



KENECT

TOPPER'S **RVs**

“ Kenect allowed us to stop using three separate companies for texting, reviews, and payments. It's made everything a lot easier, quicker, and streamlined throughout the day. ”

Larry Troutt
General Manager, Topper's RV

KENECT®

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TOPPER'S RVs

Company:
Topper's RVs

Location:
Waller, TX

Industry:
RV

Solution:
[Business Texting](#)
[Online Review Generation](#)
[Web Leads](#)
[Payments](#)

Integrations:



Size:
One of the largest RV
dealers in the
Houston/Harris County

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



www.kenect.com

WHO IS TOPPER'S RVs?

Since being founded in 1967, Topper's RV has become known as one of the oldest and largest RV dealers in the Houston/Harris County area. RV Dealers Magazine has several times awarded Topper's RV as one of the Top 50 RV dealerships in North America, and also elite blue ribbon status.

CHALLENGE

Topper's RV challenges before Kenect:

- Customers becoming less responsive to phone calls and voicemails.
- Needed a simpler solution for customers to prepay for special orders in Parts & Service
- Previously attempted solutions involved using multiple companies. Needed to consolidate.
- Phone calls wasting time in service. No paper trail from phone calls.

SOLUTION

Kenect solutions:

- Text-enable main business number, maintain communication with customers via text.
- Request payments via Kenect Text-to-Pay.
- Kenect provides all-in-one solution for texting, reviews, and payments.
- Parts & Service uses Kenect texting to give updates. Paper trail is now available for every interaction.

RESULTS

"I thought Kenect was going to be more important on the service side, but then it ended up being more valuable **total dealership**. It's really helped efficiency throughout the day because we can just

text updates to our customers without having to break away from our routine."

44%

conversion rate
on review
requests sent to
customers

Web Leads over the
last six months **348**



10,702 text messages sent in 6 months

"Most people are at the point where they won't answer the phone, but they'll respond to a text."



\$15k over Text-to-Pay in 5 months

"Our parts department uses Text-to-Pay a lot, especially on special orders."



More leads, More revenue

The 'Text Us' widget on the Topper's RV website has created 300+ website leads.



44% of Review Requests are completed

Nearly 1 in 2 review request texts at Topper's RV results in a completed online review from customers.