

KENECT®

“

Kenect sets us apart from our competitors because it makes our customer service so much better. For repairs, we no longer have to send a tech out to take photos and gather information. Kenect expedites the experience so the customer can just send photos and videos of the broken piece via Kenect to get the repair process started.

”

Alex Wright - Marketing Director



Wright's Furniture
& Flooring



Business:
WRIGHT'S
FURNITURE AND
FLOORING

Location:
IL

Type:
FURNITURE

Solutions:
Business Texting,
Online Reviews,
Web Leads

WHO IS WRIGHT'S FURNITURE AND FLOORING?

Wrights Furniture was founded in 1889 by George W. Wright. At that time many residents of Dieterich were taking advantage of inexpensive land prices in Arkansas and George W. Wright was no exception. In 2017, Wrights expanded to a 6,000 square foot showroom in Robinson Illinois. In 2019, Wrights expanded again to a 60,000 square foot showroom in Taylorville, formerly Jensen's Home Furnishings. Today Wright's Furniture Inc. provides employment for 40 area residents.

CHALLENGE

Wright's Furniture and Flooring had challenges:

- Only used phone or email to contact customers and vendors - which took too much time and effort
- Tried other texting companies and had mixed success - wasn't the right fit for their store
- Customer service needed to improve

SOLUTION

How Kenect Solved these Issues:

- Kenect enabled business texting to the store's main business line so they could easily text customers instead of a phone call or email
- Kenect excels in all business texting solutions so it was the right fit for the company
- With texting, the average response time is 3 seconds so they were able to communicate more efficiently with customers

RESULTS

"All of our employees have an iPad with the Kenect app so when an employee is out, another employee can easily step in and read the previous conversation to help the customer. Kenect has been so easy to use and has definitely helped increase our sales by making our customer communication more efficient."

Alex Wright - Marketing Director



"We tried other texting platforms and had mixed success - Kenect has been great in all areas"



10+ Google Reviews since starting with Kenect



Saving 10 hours per employee each week



"Having a dedicated Customer Success Manager has been amazing"

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



www.kenect.com