

Rev Up Your Reputation!

Reputation and Subaru of America, Inc. have joined together to move your reputation into the fast lane.

Take advantage of our Reputation Managed Services package today!



Bronze Plan

Included

Bronze services:

- ✓ Base platform
- ✓ Reputation Mobile app
- ✓ Reporting
- ✓ Access to Customer Support & Training



Managed Services

\$199/mo

(Before SAF reimbursement)

Bronze services plus:

- ✓ Dedicated Customer Success Manager
- ✓ Automated sales and service review requests via email
- ✓ Managed review response
- ✓ Business listings guidance

Managed Services Retailers are Reaping Benefits!*

+72^{PT}

72 Point Higher Reputation Scores

+5X

5X More Views and Clicks on Listings

+41%

41% Higher Review Response Rates

* Stats from Reputation's platform.
12 month avg. 3/20 - 3/21

Reputation: The Trusted Solution for Automotive

10K

Retailers

300K+

Locations

100M+

Reviews And Organic Social Posts

Plan Features

	Bronze Included	Managed Services \$199/mo*
VISIBILITY & METRICS		
Dashboard Access - The hub for your Reputation experience which includes measurement, monitoring, review and connection management.	●	●
Reputation Mobile App - Mobile access to your Reputation experience. Includes measurement, monitoring and connections management. The app can be downloaded in the Apple or Android app stores. Use the Corporate ID 9866, and access with your Subarunet login and password.	●	●
Reporting - Generate reports to help you communicate KPI's within the dealership. Use Reputation Score to track performance across major categories including reviews.	●	●
Performance Status - You have access to monthly performance reports including a broad range of metrics to track retailer reputation progress.	●	●
Custom Real-Time Alerts - Receive alerts when customers leave reviews, giving you the opportunity to immediately address any positive or negative reviews.	●	●
REVIEWS		
Automated Review Request Generation - After a customer buys a car or receives service, we will send out emails asking them to provide a review on select third-party sites like Facebook and Google. Prompting these customers who may otherwise not leave a review will help you to receive an increase in review volume and star rating.	N/A	●
Managed Review Responses - Reputation will monitor third-party review sites and will respond accordingly based on your specifications for positive and negative response support.	N/A	●
Reviews Widget - Stream reviews directly to your Subaru Website in real time. This increases the visibility of reviews and reinforces the message of all reviews (positive, negative & neutral) and reminds customers to leave a review of their experience.	N/A	●
BUSINESS LISTINGS		
Listing Performance - The user has the ability to view performance to gain a clear understanding of your online audience and the actions taken on your listings.	●	●
Auto-Sync - Publish to Google, Facebook, Apple Maps and Bing - Automatically push key listing information to these platforms. A retailer's listing page (ie, GBP) must be connected to the Reputation platform in order for the listing data to sync.	N/A	●
Listing Maintenance - CSS guidance to verify/claim listings and provide suggested listings edits.	N/A	●
Photo Management - CSS guidance to upload photos into Reputation platform and publish to various locations.	N/A	●
Google Listing Advance Functionality - CSS guidance to create and publish Google posts, Google Q&A and Google FAQs.	N/A	●
SUPPORT		
Customer Success Specialist (CSS) - You will be assigned a designated representative who will make sure we're helping you meet your goals and be your strategic advisor.	N/A	●
Customized Management and Reporting - Work with your CSS to create, generate and distribute meaningful reports for key decision makers.	N/A	●
Subaru Support - You have unlimited access to our customer support experts who are here to assist you (via email or phone) with any questions and account issues.	●	●
Training - Access to Reputation's Help/Knowledge Base for quick self-service answers to questions or learn more about Reputation features and industry best practices.	●	●

*Before SAF reimbursement. Sales tax may apply.