

BEST IN CLASS PROFILE

# EUREKA VAN AND STORAGE



Tom Riley, President and CEO of Eureka Van and Storage, is proud to be the official mover of the Washington Redskins.

## company facts

**Founded:** 1979

**Locations:** Herndon, VA

**Business Scope:** Providing moving and storage solutions for businesses and individuals in the Washington D.C. metropolitan area, including a service mix of household, office and industrial relocations, as well as record storage.

**Employees:** 80 (including independent contractors)

**Website:** [www.eurekavs.com](http://www.eurekavs.com)

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- Tom Riley  
President and CEO  
Eureka Van and Storage

*“Although we are halfway across the United States from The Horton Group, I feel very strongly that Horton is the perfect match for Eureka’s needs.”*

- Leo Dorsey  
Risk Management Director  
Eureka Van and Storage



Eureka Van and Storage is a proud agent of Wheaton Van Lines.

# I Found It!

In 1979, Tom Riley, President of Eureka Van and Storage may not have realized that he was starting a business where he would have such a wide-array of clients. Eureka has moved high-ranking government officials, military Admirals and Generals, numerous politicians, several Fortune 500 companies and the Washington Nationals baseball team. In addition, Eureka Van and Storage has been the official mover for the Washington Redskins for nearly 30 years.

Tom's history in the moving and storage business began in the 1960s, when Tom worked for his father, James A Riley Sr., at Eureka Moving and Storage. Although the original Eureka eventually closed, Tom had learned valuable lessons at a very young age about the integrity, communication and determination it takes to run a business. He then worked for his brother at Kennedy Van and Storage before deciding to launch his own business in 1979, with his father alongside as a mentor.

## Touchdown!

Eureka is the official mover for the Washington Redskins, handling everything from equipment moves across the country to moving players and coaches into their homes. "Our relationship with the Washington Redskins began in a unique way. I was in the office in 1979,

when a jogger stopped in to say he was planning to move and needed a mover," said Tom. "I did not realize it at the time, but the individual was Bobby Beathard, then general manager of the Redskins. He remembered that we had previously helped take Redskins gear to Dulles International during a snowstorm, and wondered if we would be interested in moving him. The answer was yes, and the relationship began there,"

While Eureka initially only helped with home games, they soon began moving homes and eventually started travel-



Eureka employees are sure to follow best industry practices and safety.



**Eureka employees are trained and highly-skilled in proper packing techniques.**

ing with the team, hauling trailers of equipment. “We have developed a strong business partnership with the Redskins organization, and we also receive tremendous visibility through our association with them. We rely on each other and have great respect for how we help each other. Although we have been business partners for nearly 30 years, Eureka constantly strives to handle jobs with the utmost level of professionalism and responsiveness.

### **Never Cut Corners, Always Count Employees**

While many moving and storage companies focus on being the cheapest, Tom Riley places great emphasis on being the best all-around option for his customers. “We will never cut corners during our work, because it ultimately costs our customers and our company even more,” explained Tom. “We would rather invest more in order to have the most efficient and professional employees, best in class training, specialty equipment and up-to-date trucks.” Tom understands that these time-tested practices provide his customers a strong sense of comfort. They know their property will be handled with the utmost care and expertise.

Eureka employees understand that they are extremely valuable to the growth of the company. “One of the reasons I love working for Eureka is because each employee’s opinion is valued,” shared Frank Burby, Vice President. “I started working for Eureka in 1986, and I have always been able to express my opinions and offer solutions. That has not changed in more than 20 years. In turn, when I hire someone, it is because I

believe their ideas will be valuable to the company. I am not hoping to find my solution in someone else’s words. I want new ideas from every employee and throughout all areas of the company.”

One individual who truly represents the culture of Eureka is Leo Dorsey, Director of Risk Management. Leo focuses on preventing accidents, preparing for new jobs and handling customer issues. “Much of my role is dealing with problems. Attitude is everything, and attitude affects change within the company. I could easily point a finger after an issue occurs, but that would do nothing for our customers or for us. Instead, I try to evaluate each situation, isolate the problem and find a solution. We work hard to eliminate losses through training and preparation. However, when there is a loss, we are accountable for all of our actions.”

### **The Drive to Perfection**

There is no question why Eureka Van and Storage was



**Eureka works with state-of-the-art equipment and vehicles to offer the best services possible.**



**“When our drivers go out, they are our drivers, supervisors, representatives and ambassadors for Eureka,” said Leo Dorsey, Risk Management Director.**

named Wheaton Van Lines Agent of the Year. This annual award is based on outstanding crew members and performance, as well as satisfied customers. “Although it was a tremendous honor to receive such an award from our carrier, Wheaton Van Lines, our proudest accomplishments are when we receive handwritten letters from our satisfied customers or the plaques from local sports teams we sponsor,” shared Tom. “In fact, any time a crew member is mentioned by name in a letter, we post it for all of our employees to acknowledge. Not only is it inspirational for our entire team, but it shows our employees how much their hard work is appreciated.”

In order to achieve such recognition repeatedly, Tom Riley and the management team at Eureka make sure to have the best-trained and most prepared crew. In addition to pre-move meetings, where the crew dissects each part of a move, Eureka is one of the first in the industry to implement the Certified Packer Loader (CPL) program for all employees. Tom was one of a handful of agents in the moving and storage industry to work with the American Moving and Storage Association and Wheaton Van Lines on this innovative training system. “Wheaton wanted comprehensive training program that made sense. What they got was a program that far exceeds any other training in the industry,” said Tom. “Each packer goes through advanced packing training, covering every small detail from office and home furniture to clothes.”

Above all, the employees of Eureka, with an average tenure of eight years for packers and 18 years for management, care deeply about the company. “When our drivers go out, they are our drivers, supervisors, representatives and ambassadors for Eureka,” shared Leo. “I think a big part of the pride they have in Eureka comes from the fact that Mr.

Riley invests his time with each of them. He rolls up his sleeves and is part of the team. He has a personal interest in every aspect of the business, and he makes sure that his employees are happy, whether that means taking cold water to them when it is hot outside or supporting them through rough family times. You do not find that everywhere.”

## Across the Miles

“Although we are halfway across the United States from The

Horton Group, I feel very strongly that Horton is the perfect match for Eureka’s needs,” Leo stated. “It is pure and simple, we have great rapport and receive respect and prompt attention from everyone at The Horton Group. When we met the Horton team, we were simply in search of an alternate quote for insurance. To our surprise, they provided much better solutions than what we had been receiving from our other broker. What we found in The Horton Group was an insurance agency that would educate us, support our risk management needs and always respond immediately when we needed something. “I know that someone will be on a plane to see us if we ever need it. However, the level of professionalism and expertise from the team allows us to feel very comfortable even far away. With the service we receive, it is like they are right next door.”

Tom Riley shared that the Eureka philosophy parallels that of The Horton Group. “We feel very fortunate to have partnered with a company sharing our values of hard work and dedication from employees and management.” In fact, when Glenn Horton, CEO of The Horton Group, learned of Eureka, he placed a personal phone call to Tom to share the same sentiments about the great match.

## Down the Road

Through its forward thinking mentality and best in class moving practices, Eureka Van and Storage has already accomplished a great deal during the past three decades. Although the changing transportation industry will dictate part of their business operations, Tom Riley is certain about a few things. “We will remain on the forefront of the industry in terms of training and technology, always act with the highest level of professionalism and will always do what is best for our customers and employees.”