

# Use the power of customer reviews to generate revenue!

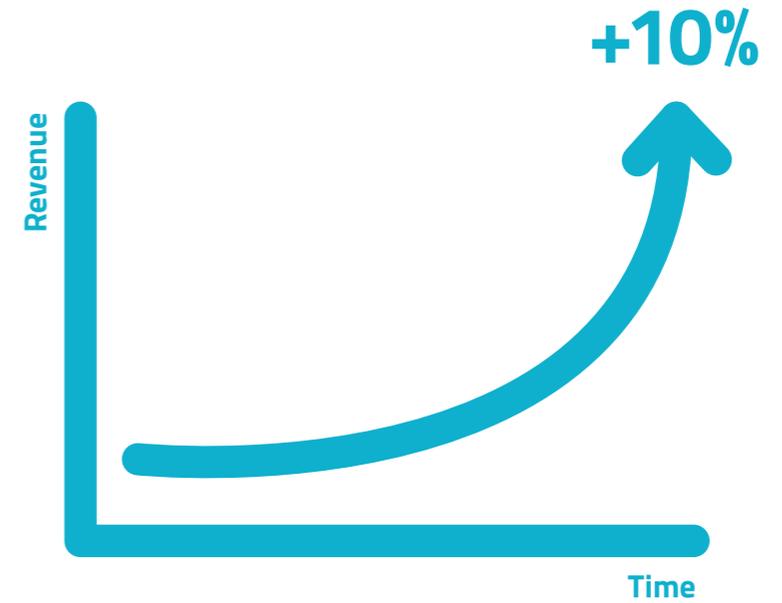
Increase revenue by 10% in just 15 minutes a week

144 reviews  
from 5 platforms

96% Recommended

★★★★★ 4,5 Google star rating





With a time investment of just 15 minutes per week in customer review management, ProvenExpert users can increase revenue by an average of 10% \*.

\*Results of survey conducted with over 27,000 ProvenExpert users

# Changing Consumer behaviour.

## Changes in consumer behavior

85% of all consumers trust online reviews just as much as they do personal recommendations, while 89% check personal recommendations from friends by comparing them with reviews and ratings online.

Recommendations are still king, but there are changes in the way in which they are shared and actually taken on board. These days, consumers recommend businesses online – in the form of customer reviews and ratings.

## Increase customer reach and visibility

In comparison with traditional word to mouth recommendations, online reviews and recommendations are more effective, because they reach significantly more potential customers. Plus, a company that can't be found on Google is practically non-existent.

Make your successful performance transparent with online ratings. Recommendations from satisfied users enable you to



of all consumers trust online reviews just as much as they do personal recommendations.\*



check online reviews to compare them with recommendations from friends.\*\*

reach more potential customers and get found easier online.

## Improve customer retention

Invite your customers to rate you. This strengthens your relationship with existing customers and shows that customer awareness is part and parcel of your everyday business.

## Competitive factor

Despite the fact that most consumers today use online portals to learn more about a company, most service providers underestimate the impact customer feedback can have.

Customer feedback lets you stay a step ahead in the advertising game and allies you with your existing customers as you win new ones.

\*BrightLocal – Local Consumer Review Survey 2017

\*\*Cone Online Influence Trend Tracker study

## Create an impressive presence. Attract more customers with testimonials.

Recommendations are the world's most effective form of advertising. With ProvenExpert, your reputation will reach thousands of potential customers online. .



### MORE SUCCESS

ProvenExpert's unbeatable platform drives more new business your way, boosts revenue and makes you more visible online.



### FOR EVERYONE

ProvenExpert is the perfect solution for all businesses, whether you're a freelancer, medium-sized or large company.

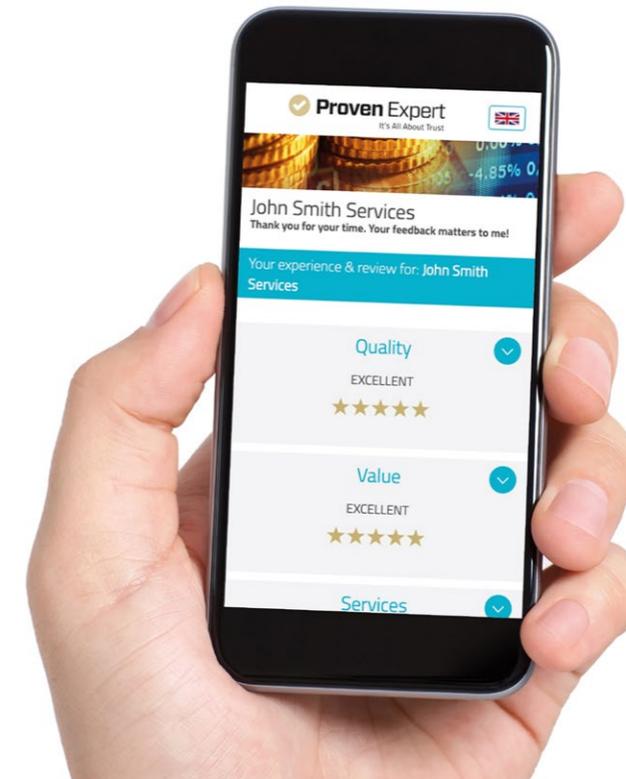


### EASE OF USE

ProvenExpert features intuitive controls and can be implemented immediately. Start getting customer feedback in a matter of minutes.

## Everything you need to know: Create customer surveys.

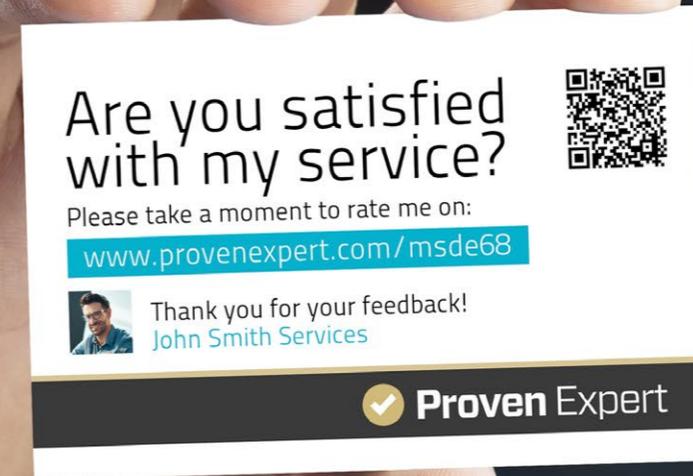
Use our industry-specific survey templates and adapt them to your needs so you can get precisely the feedback you need.



# Invite customers to take surveys.

Send out invitations both online and offline – via email, links, social networks, via app directly at point of sale (POS), API interface, QR code, paper-and-pencil surveys, SMS, or access code.

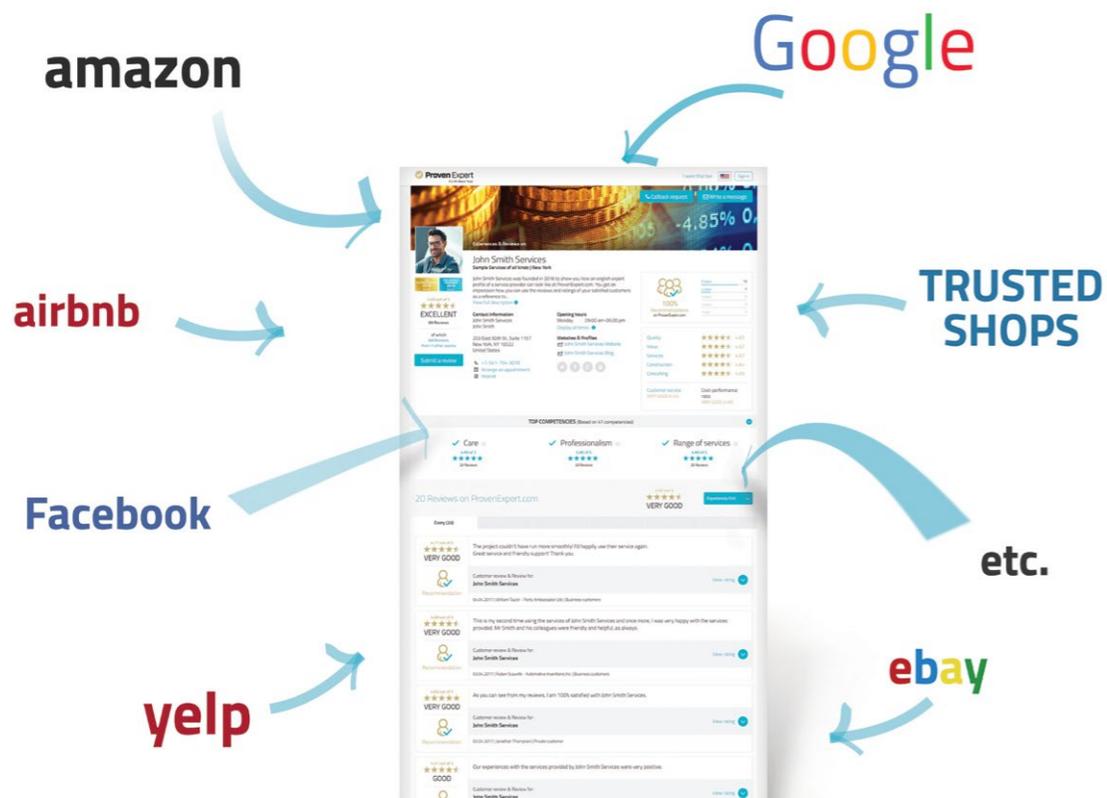
With so many options, you will get the feedback you need in no time at all.



Your customers **don't even need** to register in order to rate you!

# Everything in one place. Aggregate reviews and ratings.

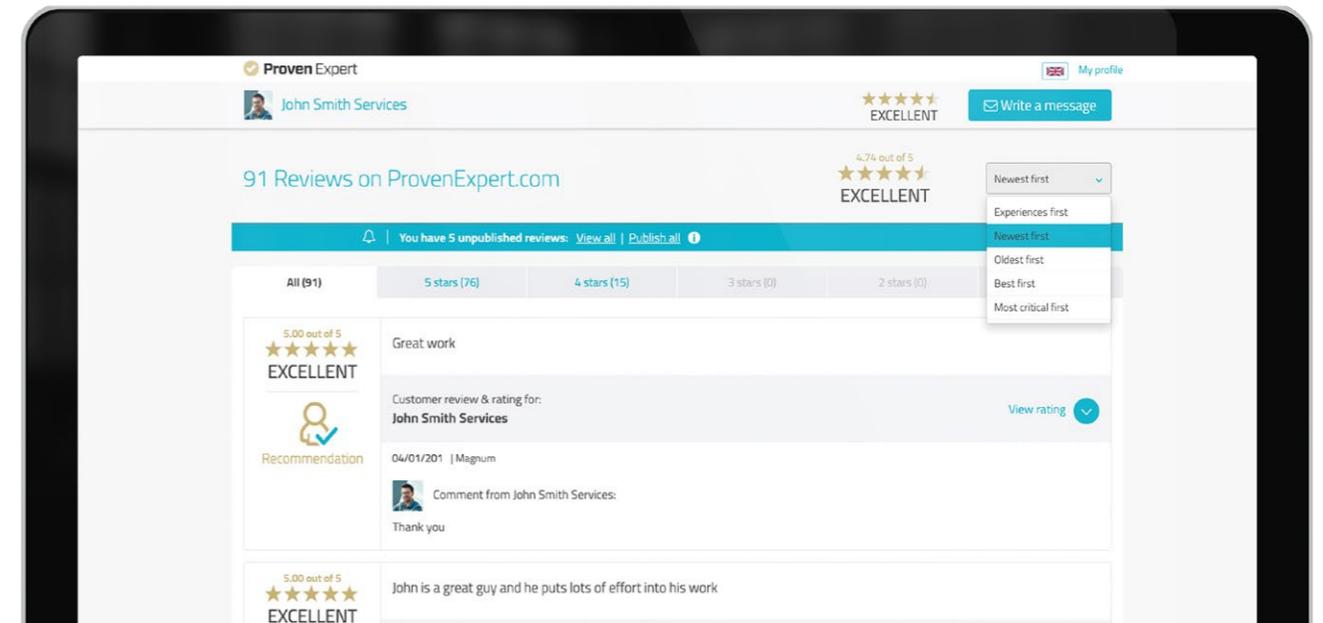
Already have reviews online?  
ProvenExpert lets you combine all your online reviews from over 320 portals – so you can save time and keep track of all your latest reviews in one place.



# Conduct survey analysis.

Survey analytics let you know how satisfied your customers are. Your strengths, areas for potential improvement and top competencies can all be seen at a glance, which helps you optimize your service for your customers.

Numerous filters and features help you quickly and easily analyze your surveys.



# Always in the know.

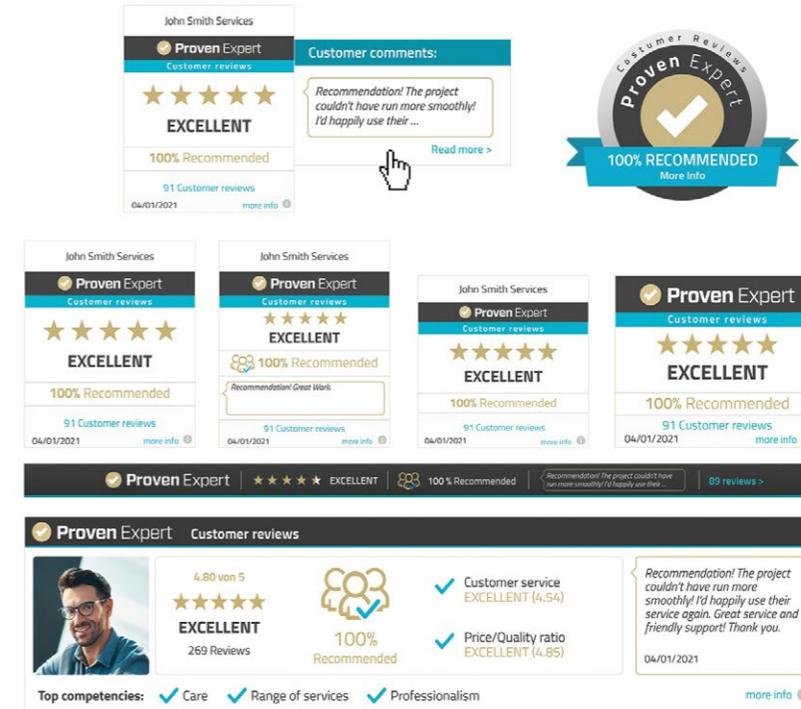
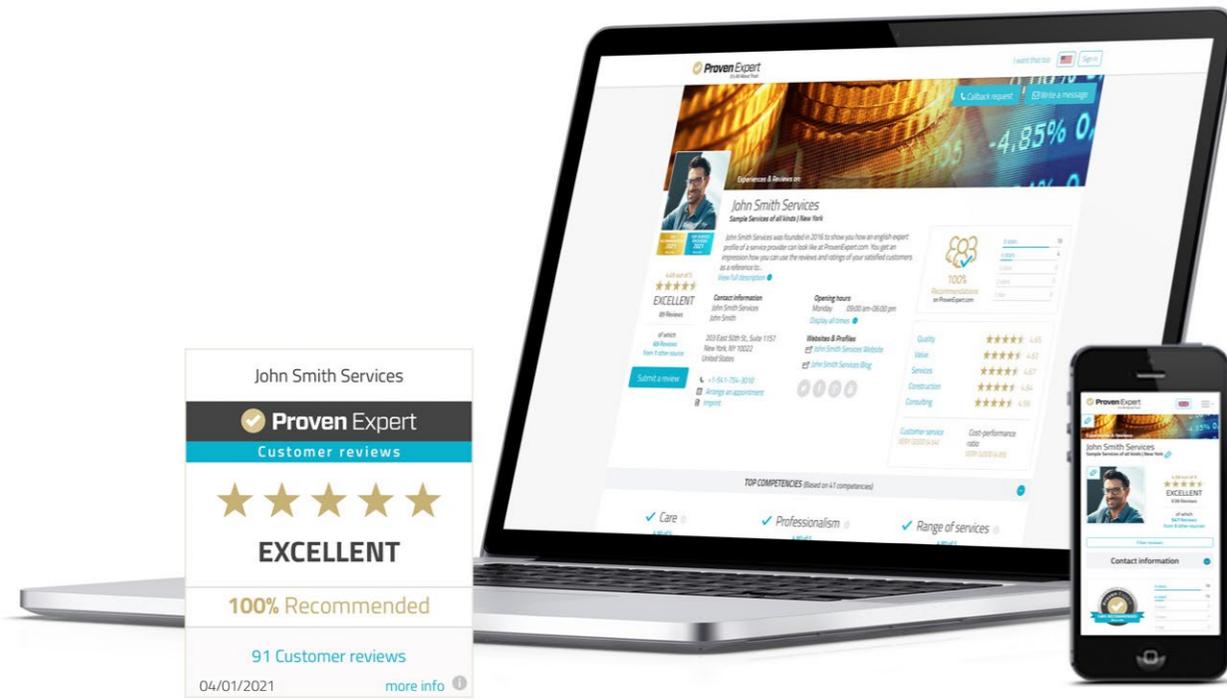
Our weekly reports show you when and where you received review, the number of visits to your profile, and statistics for your customer satisfaction levels.

Daily review notifications are also available.



# Put your good reputation to work.

Publish your ratings on your profile, or use feedback internally only – you make all the decisions.



Customer reviews on websites increase conversion rates by up to **270%\***

## Impress at a glance.

One seal, all reviews. The ProvenExpert seal communicates a clear quality statement to potential customers. You decide how the seal looks and where to display it.

\*Spiegel Research Center Survey – How Online Reviews Influence Sales

# The ProvenExpert awards – for service providers with top scores.

Awards in the categories of „Top Service Provider“, „Top Recommendation“ and „Customer Choice“ are presented to service providers with top scores on ProvenExpert.com.

The winning service providers receive a free advertising package that allows them to advertise their award in their salesrooms, offices, on company cars, company websites and printed material.



Award sticker

Certificate

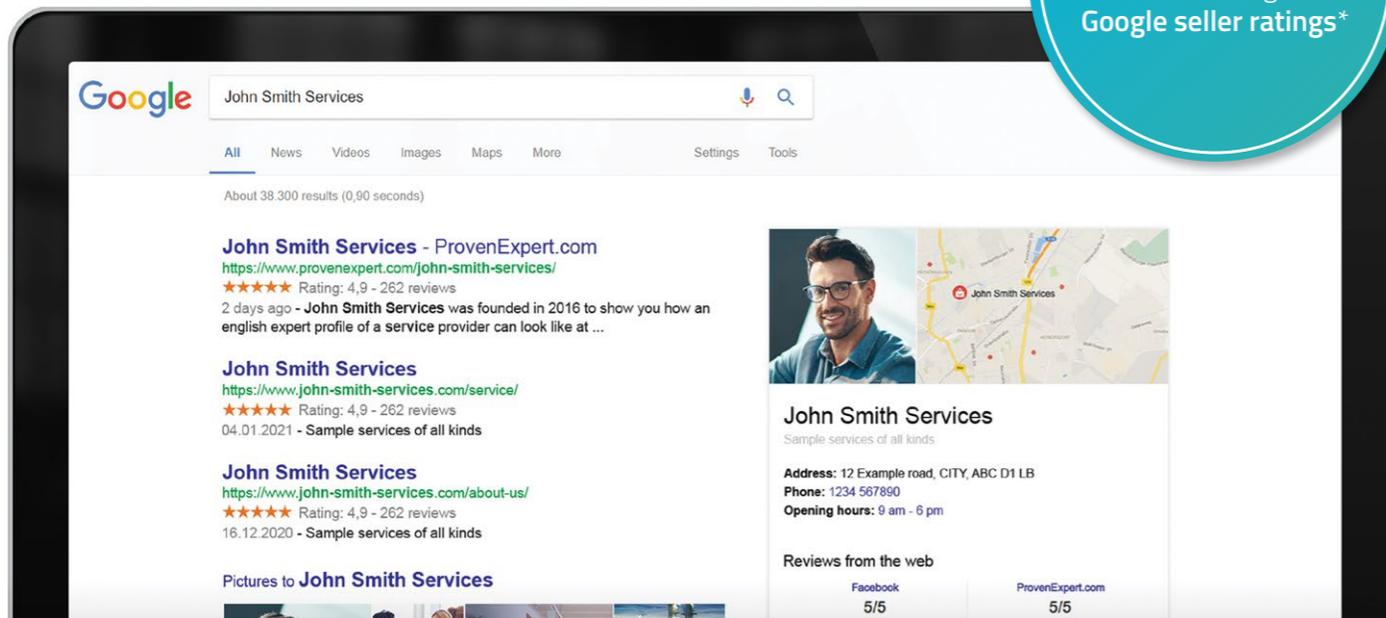
Award badge for your profile and your website

# Five stars for your business.



Promote your customer satisfaction level on Google for more visibility – and clicks.

**35%**  
more click-throughs with  
Google seller ratings\*



# More features for success.



SEARCH ENGINE BOOST

SEO-optimized profiles – more visibility for you and your business.



INVITATION OPTIONS

Invite customers to surveys via email, links, apps, social networks, API etc.



GOOGLE SELLER RATINGS

Feature your ratings in Google search results and attract more attention.



REPORTS & STATISTICS

Our weekly reports keep you up to date with relevant information.



PROVENEXPERT API

Easy connection to your CRM or online store – for even more feedback.



GENUINE FEEDBACK ONLY

An advanced review screening process protects against fake feedback.



SURVEY TEMPLATES

Quick and easy to customize for all industries and devices.

\*ConversionXL Institute Study 2017

# More success for your business.

## Advantages:



### COST-PERFORMANCE RATIO

As well as a basic FREE plan, a range of plans with even more features and options are available, with no extra costs for leads and ratings seals.



### 100% CONTROL

You make all the decisions – for instance, designate who can give feedback and which evaluations you want to display online.



### FUNCTIONS

More than 50 functions are included for collecting and evaluating feedback and then publishing it online to attract new customers.



### DATA PROTECTION

With German data security standards, your information is always safe. All data is stored on servers located in Germany.



### YOUR REVIEWS, YOUR WAY

You can take your ProvenExpert feedback with you free of charge should you decide we aren't the right fit for you.

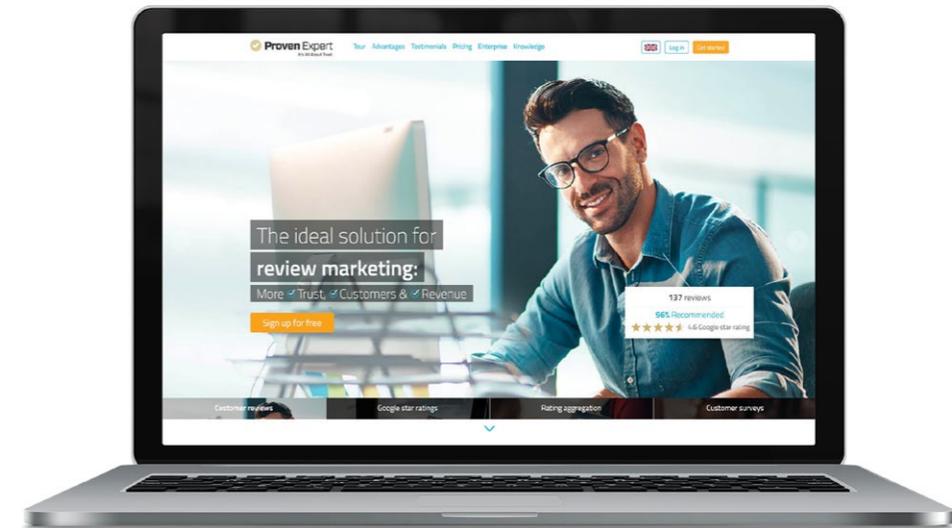


### EVERYTHING IN ONE PLACE

Import and aggregate all your reviews and ratings from other platforms into your ProvenExpert profile.

# Try it out - any time you want!

Get started for free on [www.ProvenExpert.com](http://www.ProvenExpert.com)



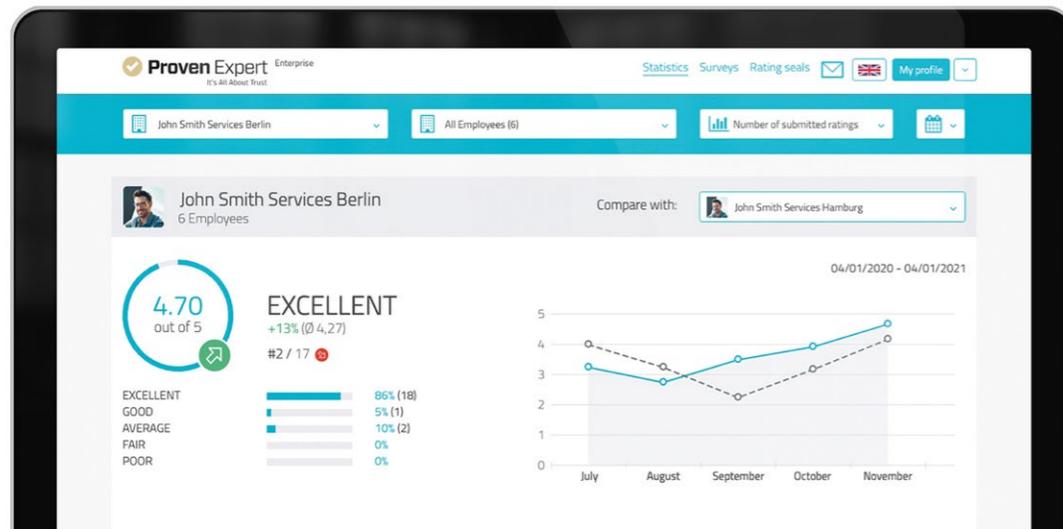
Want to learn more about our features with a personal presentation? Just get in touch – we'll send you login details for our trial account or arrange an appointment with you for an online presentation of the platform.

Send us an email: [info@provenexpert.com](mailto:info@provenexpert.com)

# The Enterprise Solution: Everything ProvenExpert.com can do for your business, plus much more.

With the Enterprise Solution from ProvenExpert, measure and compare the satisfaction of your customers with individual staff members, teams, branches or your entire company.

All your customer feedback flows into your company account with a visible rating seal to establish customer trust, improve your company's reputation online and generate more revenue.



Customer reviews and ratings for individual branches or employees are aggregated to your business profile. This simplifies incentive schemes for highly-rated branches or employees.

Keep track of your reputation online.

[www.ProvenExpert.com/Enterprise](http://www.ProvenExpert.com/Enterprise)

## Custom-tailored solutions for companies and corporations.

With customized surveys, you can see exactly where your business' strengths and potentials lie. ProvenExpert's automatic survey analysis shows you how satisfied your customers are and how often they recommend your products or services to others.

Monitor all reviews and ratings that you've received on other platforms and websites for around-the-clock customer satisfaction trend analysis.

## Enterprise Solution: Your advantages at a glance.

- ✓ Custom, CI-compliant questionnaires
- ✓ Transaction-based rating generation
- ✓ Fixed contact person to handle all your needs
- ✓ Easily connect to your CRM system
- ✓ Support during setup and integration
- ✓ Extensive comparison and analysis features
- ✓ Custom interfaces and data export features
- ✓ Employee workshops on request
- ✓ PREMIUM account for each employee
- ✓ Customized rating widgets
- ✓ Detailed reports in PDF format
- ✓ Calculate your Net Promoter Score
- ✓ Incentive measures
- ✓ Roles and rights-based back end
- ✓ No volume restrictions or other limits
- ✓ Customized handbooks and videos

More than 100,000 satisfied customers



Any questions about ProvenExpert?

Learn more at  
[www.ProvenExpert.com](http://www.ProvenExpert.com)

Send us an email  
[info@ProvenExpert.com](mailto:info@ProvenExpert.com)

or call us  
**+49 (0)30 311 931 11**

We look forward to showing you how our service can help you win new customers.

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