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We use Kenect daily for machine pick-ups, parts and service notifications, customer questions, payments, and much more. Our experience with quick links through Kenect has truly elevated the way we communicate with our customers every step of the way.

**Dakota Mize - Manager
Longview Lawn and Garden**

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KENECT®



Business:
Longview Lawn
and Garden

Location:
Longview, TX

Type:
Equipment

Solutions:
Business Texting
Website Widget
Review Requests
Payments
Broadcast Messaging

WHO IS LONGVIEW LAWN AND GARDEN?

Longview Lawn & Garden Equipment was founded in January 1982 with very humble beginnings by K.T Mize. Hard work and personal customer service forced many expansions over the many years. What started out as a hobby has turned into one of the more successful outdoor power equipment dealerships in Texas. With the passing of K.T. in 2008, the dealership continues to move forward with sons Keenan & Corey Mize. They strive to meet expectations with pride and a commitment to service.

CHALLENGE

Longview Lawn and Garden had challenges:

- No one was picking up the phone
- Voicemails weren't set up or their inbox was full
- Phone calls, emails and direct mail was taking too much time to reach customers - making communication inefficient

SOLUTION

How Kenect solved these issues:

- Texts are typically answered within 3 seconds - making texting much more efficient than a phone call
- Kenect improved communication by allowing the Longview to text their customers with reminders, part updates, payment links, and more
- Staff can now focus on important tasks instead of making phone calls since texting is so much quicker

RESULTS

WEBSITE WIDGET IS KEY

“We really like Kenect’s website widget tool. People can easily text us questions while checking our site. It helps us get more business because it's faster than email, and we can reply to customers quickly.”

Dakota Mize - Longview Lawn and Garden



100k+ collected through Text-to-Pay in 2023



“We love broadcast messaging - it paid for itself within two months!”



347+ leads through Kenect in 2023



46 reviews generated in 2023

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



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