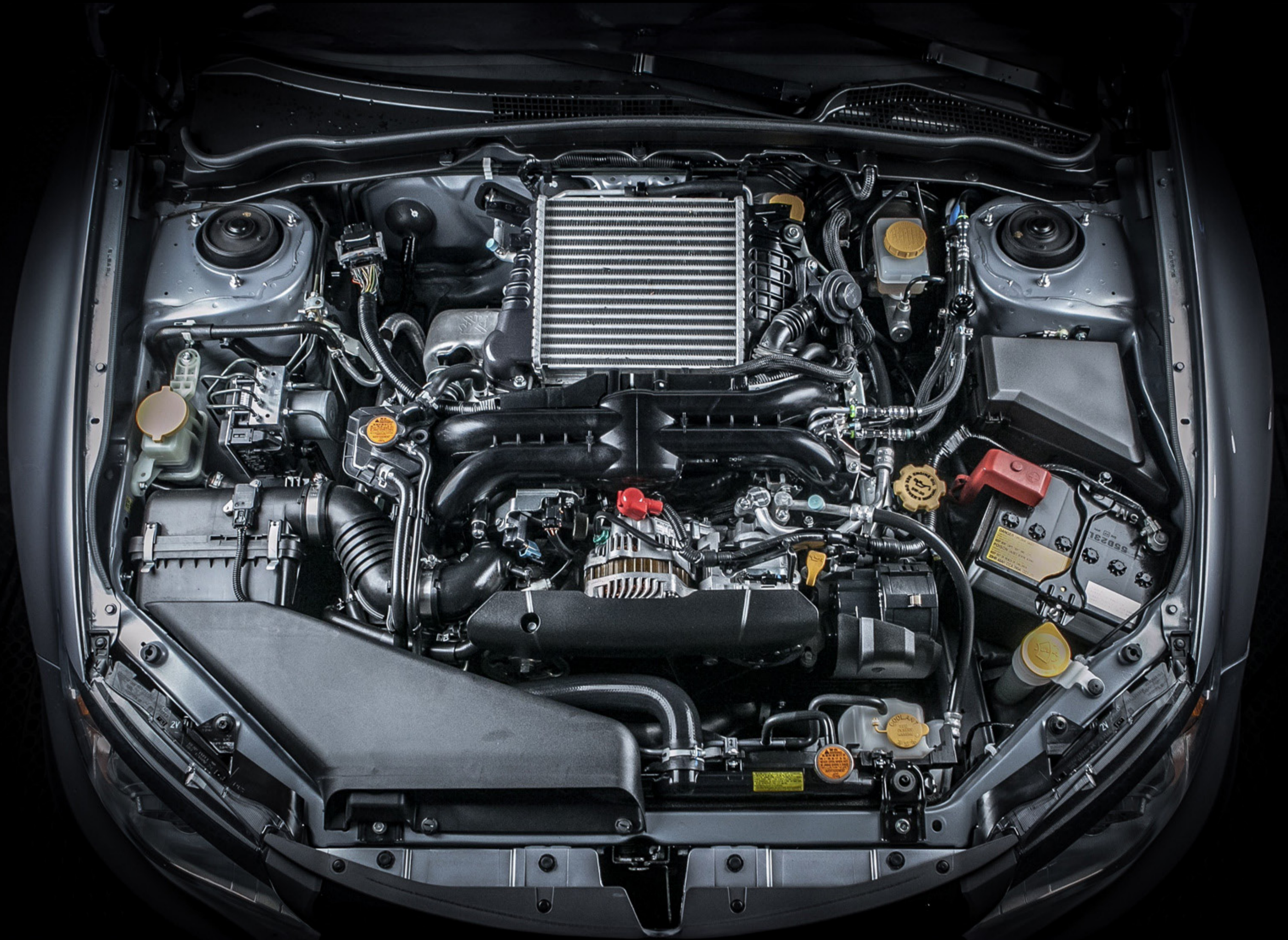
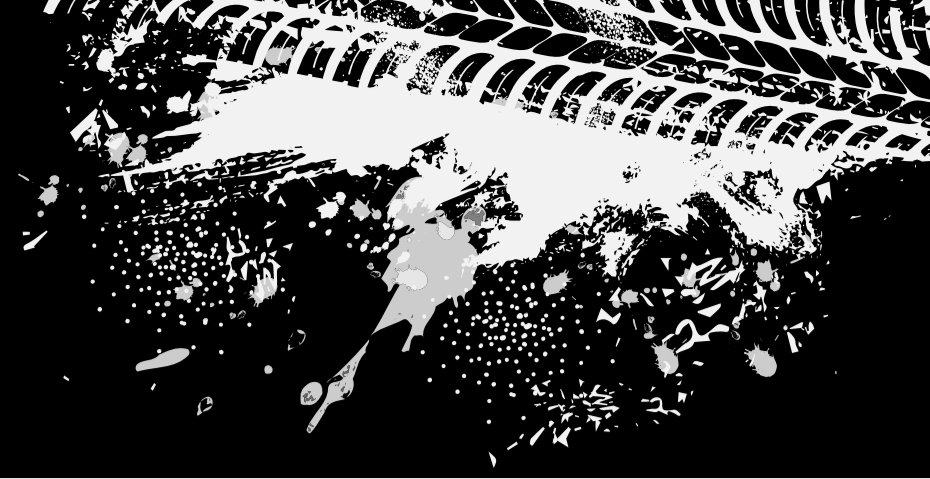


PROKEEP



“ On a day-to-day basis we'll have 15 to 25 special order items that we'll have one of my decent counter people calling all of these individuals and tying up an hour of his day. With Prokeep, we have that task done in about 5 minutes. **That's an hour saved every day.** ”

*Taylor Shonwise
Owner
Lively Auto Supply
Bardon Automotive*



Company:

Lively Auto Supply
Bardon Automotive

Location:

ON, Canada

Industry:

Auto Parts Distribution

Solution:

Business Texting

Picture Ordering

Internal Messaging

WATCH THE SPOTLIGHT



START YOUR FREE TRIAL

www.prokeep.com

THE NAPA MISSION:

Since 1925, the NAPA mission has been simple: Improve the distribution of auto parts to serve the people and businesses who increasingly relied on cars and trucks for their transportation needs. Today, the NAPA Network offers 500,000+ unique parts, distributed across 57 distribution centers and 6,000+ stores across North America.

CHALLENGE

Taylor's challenges before Prokeep:

- Wasted time during order notifications.
- Costly mistakes from misheard SKUs.
- Inefficient cross-branch communication.
- No way to manage texts to employees' personal phones.

SOLUTION

Prokeep solutions:

- Text enabled branch number to text customers about order status.
- Picture messages eliminate errors.
- Internal messaging simplifies collaboration.
- Business-owned communication records.

RESULTS

"I would definitely recommend Prokeep to all my other fellow NAPA parts towns and my brothers and sisters in blue. This is a time-saving avenue and a way that we must move in the future to stay up with all the technology."

ORDER
PICKUP
TEXTS
SENT

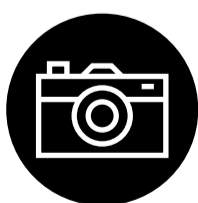
780

270 part order
text messages

BETTER
CUSTOMER
EXPERIENCE

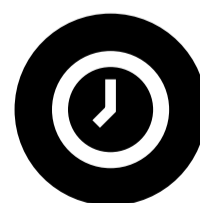
IN THE
FIRST
6 MONTHS

215 pictures
received via text



No more miscommunications

"Customers sending pictures through Prokeep saves a lot of time and makes it so that we get the accurate part the first time."



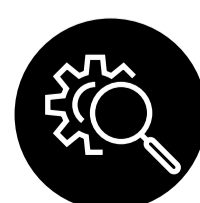
1 hour saved every day

Using templates in Prokeep, Taylor's team cut down outbound notification time by 92%. "If you want to stretch your workforce, this is a good avenue."



Better cross-branch collaboration

"It takes 20 seconds versus having a conversation with somebody and taking them off a task or losing their focus... I love it."



Conversation records = accountability

"If there is ever a he-said-she-said situation, we'll be able to see what happened in hard text. It really is a win."