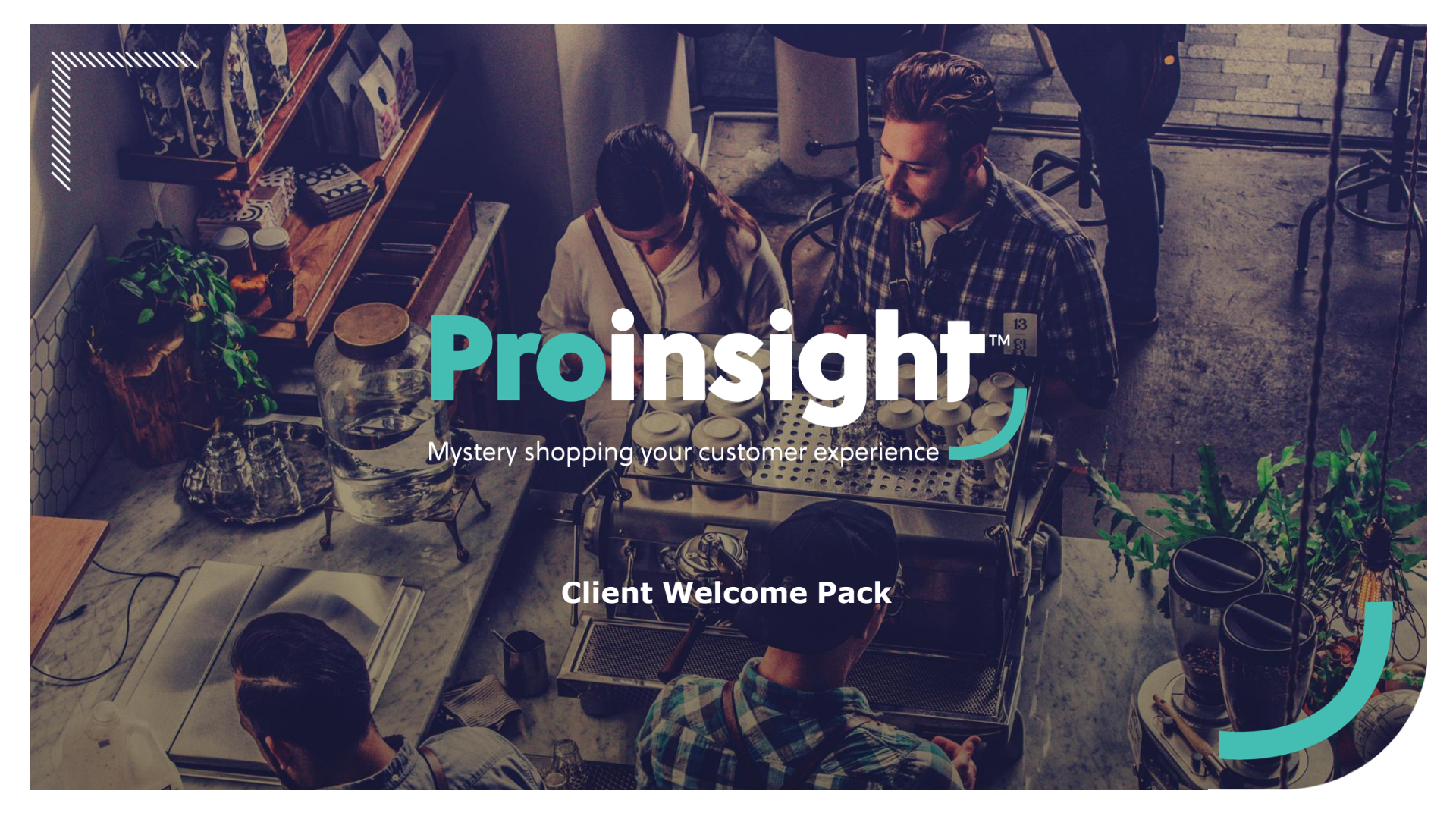




ProinsightTM

Mystery shopping your customer experience

Client Welcome Pack



We are so pleased to have you on board!

Congratulations on taking the first steps to improving your customer experience!



At Proinsight, we are passionate about creating great experiences that delight your customers and keep them coming back! Now that you have joined us, we are committed to ensuring you get the best insights from your mystery shopping programme that enable you to make business decisions to only make your business better. Our Client Success team are on hand at any point to support and guide you through your programme.



First up!

Let's make some noise...



Lucy Winn, Brand and Communications Manger
lucy.winn@proinsight.org



We would love to announce our new partnership on our website, our brand manager will be in touch to share a blog post and request a testimonial from yourself.

We will always be an advocate of your brand, so keep in touch with our brand manager to share any exciting news and we will be sure to share this on our platforms for you.

The Proinsight team also love to experience our clients offerings first hand, we'll conduct mystery shops ourselves and visit you any time you wish!



Your Client Success Team

Does what it says on the tin... our role is to make sure our clients are successful!



Chloe Kinch
Director of Client Success
chloe.kinch@proinsight.org



Debs Jones
Senior Client Success Manager
deborah.jones@proinsight.org



Robert Brocklesby
Senior Client Success Manager
robert.brocklesby@proinsight.org



Josie Osborne
Client Success Manager
josie.osborne@proinsight.org

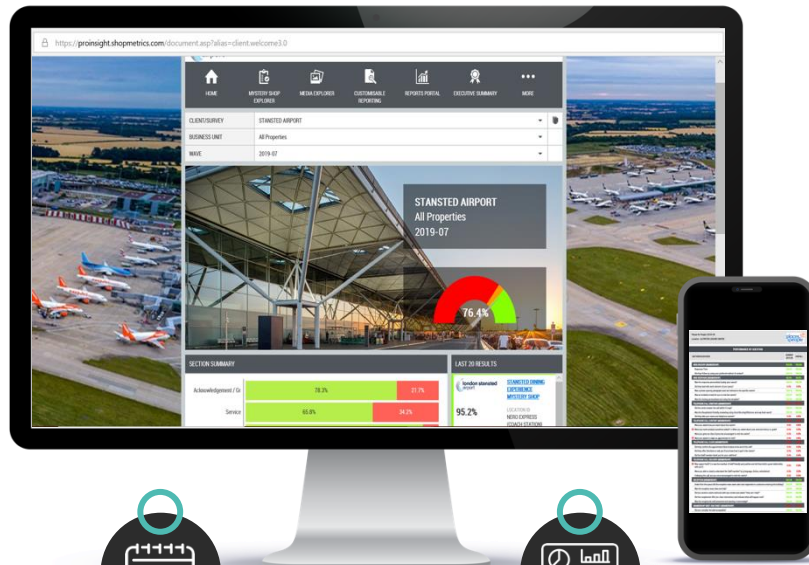


Nicola Dover-Johnston
Client Success Manager
nicola@proinsight.org



Online Portal & Data

Contact your Client Success Manager today for portal training!
[Click here to view the academy](#)



Results are presented to the client on a web based software platform accessible in real time on PC, mobile or tablet.



Alerts can be set for stakeholders to be included on the trigger email recipient list e.g. the shop scores <50% or >90%.



Automated summary reports on performance can be sent weekly, monthly or quarterly.



Open Portal allowing API links to key 'dashboard' style web partners.



Appeals Process



Every one of your mystery shops reports will be proofread by our expert quality control team to ensure you receive only the highest quality of insights.

However, we do appreciate that as humans, we can sometimes get things wrong, therefore, if you require some clarification on one of your mystery shop reports, you can do so via your online portal within 14 days of receiving your mystery shop.

Our Support team will then investigate your query and aim to resolve it within 48 business hours.

We recommend that you nominate a key decision maker within your organisation to own the appeals process.



MYSTERY SHOP EXPLORER



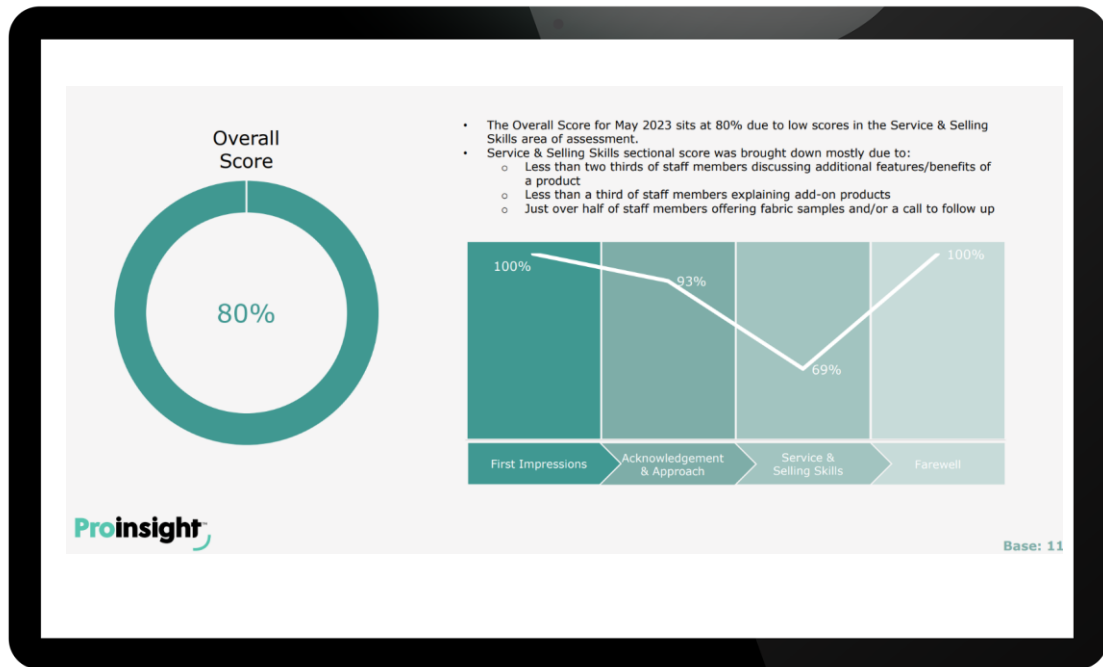
APPEAL:
[CREATE]

To raise an appeal, head to **Mystery Shop Explorer** on your portal, select the report you wish to query, then select the **APPEAL** button at the top of the page.

[Click here for full instructions](#)



Insight Reports



Contact your Client Success Manager today for a quote.



Our Insight team will take your data and craft high-level easy-to-read board-level periodic reports.



Focusing on the story behind the data, bringing your mystery shops to life with digestible engaging presentations - no death by power point here (!).



Choose from a range of options based your business needs. We understand that no two programmes are the same therefore our approach is totally bespoke.

Proinsight SmartAudit™



Proinsight SmartAudit™ is a multipurpose online/offline data collection tool that enables easy, instant and accurate auditing to take place in all of your locations and across all of your mobile devices. An integrated platform approach means the reporting and analysis of your internal audit structure is simplified, saving management time and cost.

[Contact your Client Success Manager today for more info!](#)



Action Plans



To get maximum impact and value from your mystery shopping programme, customer facing issues need to be resolved fast.

Proinsight's Action Planning function helps resolve these issues speedily by triggering pre-agreed action plans and sending to those responsible for fixing.

£250 set up fee
£5 per location per wave

[Contact your Client Success Manager today to get set up!](#)



Around the clock support...

Having trouble logging into the portal?
Need to update your distribution list?
New location?

These guys are on hand for all those quick fixes... send your request to support@proinsight.org and they will get back to you within 48 hours!



Fern Cunnell
Senior Product & Development
Manager



Sophie Stokes
Support & Insight Executive



Tim Collett
Support & Insight Executive



And finally...

Mystery Shopping takes a lot of resource and planning in order to deliver high quality reports on time. Therefore, it's important to highlight, that once we have set up your programme plan, we cannot change the months that your mystery shops are scheduled.

Of course, it's important that you are always getting value from your mystery shops, so to ensure we are aligned and up to date with your processes, we are always more than happy to make amendments to your mystery shop criteria, however, we do require at least 30 days notice to allow enough time to make the changes and update our mystery shoppers on any brief changes.

Once again, thank you for choosing us, we are so excited to work with you, and we'll see you at your first wave review!

The **Proinsight**™ Team x



Core values

we live by



FUN

We have fun making it happen.



QUALITY

We are detail focused, and make sure that our partners receive only the highest quality insights.

SPEED

We focus on speed, responding and engaging swiftly, without compromising quality.



OWN IT

We take ownership and do whatever it takes to get the job done.



PASSION

We are passionate about outstanding customer experiences.



TEAM PLAYERS

We are one team and challenge each other to be the best.

FLEXIBILITY

Nothing is too much trouble and we always deliver on our promises.

OUR KEYS TO SUCCESS





Proinsight™

Mystery shopping your customer experience

Connect With Us



E: info@proinsight.org

T: +44(0)2030 954954 (opt.3)

W: www.proinsight.org