

BrandGain

An advanced online reputation management solution for the hotel industry



Quality Assurance & Reputation Management

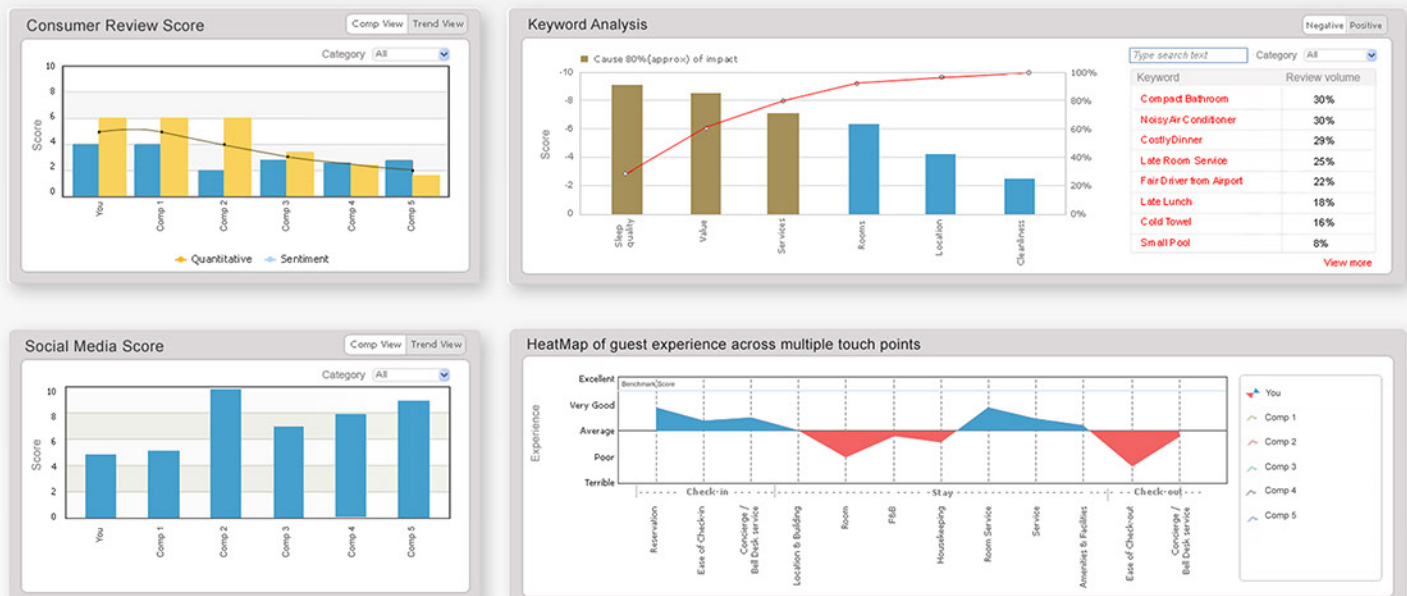
- Extracts, scans, analyzes, scores comments and reviews on social networks, consumer reviews, blogs etc.
- Provides the most complete understanding of customer perceptions.
- Provides powerful analytics to highlight key customer satisfaction issues, and displays actionable data
- Allows the hotelier to make meaningful decisions that immediately can boost bookings and customer satisfaction levels.
- Customized for individual properties as well as hotel chains.

Property View

(Target Users: GM and departmental heads of each hotel member property)

BrandGain utilizes cutting edge technology to allow hoteliers to identify key guest satisfaction trends, and analyze competitor guest satisfaction performance in multiple languages.

Powerful and easy to understand dashboard to monitor guest satisfaction trends and manage quality assurance.



BrandGain permits hotel staff to respond directly to consumer review and other social media sites, without requiring separate login to each review or social media Web site. All analytics and communication are accomplished through BrandGain for a complete management solution.

BrandGain permits a high degree of customization, including setting of alerts, as well as reporting frequency.

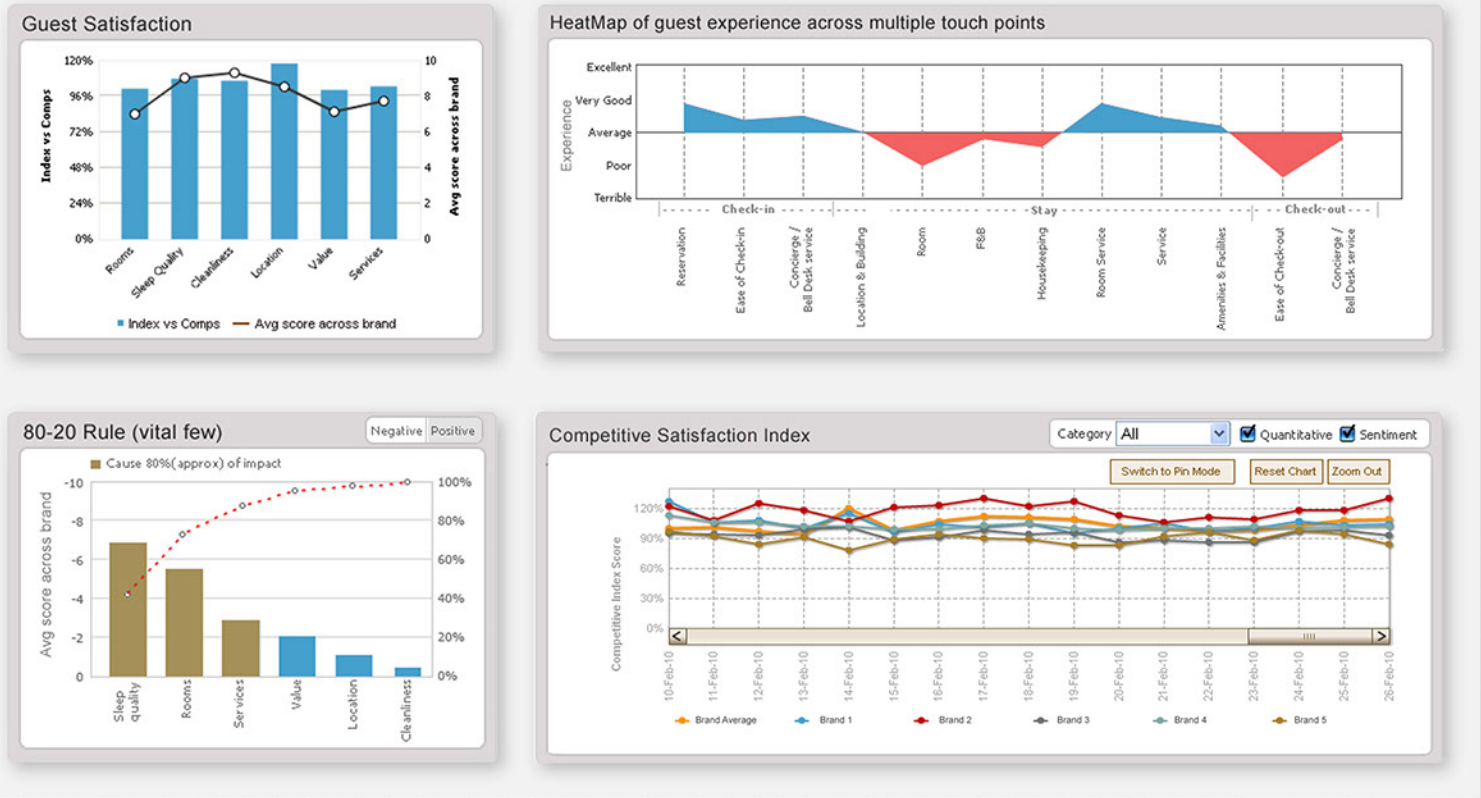
Enterprise View

(Target Users: Operation head at corporate level and regional offices)

BrandGain provides for an easy to understand aggregated reports of brand wide performance or by City / Country / Region level and easy to read dashboards for detailed reporting and analysis.

Competitor benchmarking on guest satisfaction is achieved through BrandGain's innovative measurement of Compset Satisfaction Index across any aggregation of properties.

Corporate or brand views permit the ability to drill down to any level(view all properties in the brand, or all properties in the division) and ability to drill down to the lowest level of data (to actual consumer reviews and their responses).



Contact us

UK
 400 Thames Valley Park Drive
 Reading, RG6 1PT
 Phone: + 44 (0) 845 519 4472

US
 40 East Chicago # 111
 Chicago, IL 60611
 Phone: +1 312 238 9027

Turkey
 Ömer Paşa Cad. Guvenç
 Sok 4/7 34730 Goztepe, Istanbul
 Phone: +90(216) 467 42 29

Spain
 C/Patricio Madan 1 BLO.4/6/D
 38008, Santa Cruz de Tenerife
 Phone: +34 653 230 559

India
 B 15, Sector 57
 Noida (U.P.) 201 301
 Phone: +91 965 077 7422

UAE
 Dubai Silicon Oasis, Wing A
 Office 108/3, Dubai-341086
 Phone: +971 506 245 420