

## Celebros clients satisfied with their solutions

Recent survey results show that satisfaction is high amongst Celebros' international online retailing clientele

While numbers tend to speak for themselves - who can argue with increased revenues, conversion rates and average order size - the client's overall experience is still a major driving force in creating and maintaining effective solutions. With 93% of those surveyed saying they would recommend Celebros Salesperson to other companies, once again, it is clear that Celebros solutions are both valued and valuable to Celebros clients.

"Celebros is not only a powerful on site search tool that has a strong conversion rate and is easy to implement, but Celebros is also a wonderful business partner. Their support is first rate and their response time is truly impressive. Their team is constantly improving our search with insights and suggestions."

Peter Green, Director of Marketing,  
[www.geeks.com](http://www.geeks.com)

### High satisfaction as the norm

According to a recent survey, Celebros found that high satisfaction was the norm amongst its growing number of clients.

Across numerous parameters Celebros received excellent marks, showing that the overwhelming majority of clients are very pleased with the solution as well as the service they receive.

### Survey highlights

- 94.4% of customers are satisfied with the quality of Celebros search
- 92% of customers see Celebros products as being of high value to their site
- 93.3% would recommend Celebros Salesperson to other companies

"Our site search looks fantastic. It works. It makes sense. It's relevant. Most importantly, it's easy. I want to thank you for everything you and your team have done to make our collective vision a working site search that I'm sure our customers will come to rely on. Your team has been an asset to our company and a partner in the development and realization of the new ReadingGlasses.com. We look forward to the future with eyes focused on growth partnered with Celebros."

Jason Kyle, Communications Director,  
[www.ReadingGlasses.com](http://www.ReadingGlasses.com)

### Good beginnings with easy implementation

There's nothing like a good first impression, and how a business relationship starts, is a good indication of things to come. Over 90% of those surveyed felt that the Celebros solution implementation was a smooth and efficient process. Client comments towards this end included:

- "Professional and great to work with"
- "Helpful and cooperative"
- "Performing their work well"

### Hearing and helping

Again, in the theme of overall relationship management, Celebros came out on top in terms of communication and support, i.e. availability and responsiveness. A full 94% of clients stated that Celebros support was easy to reach and that they are satisfied with the amount of communication they have with Celebros, while more than 90% of customers responded that they are very satisfied with the quality of customer service they receive.

### Saving time & energy by doing your "dirty work"

The survey also included questions regarding Celebros Merchandising Services (MS), whereby a dedicated Account Manager takes the administrative burden off the retailer's shoulders by implementing and supporting clients' current and future online merchandising goals.

Merchandising Services have been such an incredible success that:

- 100% of users say the service saves much time for the business
- 90% believe that it makes a positive contribution to their business
- Over 90% feel that their relationship with their Account Manager is personalized and they are getting good service

### Customer-centric development

Celebros clients are able to implement merchandising changes to their search solution on their own using the Salesperson Desktop (SPD) module.

Reflected in the survey, respondents expressed a desire to have Celebros Salesperson Desktop (SPD) for use by internal business users from their Internet browsers. This was in line with other customer requests heard in the recent past. In response, Celebros is happy to announce a soon-to-be launched web-based component called "Studio," developed with ease-of-use in mind and at the same time, with the same functional features as the existing module.