

OBI4WAN



ABOUT US

OBI4wan specializes in AI-driven tools and services for reputation management, (social) customer engagement, chatbot technology and media insights. OBI4wan makes innovative technology accessible and provides user-friendly tools, next to services for research and data-analysis, strategy and training.

With offices in Zaandam, Berlin and Brussels, OBI4wan supports clients worldwide in managing their reputation and engaging with their customers, efficiently and data-driven.

Truly engaged customers and organisations.



OUR HISTORY

- 2011** OBI4wan, founded by Alexander de Ruiter and Alex Slatman.
- 2016** OBILytics, co-founded by Alexander de Ruiter, Alex Slatman and Frank Smit.
- 2017** OBI4wan acquired Buzzcapture, strengthening the product portfolio with solutions and services for media monitoring and insights.
- 2018** Proceeding as OBI4wan, supporting 1200+ organisations and 6000+ users worldwide as a strategic partner. Offices in Zaandam, Berlin and Brussels.



WE SUPPORT

MEDIA - SATURN

TELE2

POLITIE

GEBERIT



DECATHLON

ING 



**Ahold
Delhaize**



ACHIEVEMENTS

Deloitte.
50 | Technology **Fast 50**
2018 THE NETHERLANDS
#18
fast50.nl

Main
50
WINNER
2018
1st OVERALL

fd.
GAZELLEN
2018



WE VALUE PRIVACY



SOLUTIONS

OBI Engage

Discover the power of social media, messaging apps, reviews, livechat and chatbots in one solution!



OBI Bots

Your all-inclusive partner for building, training, implementing and managing chatbots that understand your customers.



OBI Brand Monitor

Measure relevant insights about your reputation, brand and stakeholders from online and offline data, social media, print media, radio and TV.



OBI Insights

Your specialized data intelligence partner for research, social analytics, interpretation and actionable insights.





OBI ENGAGE

Customer engagement and social media management solution

Discover the power of OBI Engage: social media, messaging apps, reviews, live chat and chatbots in one solution! Go for excellent customer engagement, online customer service and social media management.

- [🔗 Brochure | OBI Engage](#)
- [🔗 Client Case | Geberit: Tradition meets Transformation](#)
- [🔗 Whitepaper | Optimal Service through Messaging](#)
- [🔗 Blog | 5 Trends for Social Media Service in 2019](#)



OBI BOTS

Custom chatbots and easy DIY platform

OBI4wan builds, trains, implements and manages AI-driven chatbots for every organization! Increased conversion and improved service with smart chatbots.

- [🔗 Brochure | OBI Bots](#)
- [🔗 Client Case | bol.com: a Scalable Social Operation](#)
- [🔗 Whitepaper | Chatbots: a Game Changer for Customer Service](#)
- [🔗 Blog | 5 Trends for Chatbots in 2019](#)

OBI BRAND MONITOR

Powerful media monitoring solution to manage your reputation

Use (social) media monitoring and be the first one to know about buzz surrounding your organisation. Measure relevant insights about your reputation, sector and stakeholders from online data, social media, print media, radio and TV.

- [Brochure | OBI Brand Monitor](#)
- [Whitepaper | The Power of Media Monitoring](#)
- [Whitepaper | Keeping Grip on your Reputation](#)
- [Blog | 5 Trends for Reputation Management in 2019](#)



OBI INSIGHTS

Media insights by experienced media analysts

Our media and reputation analysts help you monitor your brand, providing you with actionable insights. Using data analysis from our experts, you can take your marketing and business strategy to the next level.

- [🔗 Brochure | OBI Insights](#)
- [🔗 Whitepaper | 7 Pillars of Reputation Management](#)
- [🔗 Blog | The Effect of a Controversial Nike Campaign](#)
- [🔗 Blog | 6 Insights from AMEC's Global Summit](#)

■ GEBERIT



When inquiries, comments or mentions about our company and our brands are made on social media, it is important to have a quick overview of them and to react accordingly. In this way, competence and reliability can be communicated in a credible manner.

We chose OBI4wan because this solution delivers real added value. It is easier and more intuitive to use than competitors' solutions. Furthermore, OBI4wan, like us, is internationally active and can therefore be optimally used by us.

Olaf Grewe, Manager Group PR Corporate Communications, Geberit.

DECATHLON



At Decathlon we have a clear vision: we want to get rid of e-mail communication as quickly as possible and also drastically reduce incoming calls, as we have noticed these channels to be very inefficient. Since we have been using the chatbot as a communication channel, we have noticed a clear decrease in mail traffic. We also notice many advantages in customer contact.

For example; we are able to quickly and easily respond to questions and comments via social media. The biggest advantage and insight is that we are able to have closer contact with the customer since we started working with OBI4wan.

Paul de Vries, Social Media Manager, Decathlon.

PARTNERSHIPS

Integration

Provider of services or tooling that complement our solutions and add value for our customers. For example:

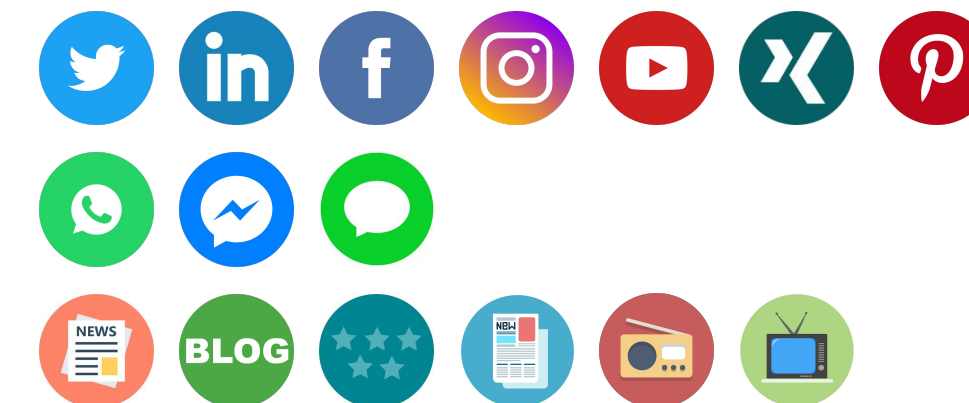
1. Engagement & Routing
2. CRM
3. Reviews



Content

Platforms for customer engagement, media, news or other data sources. For example:

1. Social media platforms
2. Messaging apps and live chat
3. Online (news) media and reviews
4. Offline print media, radio & tv



Strategic

Experts in a specific industry, like Government, Healthcare or Education, who use our software to strengthen their proposition and business.



Reseller

Organisations that are active in the same business who need a good partner for client cases they can't solve themselves. For example:

1. Digital-, PR or consultancy agencies
2. Outsource service providers
3. Digital consultants or thought leaders





CONTACT

Zaandam, NL

Korte Hogendijk 2
1506 MA Zaandam

Berlin, DE

Oberwallstraße 6
10117 Berlin

Brussels, BE

Arduinkaai 29
1000 Brussels

info@obi4wan.com

support@obi4wan.com

