

# KENECT<sup>®</sup>

“  
Since we've had Kenect it's given us an opportunity to provide a new level of service for our customers that our competition in the area just doesn't have. Kenect gives us a huge advantage that has brought more sales to the business.

”

Ryan Gates - Complex Parts Manager





Business:  
DELTA POWER  
EQUIPMENT

Location:  
ONTARIO

Type:  
DEALER

Solutions:  
Business Texting,  
Leads,  
Payments

### WHO IS DELTA POWER EQUIPMENT?

Delta Power Equipment is a full service Case IH and New Holland farm and construction equipment dealer with multiple locations across Ontario. They offer a full line of Case IH and New Holland equipment, as well as products from many other manufacturers. Delta Power Equipment is focused on and committed to you, the customer. They pride themselves on high levels of customer service and product support.

#### CHALLENGE

Delta Power Equipment had challenges:

- Staying in contact with customers efficiently and keeping track of leads
- Many employees were giving out their personal cell number and getting calls at all hours
- Phone calls were taking too long to schedule service and part replacements

#### SOLUTION

How Kenect Solved these Issues:

- Kenect helps keep track of leads and efficiently communicate with customers
- With Kenect, employees can just login through the app to text customers instead of using their personal phone number
- A 20 minute phone call can be turned into 4 quick texts saving employees tons of time!

#### RESULTS

### HOW DID YOU ADOPT KENECT INTO ALL 15 LOCATIONS SO QUICKLY?

"We planned on integrating Kenect super slowly actually. We were going to start with just one store and slowly push it out to other locations. Within a week of using it at one location, we realized how simple and helpful the platform was that we decided to roll it out to all locations ASAP! It has been so successful and easy to adopt into all of our locations."

Ryan Gates - Complex Parts Manager



**Over 5,400 messages sent to customers in their first month**



**"Our employees like texting because a 20 minute phone call about a part now is just 4 simple texts - saves us so much time!"**



**265 leads generated in one month just by making their phone number textable!**



**Adopted Kenect into ALL 15 locations within 3 weeks!**

WANT A DEMO?  
TEXT US.  
888-972-7422



www.kenect.com