

YOUR PARTNER FOR SUCCESSFUL CUSTOMER RELATIONSHIP MANAGEMENT

We specialize in targeted outbound services in Customer Care. We see ourselves as a service provider of excellent quality.

We assist our clients both in designing and implementing telephone and online campaigns for measures in Marketing, Sales, Customer Management, Complaint Management and Quality Management.



REFERENCES

ServiceMonitor specializes in Customer Care measures across various sectors. Here you will find a brief selection from our track record of projects. We will be glad to give you more information on selected reference projects upon request:

THE CAR TRADE:

Daily and nationwide analysis of customer relationships and ascertainment of dealership-specific CSI statistics relating to the sales and service of a premium manufacturer

FINANCIAL SERVICES:

Extensive, nationwide Mystery Research Projects of a health insurance fund to record the quality of service over the telephone, in e-mails and the information centre on the spot

TOURISM:

Sales-promoting follow-up campaigns aimed at incorporating a tour operator's performance portfolio in travel agencies in the long term

LOCATIONS AND FACILITIES

In 2008 ServiceMonitor was established as Customer Care Centre in Augsburg and runs a further branch office in Lübeck. Both locations are equipped with 32 agent's workplaces plus quality monitoring and a conference and feedback room.

More than 100 agents are trained at each location for your Customer Care requirements. The current contact volume is about 500-600 calls a day.

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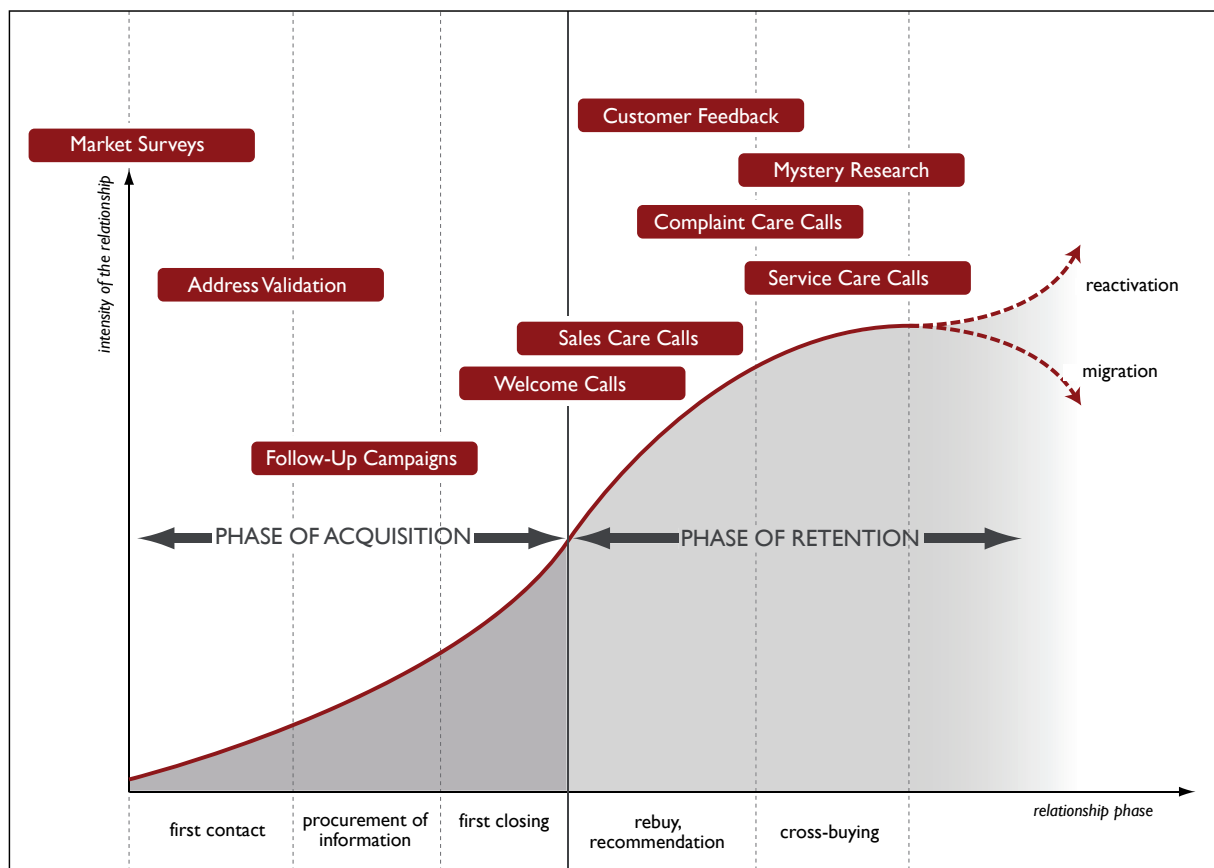
SERVICEMONITOR'S PORTFOLIO

ServiceMonitor's service portfolio comprises customer-oriented measures at any time of the customer relationship, from the initial contact to reviving customer relationships that have been going for many years.

Besides assisting with marketing and sales measures in the acquisition phase we help you through innovative services such as After-Sales Care or Complaint Care Calls to gain a service-oriented edge over your competitors and to convert it into long-term, loyal customer relationships.

In customer feedback dialogues we determine strengths and weaknesses in your company's quality of information or sales from the customer viewpoint. We apply Mystery Research to record the quality of service using objective criteria.

We also check your own service contacts with follow-up surveys and monitor the performance level, customer benefit and contribution to added value of your customer service.



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We will be glad to advise you on this and other measures for successful Customer Relationship Management. For a detailed synopsis of the individual ServiceMonitor services, visit our Website www.servicemonitor.de.

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