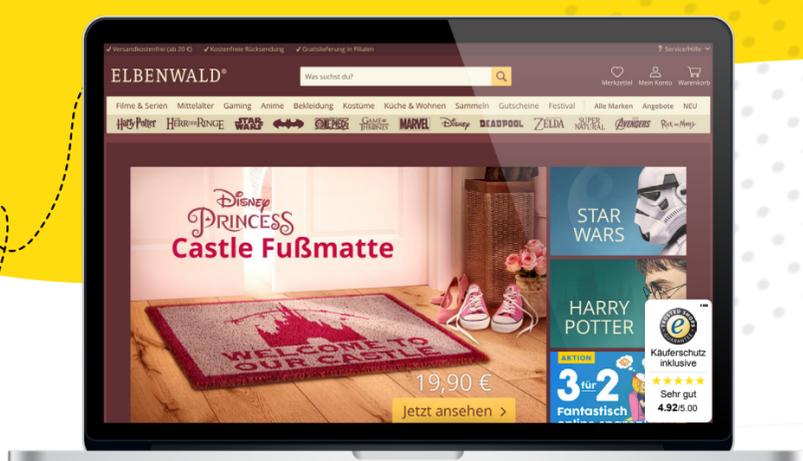


Reputation Manager:

Stellar feedback on all platforms - in only three weeks!

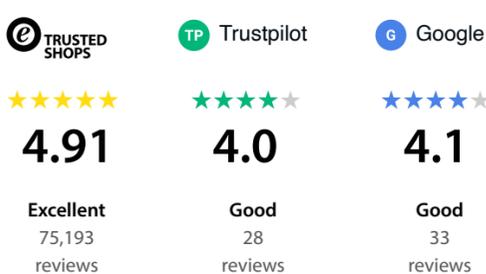


ELBENWALD®

1. The problem:

Great reviews, but not everywhere!

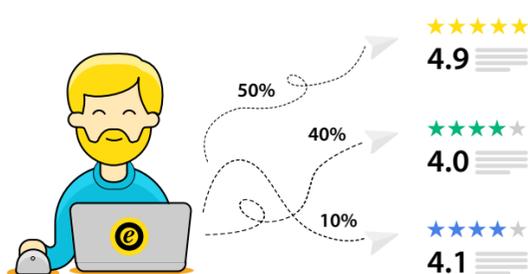
Elbenwald, one of the largest shops for movie and game merchandise in Germany, convinces customers with its excellent service, which is reflected in the high number of positive Trusted Shops reviews. However, the profiles of other review providers such as **Trustpilot** or **Google** paint a different, inaccurate, and more negative picture:



2. The solution:

Centralise your invite dispatch of all review providers invitations

To create a holistically positive image, Elbenwald found a simple, yet effective solution. With the **Reputation Manager by Trusted Shops**, they can send out review invitations for Google and Trustpilot and gather positive feedback automatically. Elbenwald can decide for itself what percentage of invitations are sent out for each platform.



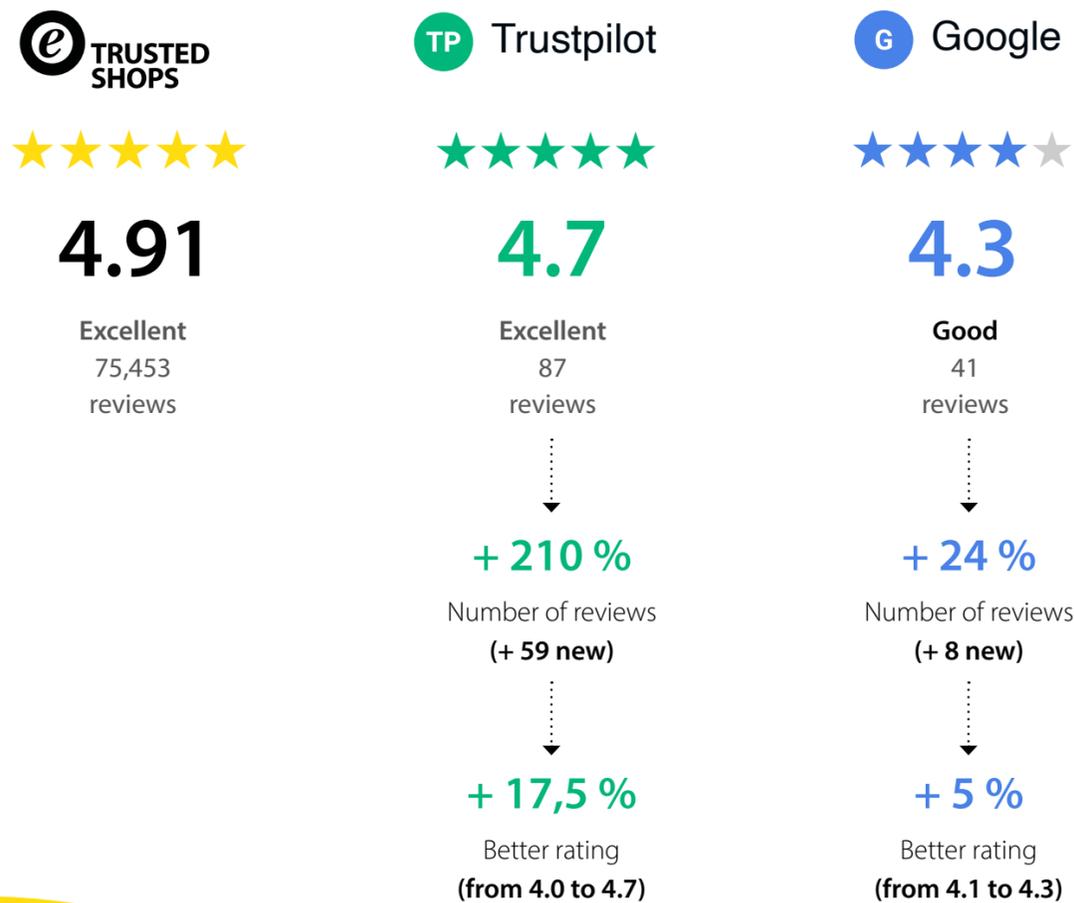
Start Trustpilot: 16th April 2020, Start Google: 28th April 2020

3. The result:

More reviews. Better ratings.

4.0 Good → 4.7 Excellent

In only **21 days**, Elbenwald improved their Trustpilot rating from **4.0 (Good)** to **4.7 (Excellent)** - without influencing the Excellent Trusted Shops rating. However, they also achieved impressive results at Google: Within **10 days**, they collected new positive reviews and improved their overall rating even though they only sent out 10% of their review invitations for Google.



Status: 6th May 2020

"The Reputation Manager is a great product that works perfectly! I especially like how easy it is to distribute invites. We were working on an inhouse solution for our problem, but thanks to Trusted Shops we don't need that anymore."

Dirk Wiedenhaupt, Elbenwald



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