X HOPPERS CUSTOMER STORY

Barr's Ace Hardware: organised and responsive

How a family owned hardware store kept service high when it moved to a store three times the size.



SECTOR
Hardware retail

LOCATION
Williamsport, Pennsylvania

STORE
10,000 sq ft, family owned since 1955

THE CHALLENGE

The business outgrew its original store and moved into a much larger building. The owner wanted the team ready for opening day, so staff could find each other, answer calls and help customers in the bigger space.

THE SOLUTION

- ✓ Installed three days before the new store opened
- ✓ Hands free DECT headsets for team communication
- ✓ Store calls answered from anywhere on the shop floor
- ✓ An AI assistant for product information and prices
- ✓ Smart call points so customers can call for help, plus alerts for online orders

THE RESULTS

- ✓ Improved efficiency across the larger store
- ✓ More calls answered
- ✓ Shorter customer wait times
- ✓ A better experience for the team

> **"Being able to communicate with everyone no matter where we're at is a huge benefit."**
>
> David Hedrick, Owner, Barr's Ace Hardware

Customer story courtesy of X Hoppers. Kee Business Services supplies and supports X Hoppers for UK businesses.

Let's have a proper chat

Kai-la Minshull, Procurement Manager
Call **0161 820 1000** · **km@kbs.team** · **kbs.team**

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