



Expert Reviews by ReviewInc Case Study Feedback

We started using ReviewInc last year to help improve our online presence and reputation. We know we have had a lot of very satisfied customers but it really only seemed like people wanted to share their negative experiences up until we started working with ReviewInc. We took it upon ourselves to narrow our focus on reviews to Google Plus and will be moving on to Yelp shortly – as these are the two most common review sites being used by consumers today.

- In the last year that we have worked with ReviewInc, we have increased our Google rating by 2.37 stars across 20 locations.
- The ReviewInc site is user friendly, organized, and easy to manage overall.
- The reports and graphs they have recently added to their site are very helpful to monitor locations' individual progress and the company's progress as a whole.
- The support team is very good about sending emails with updates and new features before they become live. This allows us to test and work with the new updates in case there are any beneficial questions or feedback that the team can work with us on.
- If we have questions or suggestions, the support team is very easy to get a hold of and very quick to get back to us if they were not previously available.
- If we have any suggestions or want more specific information, they are all ears – we let them know we have an idea and they will run it by their team and assist us as best as they can.
- Private and public email updates have been a very useful tool to manage customers' reviews and customer service.
- Stores get to see reviews for their specific location which makes it easy for them to resolve any customer issues internally.
- The ability to turn review site options on and off for customers to post publicly has really helped to channel the reviews where we need them to be.
- It's easy to add new locations and review sites as the business keeps growing.

- John Higgins, Appliance Factory, June 2014