

REPUTATION MANAGEMENT SERVICES



ONLINE REPUTATION MANAGEMENT (ORM)

Online reputation management is the practice of monitoring and managing the online profile and internet reputation of an individual, brand or business

WHY DOES YOUR ONLINE REPUTATION MATTER

Current/prospective customers are online. Unhappy customers post negative content online. Competitors and other persons and even criminal organizations who do not have your best interest at heart.

TODAY'S ONLINE REALITY

92% research products online before buying them. 80% of online shopping time is spent researching products rather than buying them. 92% deemed customer reviews as very helpful. 71% of online shoppers read reviews. 71% used keyword searches to find products.

TODAY'S ONLINE REALITY

80% trust online customer reviews. 60% of online shoppers provide feedback about a shopping experience. 59% of users consider customer reviews to be more valuable than expert reviews.

ONLINE REPUTATION

Online reputation is affected by headlines, professional media, competitors, A.I., employees, forums, criminals, social media (Facebook, X, Instagram, TikTok, YouTube), reviews, bloggers, and news.

TYPES OF ATTACKS

Typical types of attacks include misinformation, false reviews and ratings, negative websites or social media campaigns, fake news, rumors, vendetta's, cyberbullying, harassment, extortion, data and identity theft.

REPUTATION MANAGEMENT

Build a strategy and implement a plan to repair, enhance, and safeguard your online reputation. Commerx can help with negative reviews mitigation, negative comments mitigation, and negative articles mitigation.

GOOD ONLINE REPUTATION

For a good online reputation it is essential that you monitor online conversations regarding your business and respond/interact with customers online and show that you care. You must create and distribute positive content regularly and be proactive instead of reactive.

ONLINE REPUTATION MANAGEMENT

We focus on the management of your brand or product and services search results within the digital space by using a combination of brand reputation monitoring, negative/damaging content removal and customer feedback mining to build and shape the perception of your brand.

TECHNIQUES

Our online reputation management expertise and processes strengthen the positive image of your brand. We can respond to questions and negative feedback to show your customers that your company is committed to resolve any problems they might have.

RESULTS

The results of a properly implemented online reputation management solution are an improvement in brand image, trust building with customers and an increase in sales.

ABOUT US

Established 1995, provider of digital, I.T. technology and telecom services and solutions. We help our clients bridge the gap between the realities and needs of their everyday business and the exciting opportunities technology offers.

Online Reputation Management
Digital Technology Services/I.T.
Software Development/Apps
Billing and Revenue Management
Telecommunication Services