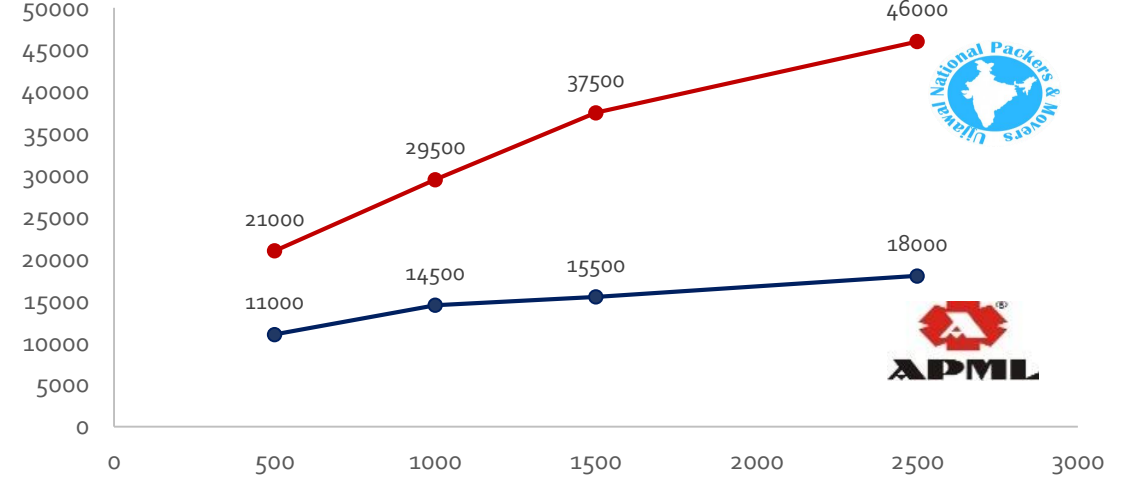


## Cost Comparison- India

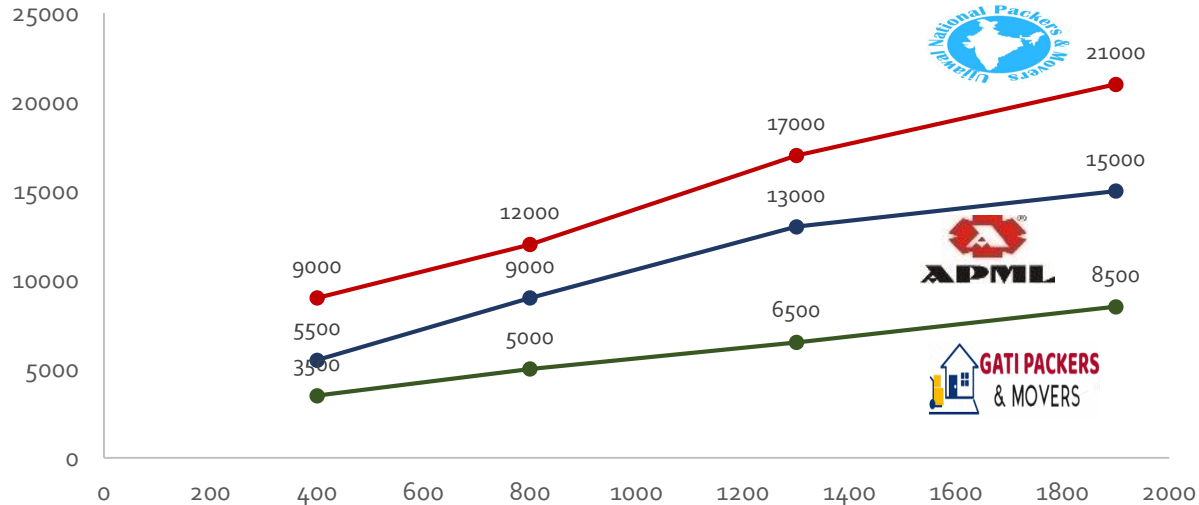
### Residential Shifting



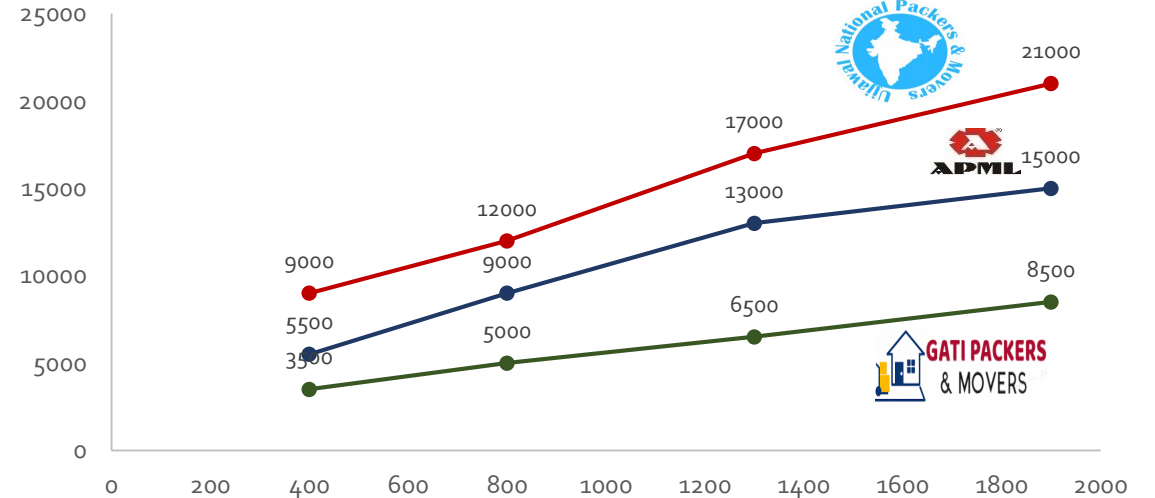
### Office Shifting



### Car Transportation

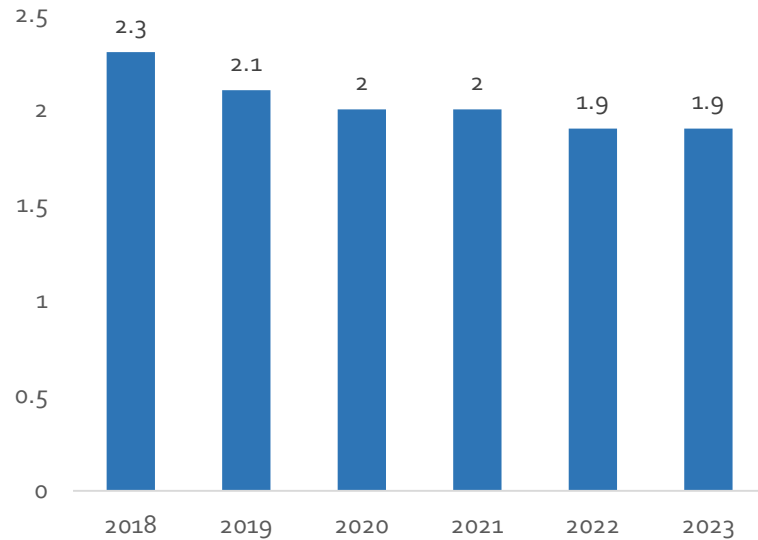


### Bike Transportation

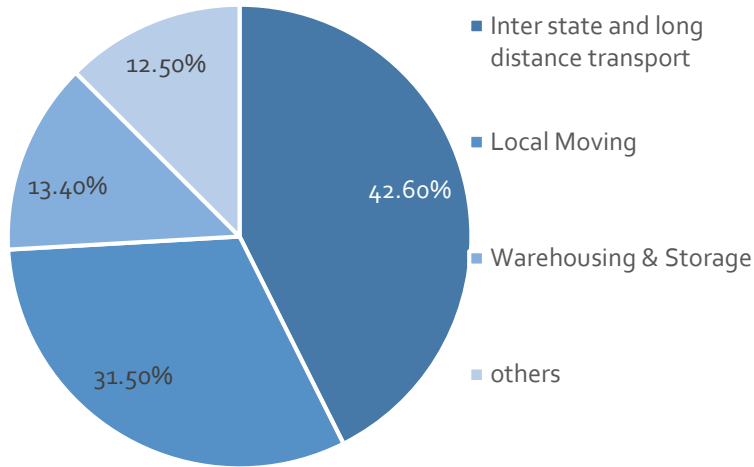


Over the last five years, industry revenue has increased at a CAGR of 2.5%, and is expected to reach \$1.8 billion in 2023 despite the Covid-19 pandemic and economic headwinds

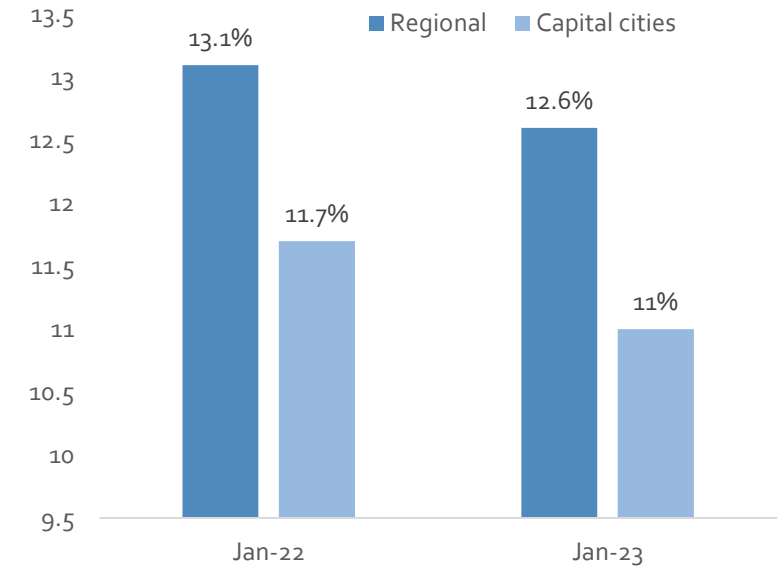
Industry Revenue (in billion)



Revenue Segmentation-by products and services



Total relocations within Australia



**Market Trends**

- ▶ Eastern seaboard is the centre of industry activity because these areas have sizable commercial districts & high population density, making up to 81.5% of all industrial firms..
- ▶ The moving industry depends on businesses' capacity to take advantage of economies of size and scope as well as price competitiveness. Along with prompt deliveries and excellent customer service, services like packaging, storing, and organizing belongings in accordance with client preferences draw in both new and returning clients.
- ▶ The majority of industry revenue is generated by long-distance and interstate transportation. Even though long-distance moves are less common than short-distance moves, the leading removalists in this market category continue to dominate because of the increased revenue generated from each long-distance transfer.
- ▶ The removalist industry will continue to use innovation to streamline processes and enhance customer satisfaction. This could involve using state-of-the-art stock management systems, online booking platforms, real-time shipment tracking, automated scheduling, and specialized tools.
- ▶ The removalist sector is expected to expand in conjunction with the wider economic recovery as Australia gradually recovers from the pandemic's economic effects. The Australian Bureau of Statistics projects that the economy will expand by roughly 3.5% in 2023, indicating that the removalist sector will continue to grow at this rate.

# Technology has completely changed the way of approaching various tasks and streamlined the entire moving process and increase its convenience, security, and effectiveness

## Role of Technology in the Industry

### Convenient Booking and Scheduling

Clients can simply schedule their relocation services whenever it's convenient for them. Through an intuitive interface, they may plan the day and time for loading, packing, transporting, and unpacking.

### Real-time Tracking

The integration of GPS technology enables users to track their possessions in real time while they're in transit. The consumer and moving firm can have more trust because to this function, which also improves transparency.

### Digital Inventory Management

Users can maintain track of their packed items with the help of a digital inventory system. This helps with making insurance claims in the event of any damages and guarantees that nothing is lost during the relocation.

### Online payments and estimates

The days of managing cash transactions and hazy estimates are long gone. Instant quotations, online payment choices, and transparent pricing are all features that the app can offer users, making the transaction safe and easy.

### Security and privacy

Offers privacy & data security first priority. Assure users that their transaction details and personal data are secure and shielded from abuse or illegal access

### Customizable Services

Permit consumers to alter their relocation packages in accordance with their own needs. Services that are flexible will appeal to a larger clientele and boost satisfaction.

### Chatbots

Chatbots can be integrated into mobile apps for movers and packers to provide smooth communication between firms and customers. It will support companies in providing customer support and assistance around-the-clock.

## Recent Updates



### Movee: A Marketplace for packers and movers in Australia

With the use of technology, Movee, the well-known removalists booking platform in Australia, is poised to completely transform this sector. Movee, joined forces with more than 150 local movers, aims to transform the Australian removals sector.

- On the one hand, this method eliminates the challenges clients encounter when selecting the best removalist for their needs; on the other hand, it grants access to a safe platform for all Australian removalists, large and small.
- The quality of the work completed by Movee movers is enhanced by their use of premium materials and equipment for the relocation, such as stiff packing boxes, bubble wrap, butcher paper, sealing tape, and more.



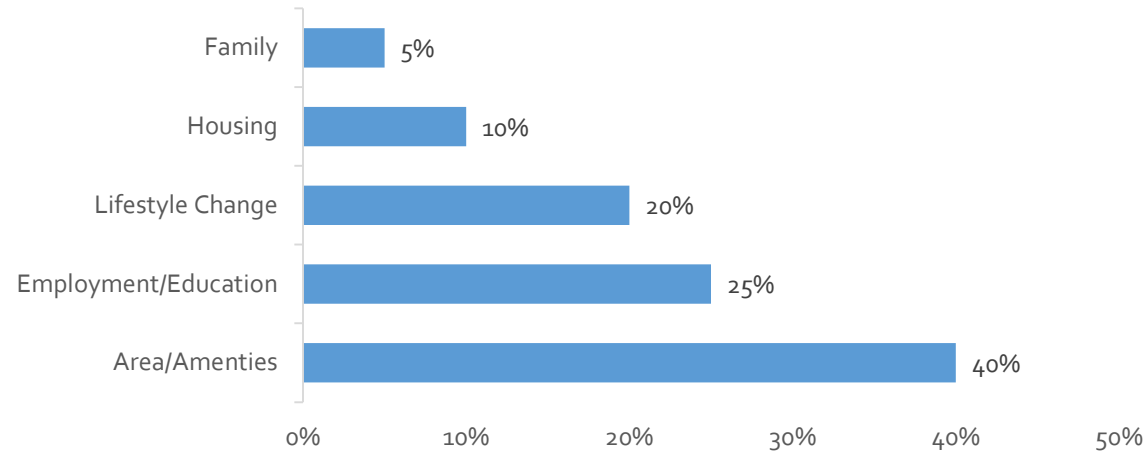
### Agarwal packers and movers pioneering seamless relocation in Australia

The pioneer in relocation services, Agarwal Packers and Movers Australia, has redefined the experience of relocating overseas for its clients throughout Australia by extending its international removals services. The decision to expand was made in response to the increasing need for a more seamless, affordable, easy, and safe international move.

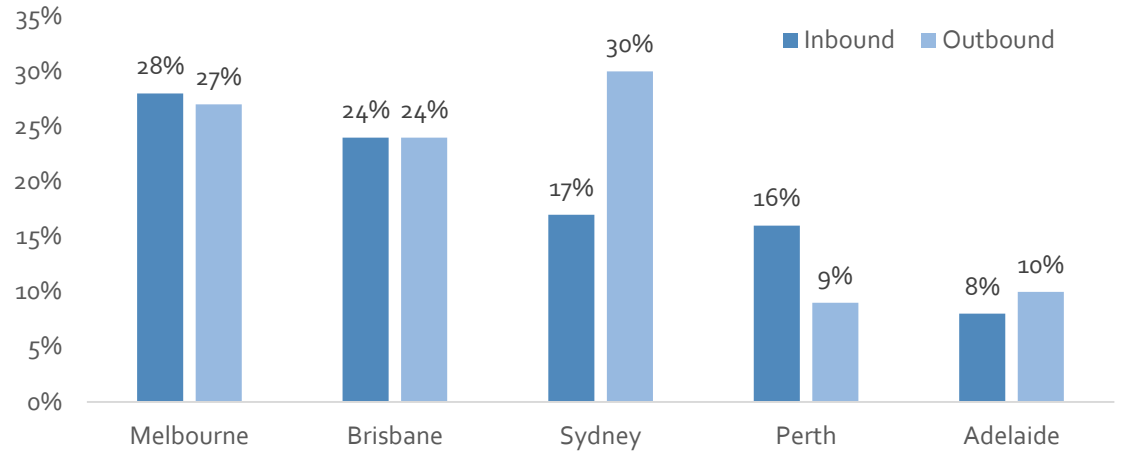
- In order to secure transportation, the organization provides expert packing services for a wide range of items using packaging materials that adhere to international relocation requirements.

# The national interstate migration is assumed to decline somewhat in 2021–2022; increase by 6% in 2022–2022 & grow by an additional 6% in 2023–2024, returning to a pre-pandemic level

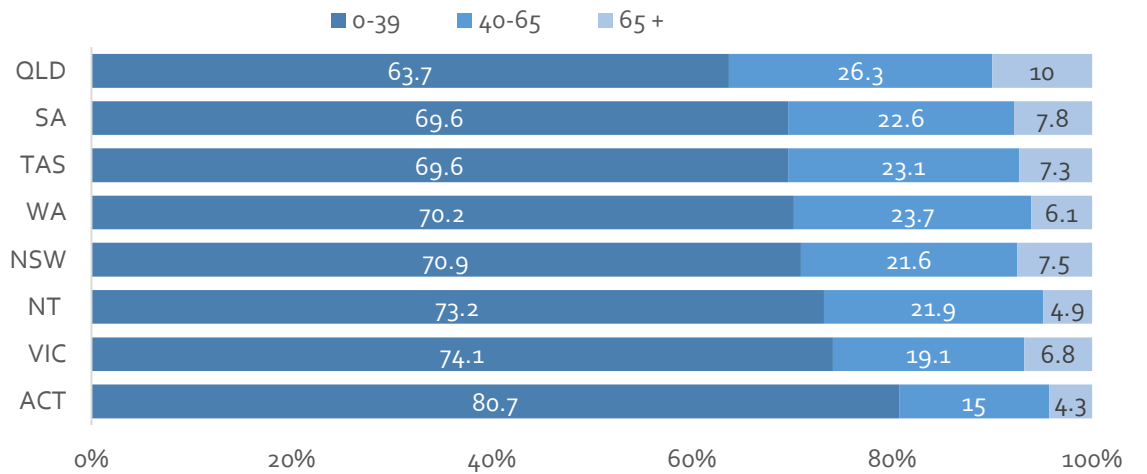
Reasons for Interstate Migration by destination



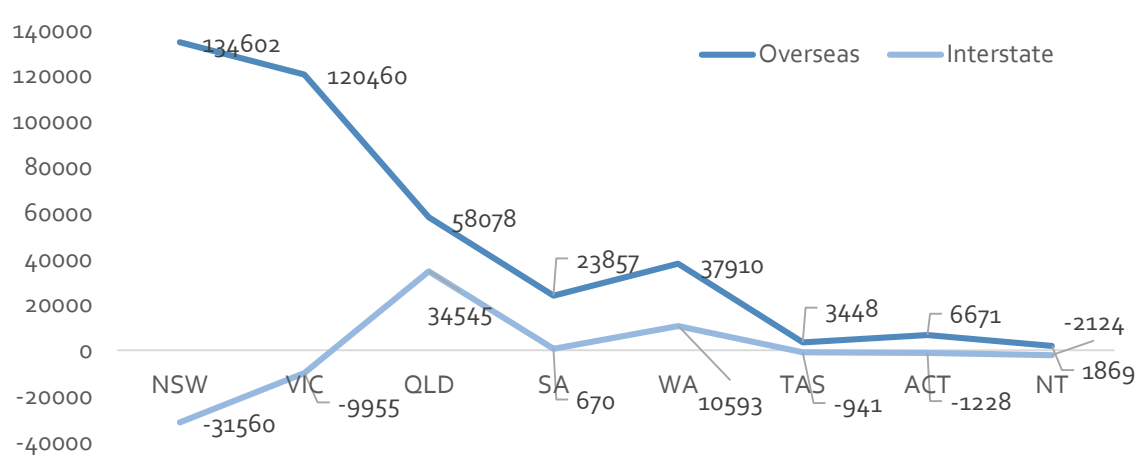
Moving Statistics of September, 2023



Internal migration to states and territories by age group



Net Interstate vs Net Overseas Migration

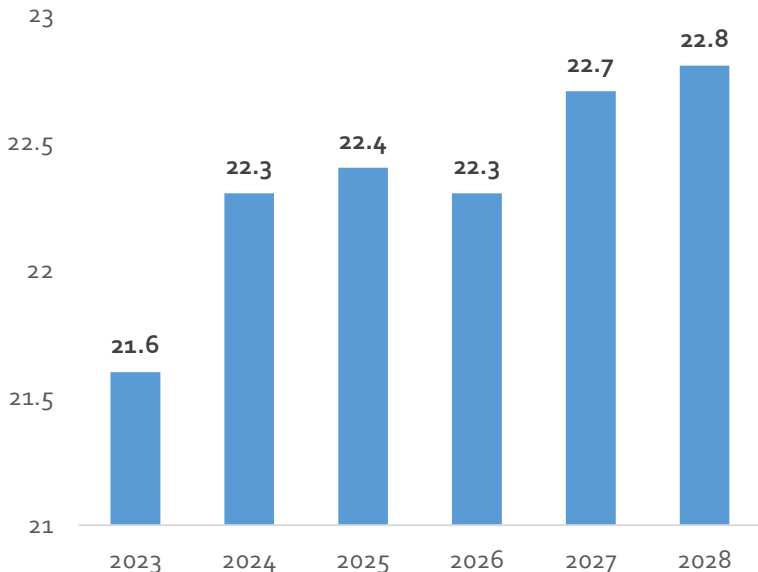


## Regional Insights- Australia

Competitive Landscape				
Companies	Services	Clients served	Regions Covered	Features
	House Removals Office Removals Packing and Unpacking Services Interstate Removals Spa Removals	5000+	1 (AUS)	<ul style="list-style-type: none"> <li>Professional Assistance</li> <li>Budget-friendly service</li> <li>24*7 customer support</li> <li>Insured removal and storage services</li> <li>Free Pre removal Survey</li> </ul>
	Local and Interstate Removals Commercial Relocations Mobile storage and Packing materials Furniture pickup and delivery Packing and small removals	2000+	1 (AUS)	<ul style="list-style-type: none"> <li>Competitive Pricing</li> <li>Fixed price removal quotes</li> <li>Discounted box policy</li> <li>Interstate and interstate removals</li> <li>Committed team of professionals</li> </ul>
	House Removals Furniture Removals Office Relocations Packing and Unpacking Interstate and Last minute movers	5000+	1 (AUS)	<ul style="list-style-type: none"> <li>High availability of fleet</li> <li>No hidden fees and subcontractors</li> <li>7 days availability a week</li> <li>Highly trained professionals</li> <li>Execution with safety and security</li> </ul>
	Local Moves and Interstate Moves Packing and Unpacking International Removals Information Management Services Specialist Moving Services and Storage	30000+	2 (AUS,NZ)	<ul style="list-style-type: none"> <li>Easycover Extended Warranty service</li> <li>Disassemble and reassemble while moves</li> <li>Customized solutions for high quality assets</li> <li>Quality assurance and reliable professionals</li> <li>Transit insurance policies</li> </ul>
	Local and Interstate removals Packing and Unpacking Storage and Valet services Office relocation & installation services Business transit and storage insurance	1 Mn+	4 (AUS,US,EU,NZ)	<ul style="list-style-type: none"> <li>Fare and affordable price quotes</li> <li>Highly dependable and trained packers</li> <li>Guardian packing system</li> <li>Four level security protection system</li> <li>Personalized and high quality customer care</li> </ul>

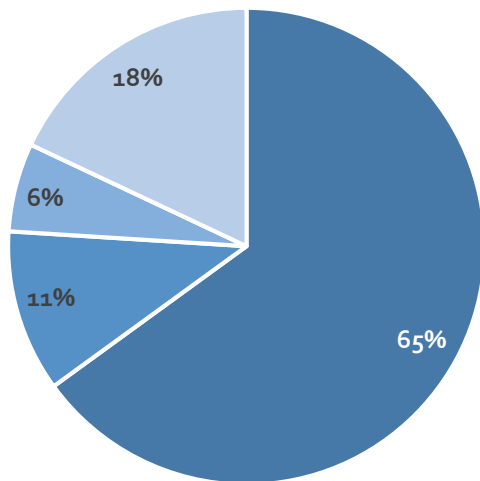
**From 2023 to 2028, the packers & movers sector is projected to increase at a CAGR of 1.1% with a peak revenue of \$22.9 billion in 2028 & the predicted profit for this time frame is 7.9%**

**Industry Revenue (in billions)**



**Services segmentation**

■ Residential ■ Commercial ■ Warehousing ■ Others



**Key Moving Statistics**



Although this is less than the almost 35 million moves that occurred just a few years ago, 27.3 million Americans move per year.

- The typical cost of moving can vary greatly based on the size of the home and the distance moved, from \$200 to over \$17,000.
- An estimated 3 million Americans migrate between states each year, although 58% of movements happen within a single county.
- Gen Z (12%) and Millennials (15%) are the age groups that travel around the most. Comparatively, only 5% of adults over 60 relocate each year.

**Market Trends**

- ▶ Moving for a variety of reasons has persisted, but as remote work arrangements continue, a major motivation for relocation has been the need for larger, more comfortable houses. Furthermore, the search of reduced living expenses, improved facilities, and altered lifestyles have become the main drivers.
- ▶ Growing trends that are influencing the market's expansion include an increase in short-term assignments. In order to advance their businesses and meet their expansion objectives, foreign corporations with US headquarters are progressively incorporating short-term assignments and business travel both domestically and abroad.
- ▶ Although they currently make up the largest product sector, residential moving services are predicted to decline in the near future. Low population growth and high interest rates will continue to reduce demand for new residential building. The industry has a high rate of entry and leave due to low barriers to entry
- ▶ Along with a general slowdown in large leases, major corporate relocations have decreased over the previous year. However, corporations are still choosing to relocate to smaller, less expensive regions, with a strong preference for major secondary cities in the Sun Belt.



# The market is expected to expand throughout the projected period due to the US housing industry's development and the value-added services offered by relocation operators.

## Market Drivers

### Real Estate Growth

The demand for moving services is directly impacted by the conditions of the real estate market, including house sales, rentals, and property valuations. Moving businesses are in greater demand as real estate activity increases

### Corporate Relocations

Business expansions, relocations, and office consolidations contribute significantly to the demand for commercial moving services. Business climate/lower taxes indicated HQ relocations of 24%

### Demographic Changes

Urbanization, population growth, and changes in the population all affect how much demand there is for moving services. Movement in the business may result from the millennial generation(39%) joining the home market or from baby boomers downsizing(18%) and retiring

## Market Restraints

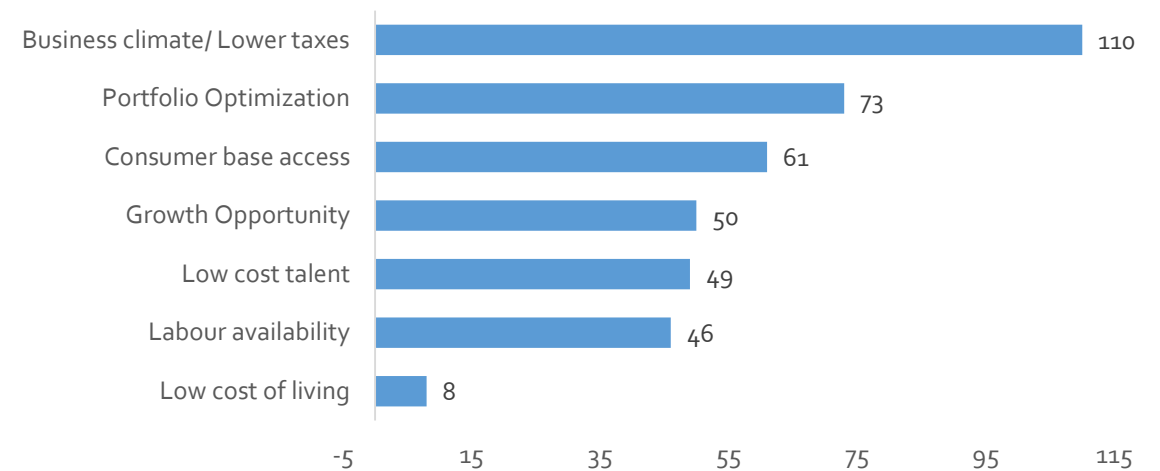
### Real Estate Market Volatility

The real estate market's fluctuations, which might include drops in property values and sales, can have a detrimental effect on the need for moving services. The primary cause is an unbalanced relationship between quality and costs, which are directly correlated

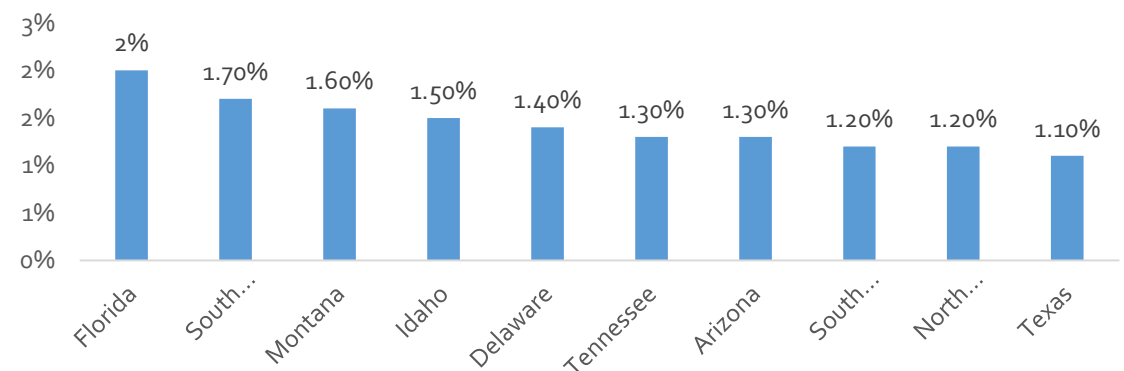
### Rising Operational Costs






Operational expenses for packers and movers include personnel, fuel, insurance, and equipment upkeep. Profit margins may be squeezed by any sizable increases in these expenses, such as increased fuel prices, unless businesses can modify their pricing

## Reasons for Relocations(2018-2023)



## Top 10 states people moved to in 2022



Companies	Services	Clients served	Revenue(in billion)	Fleet Size
	<ul style="list-style-type: none"> <li>Long distance moves</li> <li>Packing and unpacking</li> <li>International moves</li> <li>Car shipping services</li> <li>Military moves</li> <li>Storage services</li> </ul>	<p>1 Million+</p>	<p>\$0.9 Billion</p>	<p>7000+</p>
	<ul style="list-style-type: none"> <li>Residential moves</li> <li>Long distance moves</li> <li>Military moves</li> <li>Corporate relocation</li> <li>Packing services</li> </ul>	<p>0.1 Million+</p>	<p>\$0.4 Billion</p>	<p>3000+</p>
	<ul style="list-style-type: none"> <li>Long distance moves</li> <li>Household moving</li> <li>Packing services</li> <li>International moves</li> <li>Corporate moves</li> </ul>	<p>0.3 Million +</p>	<p>\$ 0.2 billion</p>	<p>2000+</p>
	<ul style="list-style-type: none"> <li>Household moving</li> <li>International moving</li> <li>Virtual survey</li> <li>Corporate moving</li> <li>Packing services</li> </ul>	<p>1 Million +</p>	<p>\$0.2billion</p>	<p>3000+</p>
	<ul style="list-style-type: none"> <li>Long distance moves</li> <li>International moves</li> <li>Corporate moves</li> <li>Car transportation</li> <li>Packing and unpacking</li> <li>Storage services</li> </ul>	<p>1 Million +</p>	<p>\$0.2 billion</p>	<p>3000+</p>