

Prospero

The Team at DataPro Solutions is pleased to introduce Prospero, a new tool especially designed for motorhome and campervan companies.

What is it?

Prospero is a customer satisfaction survey tool which has been designed specifically for the motorhome industry.

Improve your customer experience – increase profitability

Do it and do it better – whatever you are doing now, Prospero can help you be more efficient in how you collect and use customer feedback to drive improvements and profitability for your business.

1. Quick and reliable customer feedback

- DataPro Solutions are leaders in motorhome customer satisfaction measurement and manage over 100,000 surveys for the tourism sector each year
- Prospero is simple and easy for your customers to use – no more than 5 minutes at vehicle drop-off (or later if you choose)
- Designed to help you get feedback from 100% of your customers
- Results are available straight away – see what your customers think and take immediate action

2. Reporting

- Visible to all key staff at the touch of a button
- Specific to your business
- Easy to understand, clearly showing key customer issues
- Trends identified over time

3. Action focus

- Enables you to use customer satisfaction as a key strategic measure in your business
- Focus your team, and budget, on taking action in areas that will directly enhance your customers' experiences
- Supports investment, culture change and recruitment decisions
- Gives you the ability to set KPIs, measure improvements and link to staff remuneration
- Existing customers tell us their teams like the fact there are measurements in place which stops reliance on anecdotal feedback to drive actions
- Department managers are motivated to see what customers are saying about them and other departments – the whole company raises performance

4. Benchmarking

- Measure how you are doing over time as a company, in individual departments and by location
- See the benefits of customer-driven culture change and investments over time
- Identify how you're performing compared with the whole industry
- Be part of the industry drive to improve the overall "New Zealand" customer experience

Prospero supports you and your team to provide a great service to your customers and grow your business profitably.

Prospero includes:

- A customer satisfaction survey – specifically designed for motorhome customers
- Online reporting showing what your customers say about their experience and identifying key areas for improvement
- An annual summary report
- Benchmarking information for you to compare your results against others in the industry

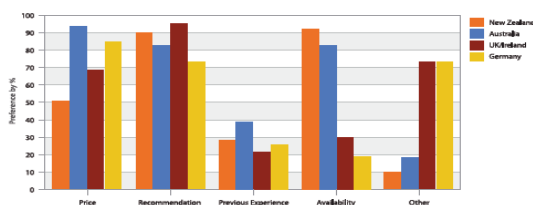
Easy to set up and ready to go within days of signing up.

How It Works?

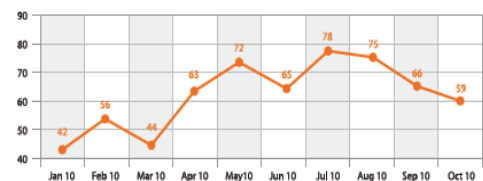
- A customer satisfaction survey for your customers, personalised to your company:
 - Company name
 - Logo
 - Introduction
 - Brand name and vehicle names (if applicable)
- You decide if you want to run online, as a paper survey or both
- DataPro Solutions works with you to set it up and you are ready to go
- As soon as the first customer has filled in the survey online, or the first paper-based survey has been entered (by your team or by DataPro Solutions) – you start getting feedback
- Reports are simple to interpret and help you see the overall picture of what your customers think of your business
- You and your team focus on taking action
- Your business grows – in value and customers

Happy customers come back, recommend you to others & are willing to pay more

Why did you choose to hire from us?



Would you recommend us?



Your Investment

| | |
|---------------------------|---|
| One brand or company | \$300/month |
| Two or more brands | \$500/month – includes a FREE monthly report comparing your brands |
| Data entry, if applicable | 55 cents/form |
| Excluding GST | |

There's no set up fee and no joining fee; all we ask is that you sign up for a minimum 6 months, which will ensure you start to see the long-term benefits of measuring customer satisfaction.

Caring about the world we live in



For every company that signs up to Prospero, DataPro Solutions will donate a day's **vehicle rental** to transport teams to medical screenings for children in Indonesia.

For every survey that your customers complete we will give \$0.01 towards the cost of **building a well** to give access to clean water for one person for one day.



For more information about Prospero, or to discuss a fully customised solution phone 03 376 4525 or email helen@datapro.co.nz