

CUSTOMER STORY:

Fusion 3 | Hair Salon

Location: Bay Area
Joined Broadly: Feb. 2016

Fusion 3 has three locations in the Bay Area. The owner, Larry Phillips, makes it his goal to focus on superior customer service and customer experience.



"Our customer base is growing, employees are growing and revenue is growing in part because of Broadly. Our number of reviews has increased across multiple platforms. Our legitimacy has increased and we're more trusted because of the reviews."



10%

INCREASE IN REVENUE

+97

GOOGLE REVIEWS

+50

BROADLY REVIEWS

+15

FACEBOOK REVIEWS

THE RESULTS:



BETTER SERVICE

Higher client satisfaction, increased reviews across multiple platforms.



STAFF GROWTH

10% increase in employees across all three locations.



ONLINE RATINGS

More visibility on Google: business listing jumping higher in the searches.

FAVORITE BROADLY FEATURE:

Private Feedback

"Private customer feedback gives us the chance to connect with the customer if there's an issue. Without the private feedback feature, we can miss opportunities to address our customers' needs."





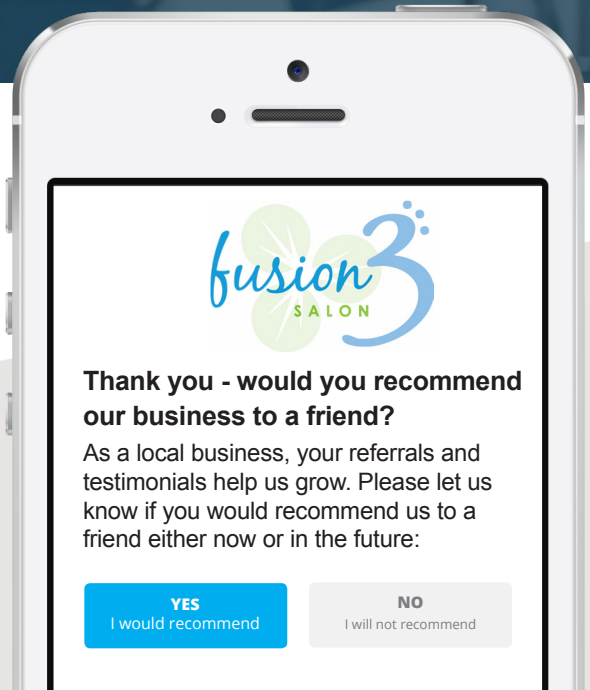
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with reviews.

Get more reviews.
Look great online.
Win more business.



Grow your business with Broadly

- ★ Optimize your Google profile and other business listings.
- ★ Send out a branded email to every customer prompting feedback on Google and Facebook.
- ★ Keep negative feedback offline.
- ★ Publish all 4 & 5-star Google and Facebook reviews to your website.
- ★ Get personalized staff training.
- ★ Receive a weekly report of your reviews and client follow-up.
- ★ Get reviews on Google and other online listings.