Ordering over the phone is inefficient & error prone.

Most customers call to place orders, but when it’s busy, they are forced to wait on hold or worse, hang up out of frustration.

Calls are time consuming, which takes reps away from other tasks, and there is no record of the conversation (other than the unreadable yellow notepad).

Your customers are ASKING for a better way.

Over 90% of contractors wish they could text their distributor, but distributors don’t have a way for customers to text orders or questions to the branch.

ProKeep is text messaging designed for distributors.

Our platform saves time and prevents mistakes by allowing your customers to text orders and pictures directly to your branches.

ProKeep tracks and manages texting across your organization so that orders are quickly routed to available reps thereby reducing wait times and improving accountability.

Our cloud-based solution can be operational at your branches in hours and requires no IT or phone system changes. Additionally, customers can experience the conveniences of texting immediately since there is no App to download.

9 hrs Average time saved per user per month

2x Americans exchange twice as many text messages as they do calls

” ProKeep is proving to be a real game changer for us. It has helped us save time while increasing customer satisfaction. “

Pete Misiewicz, VP Information Technology, Thos. Somerville

” It was simple to set up, easy to use, and the platform improvements keep coming. “

Chad Dennis, Vice President Operations, Dennis Supply

” ProKeep has shown our customers that we value their business and their time...Our customers love it and so do we. “

Mike Szerbat, Branch Manager, MacArthur Co.

” Texting orders and questions saves time and holds everyone accountable. “

Matt Duncan, New Technology, EMCO

sales@prokeep.com www.prokeep.com 504.233.9566
Built for Distributors

Use Your Landline Number Send and receive texts using the same number your customers are familiar calling to place orders. The number is already in your customer's phones - why introduce a new number?

Shared Inbox All new texts and pictures are sent to a Shared Inbox available to all Sales Reps to guarantee the fastest response time for all your customers.

After Hours Message Send a customized message to customers letting them know your hours of operation and where they can get help if it's an emergency.

Rich Messaging

Send and Receive Pictures Pictures speed up a conversation and help prevent mistakes. Receive pictures of part lists and equipment name plates from customers. Send a screenshot from your ERP to confirm a part order.

Send Files Grab a PDF from your library of technical docs and send to a contractor to confirm a part. Or after the order is received, send an invoice from your ERP for the contractor's records.

Internal Messages Use ProKeep for faster internal communication. Update your co-worker on part transfers or ask them to double check an item is in inventory in seconds.

A Complete Solution

Implementation – Using real world use cases from your industry, our onboarding team coaches the benefits of ProKeep so your users see value immediately.

Reporting Monitor usage, receive insight on phone calls avoided, see which customers are texting and more.

Web App ProKeep is cloud based so it works on every computer and you'll never need to worry about updating or maintaining our software.

WHAT IS INCLUDED

• Unlimited Users, Messages and Data

• Unlimited Support Phone & text & email

• Unlimited Training We train all ProKeep users via webinar and are happy to schedule multiple sessions per branch as necessary. Also if someone new joins your company, we are happy to train them when they come on board at no additional cost.

• Marketing Support We can provide marketing best practices and a template that we have developed by rolling this out at over 100 distributors to give you the best chance of success communicating the value to customers. We also provided 1-on-1 coaching if needed.

• Unlimited Updates We are adding new features based on user feedback every 4-6 weeks. As Early Bird Customers, customers can participate in this feedback loop and benefit from new releases.