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**If you're not using Kenect, you need to!
Businesses that aren't signed up for Kenect
need to sign up today - it will transform the
way you communicate with customers as well
as your business as a whole.**

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**Johnathan Wright - Partner
SWS Marine**



KENECT®



KENECT®

Business:
SWS Marine

Location:
Canada

Type:
MARINE

Solutions:
[Business Texting,](#)
[Leads,](#)
[Review Requests](#)

WHO IS SWS MARINE?

SWS Marine Group is your number one stop for quality service in boat sales. SWS Marine Group specializes in Malibu®, Axis®, and Chaparral® Boats. They also sell pre-owned boats in top condition. Their exclusive care service is proof of our commitment to serve you. Whatever the type of boat or engine you own, you can guarantee SWS Marine Group will provide service right the first time.

CHALLENGE

SWS Marine had challenges:

- Sales reps had to give out their personal phone number which posed both a time and safety issue
- Email and phone calls weren't effective and emails often ended up in spam folders
- Needed a way to have visibility on employee-customer interactions to follow up on leads

SOLUTION

How Kenect Solved these Issues:

- Sales reps no longer have to give out their personal numbers and can feel safe and not be contacted at all hours
- Texts are answered within 3 seconds making communication much more efficient
- With Kenect, leadership can have visibility into customer interactions and help follow up on leads

RESULTS

ANY ADVICE FOR BUSINESSES THAT WANT TO BE SUCCESSFUL USING KENECT?

"Go all in! Make Kenect part of your day-to-day process. The more you use it the more you get out of it!"

Johnathan Wright - Partner
SWS Marine



Over 10,000 text messages sent to customers in 6 months



"Having one dedicated CSM is amazing. Our questions are always answered quickly and it's so nice to have one go-to person instead of a 50 person support team that takes months."



Over 198 leads in just 6 months



"Our emails were always going to junk so texting is a great way to ensure leads and follow-ups are getting to the right places."

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



www.kenect.com