

Collect valuable insights from real consumers at different stages of product development

An experienced team assisting you at every stage of the project



**WE RECRUIT YOUR TESTERS**

True panels in 13 European countries.  
More than 2.5 million qualified panellists.  
We recruit high volumes of respondents and even hard-to-reach targets.  
Quality checks to ensure a high standard of participant.



**WE MAXIMISE ACCEPTANCE AND PARTICIPATION RATES**

We focus on the quality of the feedback

**Communication during the recruitment stage**

Recruitment on different channels: website, app, email.  
Customised communication in case not all respondents are selected to receive the product.  
Additional information sent while waiting for the product to be shipped.

**Communication during the recall phase**

Welcome message.  
Daily reminders.  
Alerts by email or push notification.



**QUANTITATIVE AND QUALITATIVE RECALL PHASE**

Quantitative online survey.  
Qualitative real-time insights with the Bilendi Discuss conversational platform.



**PRODUCT SHIPMENT**

We have shipping partners in Europe and around the world.  
We can take care of the shipment of your products if needed as well as recovering them if necessary.  
We can print the placement letter for you.  
We are familiar with and ship in accordance with local regulations.



**Why Bilendi**

**From Sample Only to Full Service**

We provide data, technology and services which allow you to collect and interpret insights: translation, scripting, sampling, quality checks, coding, data processing, as well as an online qualitative platform.

**We ensure the quality of your data**

- Constant recruitment of double opt-in panellists
- Project based quality checks, and systematic cleansing of our panels
- Our platforms are hosted in the European Union on our own secure servers

**Dedicated and flexible local teams**

To ensure our quality measures are met on all projects, our clients will work with a dedicated operations team based in one of our 13 offices across Europe.

**A TRUSTED PARTNER**

Bilendi adheres to the quality standards defined by the market research industry and is a member of the major European professional associations.

Our quality management fulfills the strict criteria of the international ISO standards 20252:2019.



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