

KENECT[®]

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BYRON



““ To me, Kenect Payments is about increasing customer confidence and empowering your sales people... It's fantastic. I wouldn't want to go back to not having it. ””

Aaron Darby
Byron Finance Manager



Company:
Byron Powersports

Location:
Byron, GA

Industry:
Powersports & AG Dealer

Solution:
Text-to-Pay

Size:
Both the largest volume dealer and largest pre-owned Harley-Davidson bike center in Middle Georgia.

WANT A DEMO?
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888-972-7422



www.kenect.com

WHO IS BYRON POWERSPORTS?

Byron Powersports is a one-stop dealership for ATV, UTV, motorcycle/scooter, PWC, tractor, and side x side. The ability to choose from both new and used, plus top brands like Yamaha, Can-Am, and Suzuki have made Byron Powersports a Georgia favorite. With a fully stocked parts department and factory-certified service department, business is booming in Byron.

CHALLENGE

Byron Powersports had a few key challenges:

- Needed a more simple, secure payment process for collecting deposits
- Service tickets were open too long waiting on payments.
- Employees time was being wasted with voicemails, phone calls, and emails.

SOLUTION

Implementing Text-to-Pay. Through Kenect's platform, employees can send payment requests to customers via text message which allows customers to make payments in a few simple taps.

Each department at Byron Powersports is now utilizing the Text-to-Pay functionality, which has resolved the challenges they were facing.

RESULTS

After starting Text-to-Pay in 2020, Byron immediately received consistent positive customer feedback on the text payment function.

In addition to the increased customer satisfaction, the employees at Byron saw vast improvement in efficiency and time management as the Text-to-Pay process hit each department of the dealership.

\$65,000+

text payment transactions in
the first two months



Now safe and secure payments

Employees no longer need to handle credit card information, customer confidence is up.



Saving employee time

With one text, you can say your machine is done, here is what you owe us, click here to pay it.



Cutting down wait time for customers

Text payments eliminated the lines for the customer. All payments can be done via text.



Quickly closing service tickets

No more sending invoices and waiting on checks. A quick text brings quick payment. Close the ticket.