



REPUTATION ACCELERATOR

Zero to 50 in 50 days.

Porsche Austin received **50 5-star reviews in 50 days** using Friendemic's Reputation Management solution to enable review invitations and management for the Service department.



GATHER AND MONITOR

- Enable automated invitations through DMS integration.
- Gather reviews on the spot with just a few clicks in the easy to use mobile app.
- Reviews are monitored hourly with email alerts when feedback is submitted.



GROW REVENUE AND REPUTATION

- 97% of customers say reviews are a key factor in choosing a business.
- Customers also say they're willing to spend 31% more with businesses that have good reviews.
- Capture compelling testimonials, photos and videos that can be shared on other review platforms too!



REVIEW AND RESPOND

- Delight customers and shoppers with fast review and question response-usually within 24 hours.
- Respond to both negative and positive reviews with your preferred answers.
- Help customers with issues before negative reviews are even published.



"We started using the Friendemic review management platform with our GMB service page and the 5-star reviews started pouring in. The positive feedback has a tremendous impact on customers searching for Porsche service and also impresses in-market shoppers, showing them the emphasis we place on customer care."

Aldo Abad - Porsche Austin General Manager



Porsche Austin used Friendemic to invite recent Service Center customers to leave a Google review and over 5% responded - almost all with 5-star reviews.

