edge

Massage Envy

Case Study

Massage Envy

See how we provide value to our partners!



Challenges

- It is not uncommon for only unhappy customers to feel driven to leave a review.
- This leads to a disparity between your online reputation and the level of stellar service your employees truly provide and deserve to be recognized for!

Solutions

Edge utilizes an SMS based solution which generates positive reviews, decreases negative reviews, and rewards high performing employees. This leads to noticeably higher employee and customer retention, and a significantly better online reputation.

Review Generation

Employee Rewards

Performance Management

Benefits

1. **Generate Mass Amounts of Positive Reviews**
   Increase positive reviews by 1000% through an additional layer of customer engagement.
2. **Reward Top Employees**
   Incentivize employees to keep providing exceptional service through cash rewards and recognition based on positive reviews from cutomers.
3. **Employee Performance Management**
   Deeper insight into top performing employees makes for effective performance reviews and a more efficient training program.

> Edge has obliterated any other strategy we've ever used to improve our online reviews. Other initiatives have NEVER delivered these #'s !!!

Jason Seibal, 7 Location ME Owner

1000%
Increase In Positive Reviews Generated

$15,000
Paid Back to Massage Envy Employees

10,000+
Reviews Generated across 7 Locations