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The #1 reason why customers get angry with dealers is communication. With Kenect, we are able to communicate quickly and efficiently with customers. Kenect is the BEST tool to improve customer communication for dealers.

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**Kevin Hoffpauir, Vice President of Sales
Scott Stonehill, Vice President of Operations**



KENECT®



KENECT®

Business:
PPL
MOTORHOMES

Location:
TX & FL

Type:
DEALER

Solutions:
Business Texting,
Online Reviews,
Web Leads,
Payments

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



www.kenect.com

WHO IS PPL MOTORHOMES?

Since 1972, PPL has helped over 48,300 individuals, like yourself, sell their RVs quickly and at a fair price. They believe that this makes PPL the largest RV Consignment Dealer in the USA. With multiple locations to serve you, they are proud to say PPL sells between 2200 and 2500 consigned RVs each year. PPL generally has over 800 RVs for sale with a great selection of motor homes, travel trailers, fifth wheels and toy haulers to choose from.

CHALLENGE

PPL Motorhomes had challenges:

- Staying in contact with customers efficiently
- Was communicating only via phone which was taking up too much time
- Wasn't able to monitor communications with both sellers and buyers

SOLUTION

How Kenect Solved these Issues:

- With Kenect, employees can easily stay in contact with customers via texting
- Texting is convenient and fast for employees to communicate with customers
- With Kenect, PPL can monitor texts within the platform and see what has been responded to and what needs attention

RESULTS

WHAT ADVICE DO YOU HAVE FOR DEALERS JUST STARTING OUT WITH KENECT?

"Make your staff fully committed to Kenect and help them realize **this is the way customers want to communicate.**

Set goals for your staff, have weekly follow-ups, ask your CSM for reports, and use those to recognize who is having challenges with the platform and help them. This has helped us adapt quickly and use Kenect to its fullest potential."



"Kenect was so easy to adapt to our business. We've tried other texting platforms and nothing was as smooth of a transition as Kenect."



105+ Google Reviews since starting with Kenect



Saving 2-3 hours per employee per day



150+ leads IN THE FIRST 31 DAYS