

A person wearing a black helmet and jacket is riding a silver and black Triumph motorcycle on a paved road. The background shows a sunset sky with orange and yellow hues, and green trees on the left side of the road. In the distance, there are other vehicles and a crowd of people.

# HIGGINS Powersports

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With all the capabilities and services Kenect offers, on top of the partnerships they have that are integral to our business setup, choosing Kenect as our texting service was the best choice we could have made.

Even as Kenect continues to make updates and improvements, Kenect continues to show that it is the best texting service on the market today for dealerships like ours.

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Melissa Bonenfant  
Higgins Powersports



Dealer:  
Higgins  
Powersports

Location:  
Barre, MA

Type:  
Powersport Dealer

Solutions:  
[Business Texting](#),  
[Online Reviews](#),  
[Web Leads](#)

Founded:  
1975

## WHO IS HIGGINS POWERSPORTS?

Higgins Powersports is a family-owned dealership located in central Massachusetts. They have over 45 years of experience and provide top quality service from top-rated professionals. They sell everything from ATVs, Side-by-Sides's, motorcycles, snowmobiles, and more!

### CHALLENGE

Higgins Powersports had some challenges:

- Phone lines were backlogged because of limited staffing
- Contacting customers in a timely matter was difficult
- Keeping up with service demand while communicating with customers was a struggle

### SOLUTION

How Kenect Solved these Issues:

- Kenect relieved the number of incoming calls by texting
- Texting was so much quicker so more customers could be contacted
- The service department was less overwhelmed because they were spending less time on the phone

### RESULTS



Based on the number of phone calls we save by using Kenect, we are saving approximately 50 hours of labor weekly that would have been spent talking on the phone with customers, just by not having to pick up the phone, play phone tag, leave a voicemail, or have a lengthy conversation with a customer.

That time allows us to help more customers and give better service to more people every day.

Melissa Bonenfant



#### Video Updates/Chats for Customers

"We've made major upsells and gotten extensive service projects approved by using this method."



#### 259 Reviews Since Starting w/ Kenect

"It's been a great tool to help us generate new reviews from customers we work with every day."



#### Saving 50 Hours of Labor Weekly

"That time allows us to help more customers and give better service to more people every day."



#### Kenect is Always Here for You!

"Both Account Managers are so deeply dedicated to our company and team it feels like we are their only customer."

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



www.kenect.com