



How can I improve the reputation of all locations of my IT system house with eTrusted?

Reputation Management and Customer Journey Optimization – Learn how our customer sustainably optimised the reputation of several locations and additionally analysed and optimised the sales process along the customer journey.

Success Story

Our client was able to optimise their sales process with the help of eTrusted Experience Feedback solutions. Three touchpoints were defined: Initial consultation, contract conclusion and 2 weeks after project completion. Especially through customer feedback at the first touchpoint, the quality and thus also the closing rate could be increased.

With the help of the eTrusted Reputation Manager, the reviews were also collected for Google. In this way, the number of reviews as well as the average star rating could be increased.

Information

The German IT-Systemhouse is one of the largest in Germany and has over 25 locations in Germany.

With the integration of eTrusted, the IT company's goal is to make the satisfaction of their customers visible and thus improve the reputation of each site

25

System houses

>1,240

Feedback count

4.78

Stars

*from a possible 5



CEO, IT-Systemhouse in Northern Germany

Further benefits for the IT system house

- The IT company receives **authentic and reliable insights** from their customers so that processes along the customer journey can be optimised.
- With the help of the **KPI dashboard**, the performance of different locations can be compared.

"We were able to sustainably improve our reputation and increase the number and average score of our Google MyBusiness reviews to boot. Top"

How can you improve your reputation with eTrusted? Let's talk.

