

TEXT REQUEST

Ignite Customer Engagement

20
22

MEDIA KIT

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OUR STORY

WHY WE EXIST

We saw a massive disconnect that was costing businesses billions of dollars. Customers wanted to communicate through text, but businesses were stuck calling and emailing. That created barriers to lead generation, appointment scheduling, online reviews, and more.

The problem was businesses had no way to text professionally and manage those conversations as a team. So we created Text Request to aid customer communication through best in class text messaging solutions.

ORIGIN STORY

Brian and Jamey Elrod were at a restaurant dealing with a fussy toddler. They wanted to pay their bill and leave, but they couldn't get their server's attention. Jamey asked, **"Why can't you just text them?"**

As serial entrepreneurs, they knew the best businesses solve real-life problems, and that this was an issue they had to tackle. Texting is the #1 form of communication, so texting as a business is a no-brainer!

The Elrods teamed up with Rob Reagan to handle software development, and in November of 2014, officially launched Text Request! We've connected over 50 million people through business texting since then—all without a penny of outside investment.

DID YOU KNOW...

Text Request surpassed

\$6 million

in annual revenue in 2020
with \$0 outside investment.

1,399%

3-year growth rate.

We have customers in all 50 U.S.
states, every province in Canada,
and Puerto Rico.

We currently have
30+ team members
working across the globe.

LEADERSHIP



Rob Reagan

Co-Founder, Owner,
Chief Technology Officer

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Brian Elrod

Co-Founder, Owner,
Chief Executive Officer

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Jamey Elrod

Co-Founder, Owner,
Chief Customer Officer

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WHAT MAKES TEXT REQUEST DIFFERENT?

SCALE

We give organizations a professional way to manage text messaging as a team. Here are a few unique features we've created to make team texting awesome:

SMS CHAT: Generate more leads by letting prospects text you from your website.

BCC GROUP MESSAGING: Text small groups or the masses from your business phone number.

PEER TO PEER TEXTING: Manage 1:1 texting at scale to reach millions of contacts across unlimited users.

TEAM-FRIENDLY DASHBOARD: Manage text messaging as a team, whether you have a few people in one office, or hundreds across dozens of locations.

ROBUST API: Build your own texting solutions on top of our world-class platform.

PAYMENTS: Request and receive secure payments through text messaging.

PRICE

We provide you with **UNLIMITED**



USERS



CONTACTS



DEVICES

making us the best valued text messaging software on the market.

SUPPORT



Our Customer Support and Success teams are **WORLD CLASS** — actually rated 5-stars!

(Check out our [Google Reviews](#))

DID YOU KNOW...

Text Request has delivered
500+ million
messages successfully.

The average Text Request ROI is
25x!

Retention rates for SMS
subscribers is
>95%.

We've connected over
80 million
people through SMS.

THE STATS

99%

of texts are read.



150%

average response
rate increase with
Text Request.

90-second

average text message
response time.

<5%

average text message
opt out rate.

#1

most requested
channel for business
communications.



91%

of people would rather
get a text than a call
from a business.



89%

of people want to
text businesses for
sales & service.

#1

most used feature on
smartphones is texting.


25x

Average ROI for
customers using Text
Request.

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