

How R Wireless Stayed Connected To Their Customers During Store Closures

Employee, customer, and community safety

At the peak of the pandemic, Elvin and the R Wireless team shut down all 36 stores in the Tri-State Area. Safety, Elvin says, was the sole driving force behind this decision.

While they were shut, they used Statflo to stay connected to their customers via text messaging and realized communication technology helped them weather the storm.



“ Even when we were closed and did not have any frontline employees to communicate with the customers, our customers were able to reach us through Statflo.

Elvin Berndt - VP of Sales & Business Development, R Wireless

Owing to this pandemic, people have started to learn about the tremendous potential of customer communication platforms and the power of one-to-one messaging. With the entire world working from home and conducting their day-to-day dealings online, integrating messaging into your businesses is the best path forward.



Inside a R-Wireless store



R Wireless offers a wide range of smartphones, tablets, and wireless connections to consumers who need to amplify their digital lifestyle.

<https://r-wireless.com>

Store count

39

Locations

New Jersey, Pennsylvania, Massachusetts, New York, Texas, and Connecticut