

WOMEN IN ANALYTICS SESSION: CHANGE YOUR VIEW ON ANALYTICS: THINK SUCCESS PLANNING

Mary Owusu

Vice President, Director, Digital Strategy & Analytics Mower

Marketing Success Plans

The One-Sheet Marketing Measurement Plans That CFOs Love.

MARY OWUSU







NEW YORK • BOSTON • ATLANTA • CHARLOTTE • CINCINNATI • BUFFALO • ROCHESTER • ALBANY • SYRACUSE





Awards and Recognition













Bulldog Reporter

PR Agency of the Year





Mower's Mary Owusu Was Doing SEO Before It Was Cool

'It's our desires that we type into Google'

By Lisa Lacy | 3 days ago



Vice President (Partner) Digital Strategy & Analytics **Mower**

















Marketing

Measurement

@AnalyticsMary @MowerAgency. bit.ly/mower-plan mowusu@mower.com

Source: bit.ly/google-econsultancy



Businesses that link marketing metrics to desired business outcomes are **2X** more likely to significantly exceed those desired business outcomes.



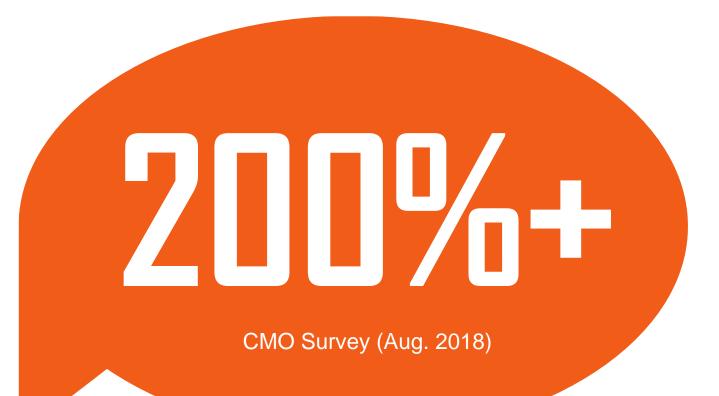


Businesses that link marketing metrics to desired business outcomes are 2X more likely to significantly exceed those desired business outcomes.

Businesses that link marketing metrics to revenue targets are **3X** more likely to significantly exceed those revenue targets.

Source: <u>bit.ly/forrester-survey</u>

Spending on marketing analytics is forecasted to increase by more than 200% in the next three years.



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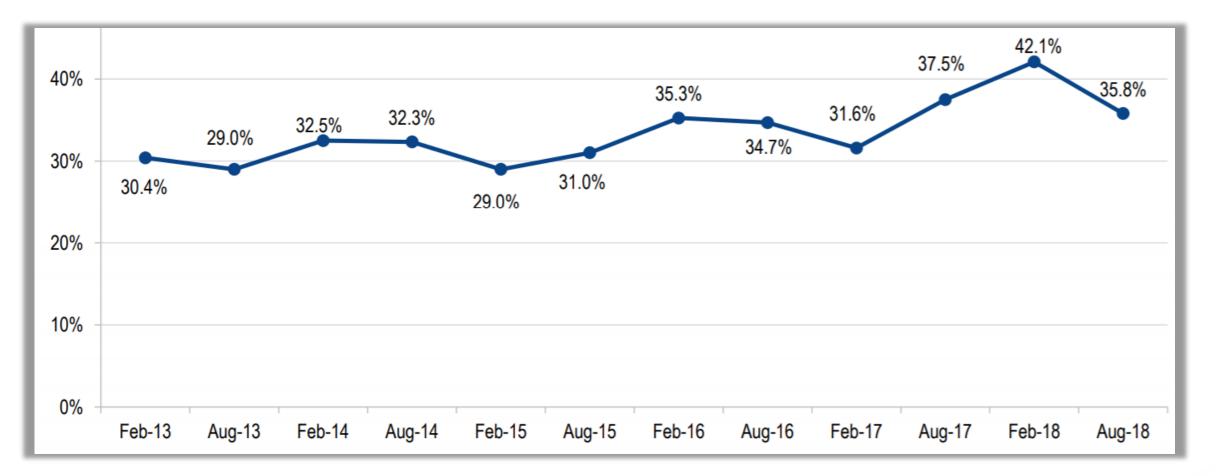
Source: bit.ly/cmo-survey







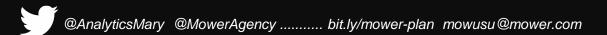
"Percent of time marketing analytics is used in decision making" is lackluster









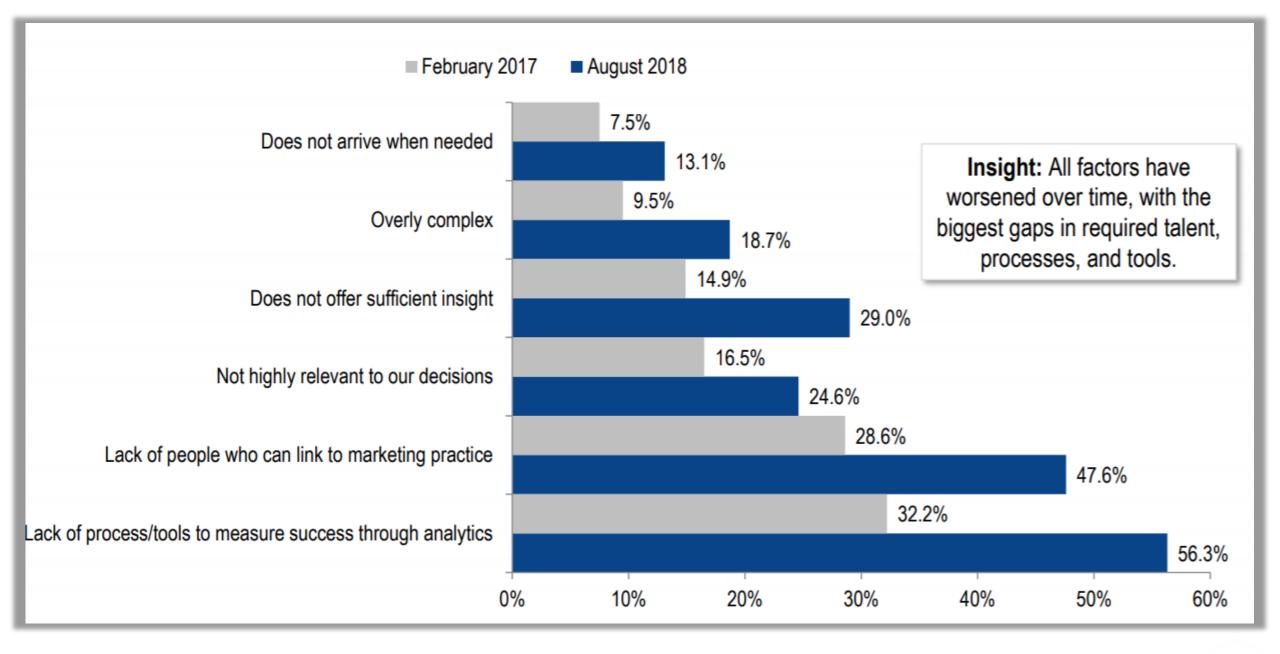




What factors prevent your company from using marketing analytics more often in decision making?









Source: <u>bit.ly/cmo-survey</u>



A lack of trained professionals as well as tools/processes to measure the impact of marketing analytics are the biggest obstacles to using marketing analytics within companies.

- CMO Survey, Aug. 2018



@AnalyticsMary @MowerAgency. bit.ly/mower-plan mowusu@mower.com

Source: bit.ly/cmo-survey

MARKETERS WANT:

- More actionable, insightful reporting
- Better-informed decision making
- Cut through the data clutter

The right tools and processes to know what to start, stop and continue doing.



MARKETERS AND ANALYSTS WANT:

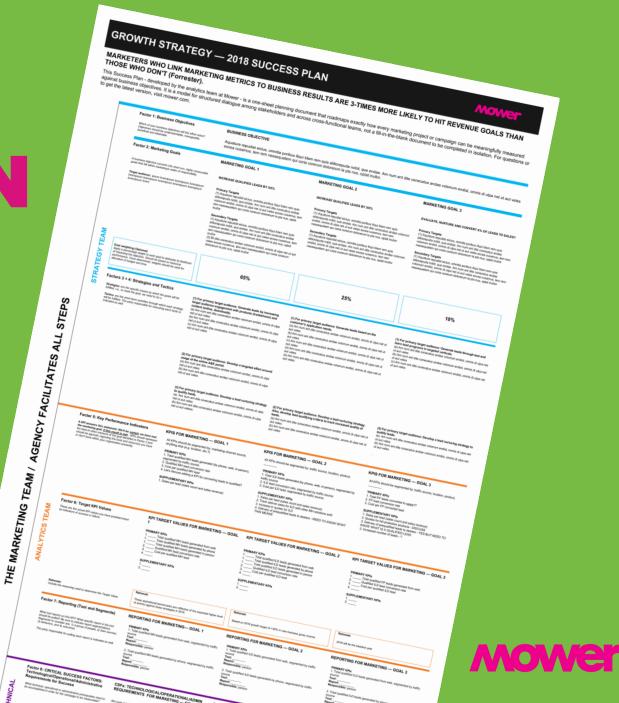
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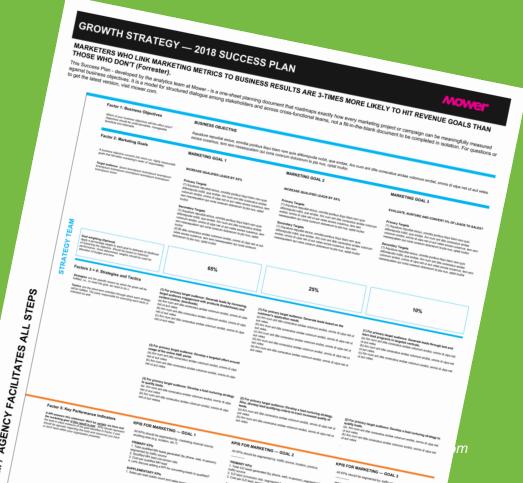


MARKETING SUCCESS PLAN

A one-sheet measurement framework used to align your marketing efforts to your desired business outcomes, while identifying and removing barriers to marketing success.



MARKETING SUCCESS PLAN



- **1. Business Objectives**
- 2. Marketing Goals
- 3. Strategies
- 4. Tactics
- 5. Key Performance Indicators (KPIs)
- 6. KPI Target Values
- 7. Reporting Requirements

8. Tagging and Tracking Requirements
 9. Creative and UX Requirements

10.Internal and External Constraints & Prerequisites



MARKETING SUCCESS PLAN

Marketing Lead, Digital Strategists

Analysts, Scientists, Technologists

Analysts, UX, Technologists

CXOs, Marketing Lead, Digital Strategists

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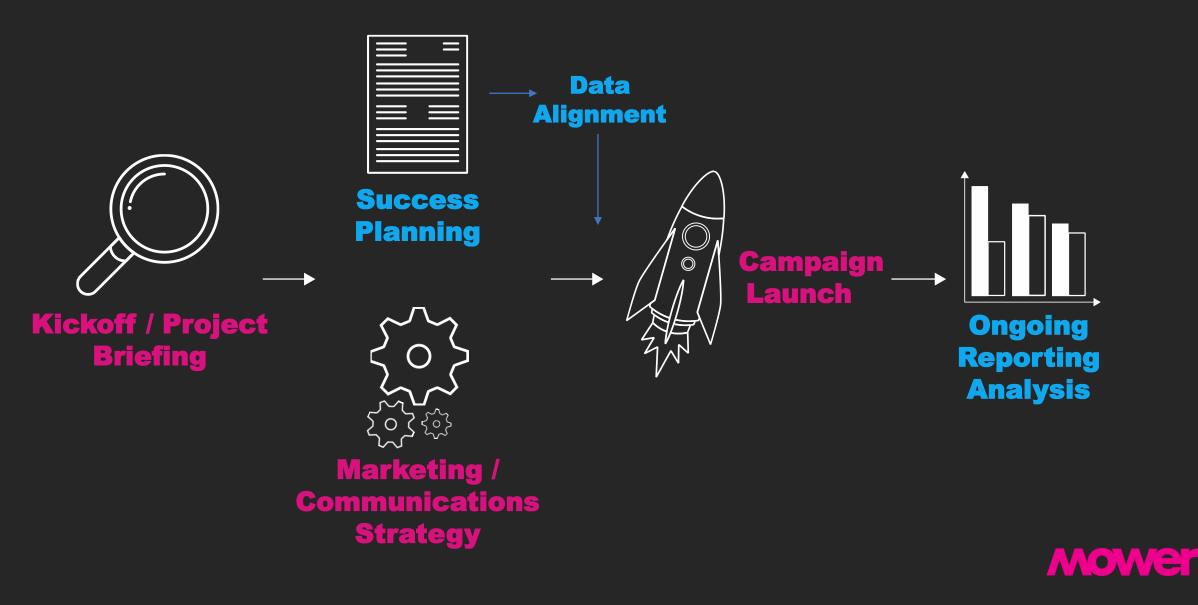


The Role of Success Planning in Measurement





When Does Success Planning Happen?



Challenges The Success Plan Solves



Demonstrating the value of marketing investments to senior leadership



Measuring the right things and defining who is responsible for what



Establishing the right best-in-class KPIs upfront



Facing diminishing budgets but still expected to deliver results



Fostering buy-in and collaboration across teams and departments for marketing projects





Recent Mower Client Success Plan Examples



National Bank: Determine viability of expanding its services to an untapped geography



Global B2B

Health Insurer:

Grow market share and shift brand perception





International Automotive Corporation:

Forecast the effectiveness of an IMC campaign

Regional CVB: Define objective success metrics for a website redesign



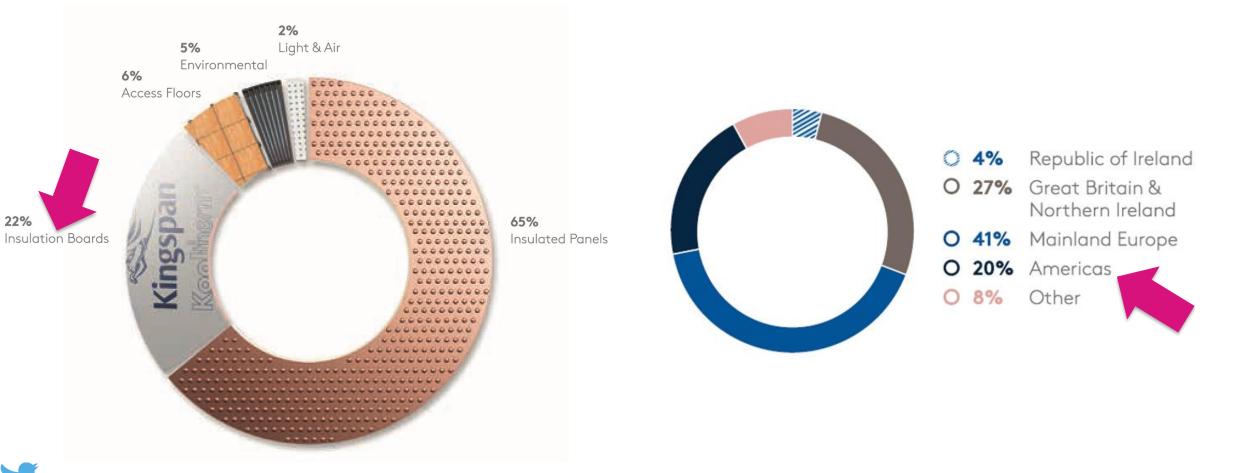
The Kingspan Success Planm Experience





Sales by division

Sales by region



Geelong Library and Heritage Center, Australia



Kooltherm

Titanic Belfast, Northern Ireland

Group: Marketing Lead, Digital Strategists



1. Business Objectives

Increase Kingspan's marketshare by 25% by successfully launching the Kooltherm brand in the U.S. market

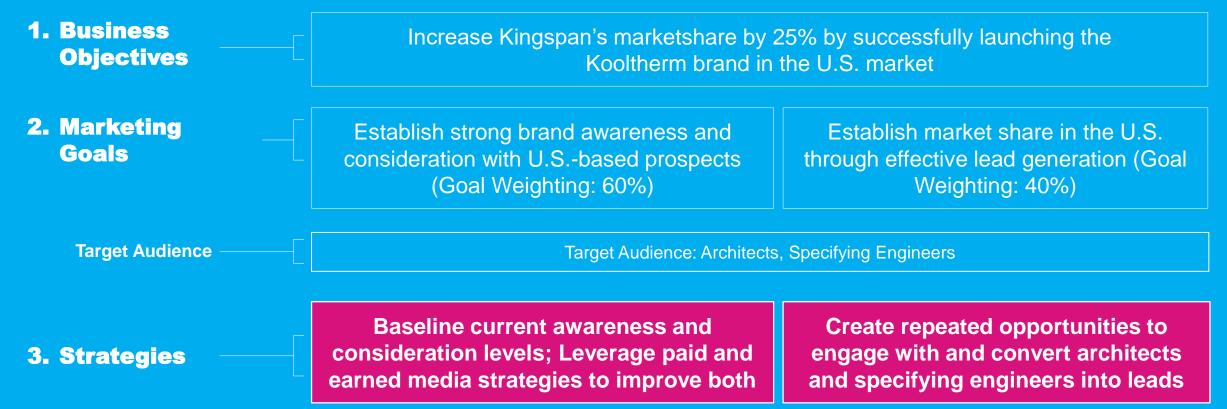






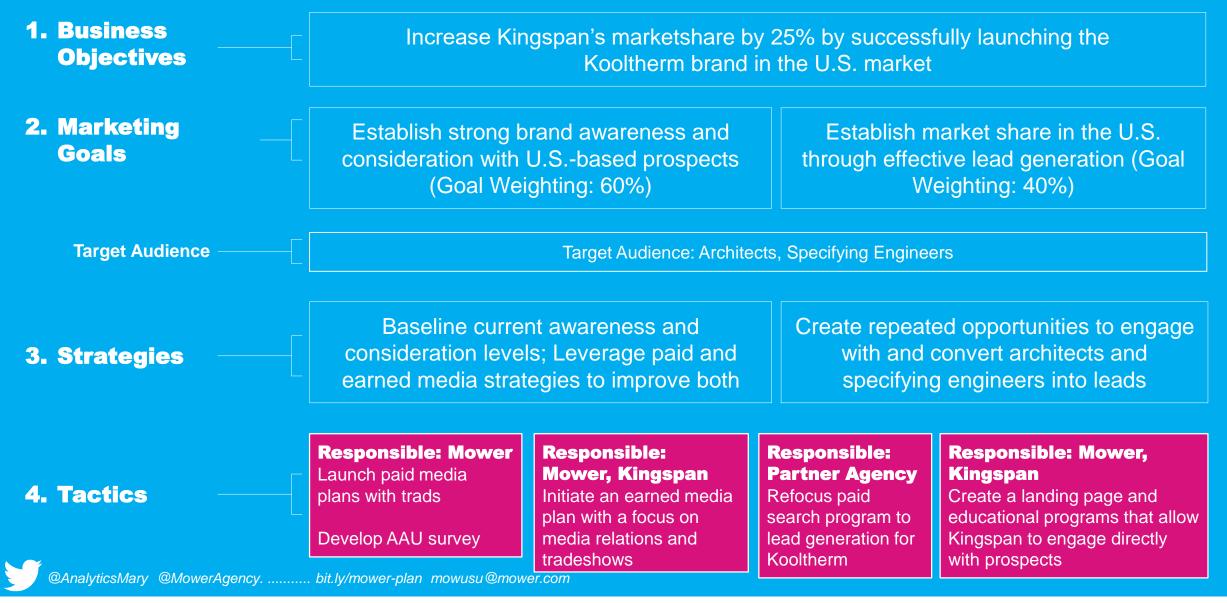












Group: Analysts, Data Scientists, Technologists

Awareness

awareness

Supplementary

Secondary

•eCPM

Unaided brand

•Purchase intent

•Reach / Unique Imp.



5. Key Performance Indicators

Consideration

- •Total case study downloads (ungated)
- •Value per new website visitor **Secondary**
- •Continuing education course registrants
- •Net new site traffic

Leads

(tradeshows, web, phone)

- Project book requests
- •Product sample requests
- •Meeting requests

Group: Analysts, Data Scientists, Technologists

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KPI Segmentation-

Segmentation: Target group, location, marketing channel

Group: Analysts, Data Scientists, Technologists



5. Key Performance Indicators	Awareness •Unaided brand awareness •Purchase intent <u>Secondary</u> •eCPM <u>Supplementary</u> •Reach / Unique Im	 Consideration Total case study downloads (ungated) Value per new website visitor <u>Secondary</u> Continuing education course registrants Net new site traffic 	Leads (tradeshows, web, phone) • Project book requests • Product sample requests • Meeting requests	
6. KPI Target Value	Awareness • Unaided brand awareness: 25% lift • Purchase intent: 10% lift ·	 Consideration Total case study downloads: 182 (10% lift) Value per new website visitor: \$8 (25% lift) Course registrants: This campaign will serve as the baseline. 	Leads • Project book requests: 93 (28 by phone) 10% • Product sample requests: 64 (22 by phone) 15% • Meeting requests: 32 (11 by phone) 10%	

Group: Analysts, Data Scientists, Technologists



Rationale for KPI _ Target Values

Current awareness levels are at zero. We've seen lifts of at least 10% and 25% respectively with similar clients in the past.

....

- Case study downloads (ungated): Based on industry benchmarks. Source: eMarketer
- Value per new visitor: Based on values preset in Analytics
- Course registrants: No baselines because historical equivalency with this tactic is lacking.

All increases are based on historicals with similar projects.

Group: Analysts, Data Scientists, Technologists



Responsible: Kingspan

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7. Reporting	 Awareness Tool: Market Research Frequency: Pre- and post- campaign Segments: N/A Responsible: Mower 	 Consideration Tool: Google Analytics Frequency: Weekly Segments: Location, Channel Responsible: Mower 	 Leads (web, phone) Tool: Google Analytics (lead and call attribution reports) Frequency: Weekly Segments: Location, Channel Responsible: Mower Leads (tradeshows) Tradeshow leads will be manually reported. 	

Group: Analysts, Technologists

- 8. Tracking and Tagging **Requirements**
- **9. Creative Requirements**

Thank you for your interest in Kingspan Kool therm@.) you are interested in more information, please contact. us at 888-592-4407 or use the form below. We're currently offering an en-site Lunch & Learn, Product Samples as well as a Project Book that you may download or receive by mail.

- Tag individual form fields to distinguish warm and hot leads for sales team. Responsible: Mower
 - •Purchase and test custom phone number. **Responsible: Kingspan**
 - •Place tracking media pixels on landing page and main site. Responsible: Mower
 - Ensure custom phone number is prominent on all assets. Responsible: Kingspan





Premium Performance Rigid Thermoset Insulation

Kingspan Kooltherm® offers an extensive range of premium performance insulation products for wall, floor, soffit and rainscreen applications. It has a fiber-free rigid thermoset phenolic insulation core that resists both moisture and water vapor ingress, and exhibits class leading fire performance.



insulation at EPL

Arsonals Enviros

Regionalia Hinus

The core of Kingspan Kooltherm® Insulation Board is a premium performance rigid thermoset fiber-free phenolic insulant manufactured with a blowing agent that has zero. Ozone Depletion Potential (ODP) and low Global Warming Potential (GWP).

When installed correctly, Kooltherm can provide reliable long term thermal performance over the lifetime of the building.

- · With an R-value of 16 per 2 inches, these are the thinnest commonly used insulation products.
- Class leading fire performance.
- Negligible smake developed.
- The closed cell structure resists both maisture and water vapor ingress problems. which can be associated with open cell materials such as man-made mineral fiber and which can result in reduced thermal performance.
- Unaffected by air infiltration.
- Safe and easy to install no imitative fibers produced.

Request a product sample or project book

Have a Kooltherm Representative Contact Me

SUBMIT



Group: Marketing Lead, Digital Strategists, CXOs



Internal

10. Internal and External Constraints and Prerequisites •No CRM system exists to capture and nurture leads. **Responsible: Information Systems team, Sales team, Marketing team**

•Make landing page mobile friendly. **Responsible: Mower, Developers**

•Get a custom trackable phone number. **Responsible: Information Systems team**

External

•Link Google Analytics and Google Ads accounts in order to track paid search programs. **Responsible: Mower, Partner Agency**

 Integrate call attribution software into Google Analytics. Responsible: Mower, Partner Agency, Kingspan

Group: Marketing Lead, Digital Strategists, CXOs



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10. Internal and External Constraints and Prerequisites

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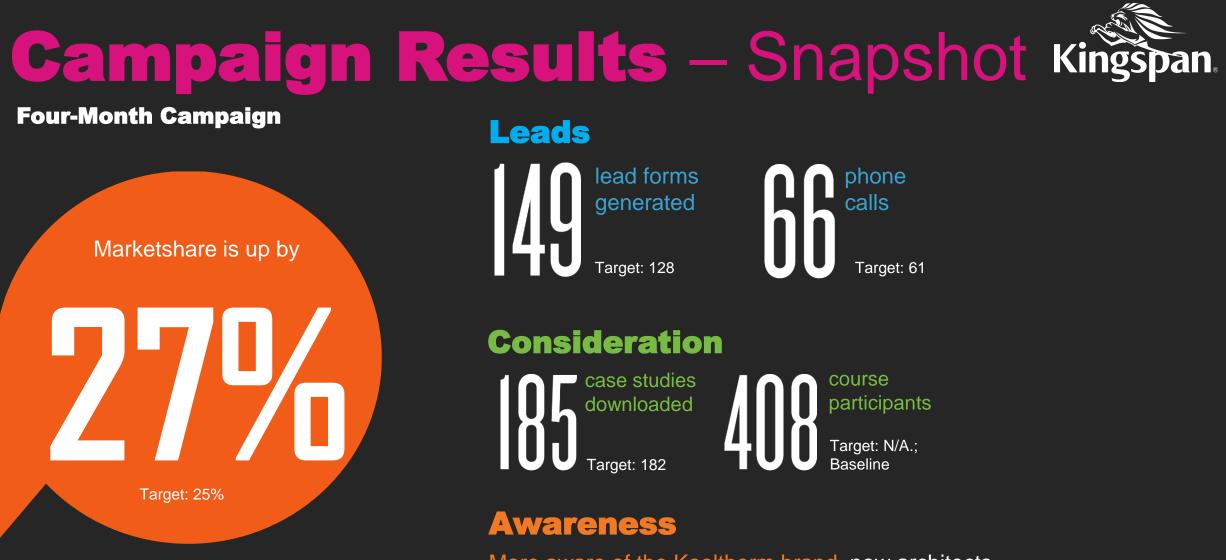
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The Role of Success Planning in Measurement



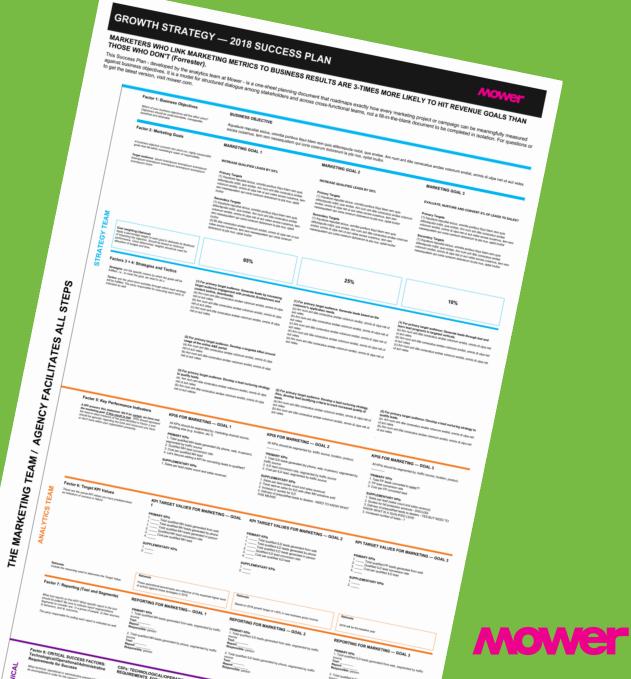




More aware of the Kooltherm brand, now architects are proactively bringing project plans to Kingspan experts as part of the specifying process.



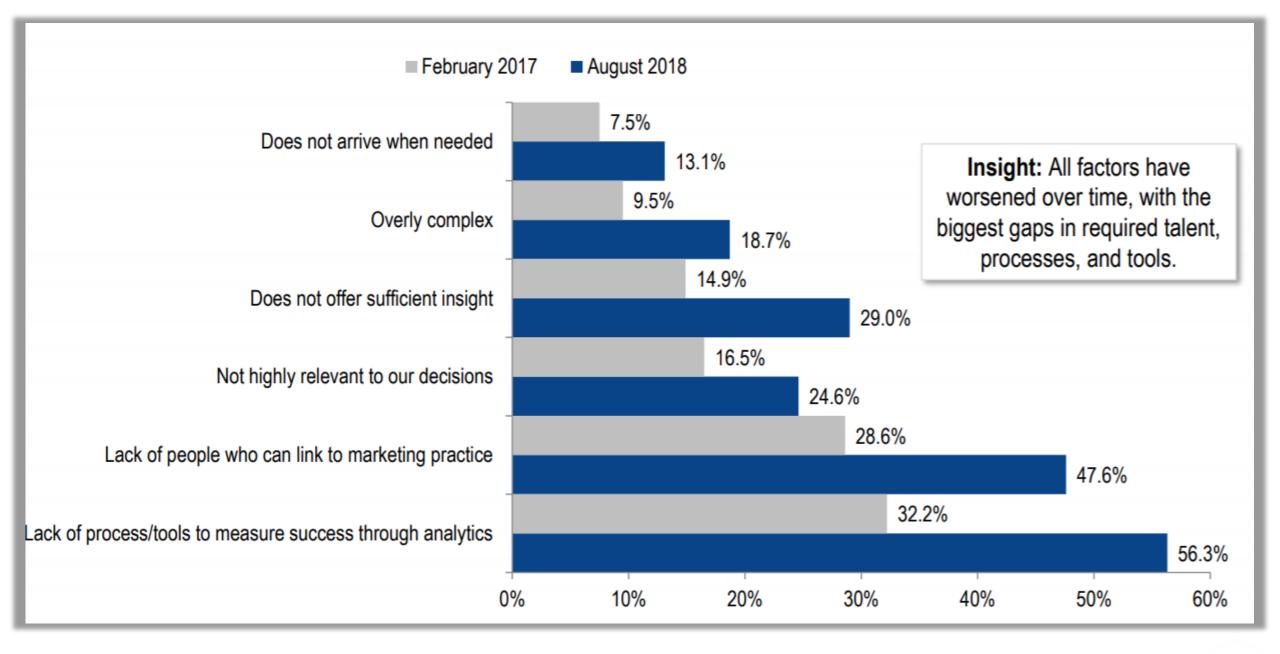




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Marketers who link marketing metrics to desired business outcomes are 2X more likely to say they play a "powerful role in setting corporate strategy."

Source: <u>bit.ly/forrester-survey</u>

Sue Fitzpatrick Marietta Eye Clinic

Chief Executive Officer

Heather Tuggle Carestream Dental

Global Director of Brand and Communications

Our CFO asked us to pick our key products and do Success Plans for them too.

I've never seen anything

like this. This is exactly

what we need to quantify

the value of our

investment.

We geek out on analytics. Our Success Plan helps us know: If I want to spend more in print, I want to spend it with this person. If I want to spend more in digital, I want to spend it with that person.

Suzanne Diaz Kingspan Insulation, LLC

Marketing Manager — North America





Marketing Success Plans

The One-Sheet Marketing Measurement Framework

bit.ly/mower-plan

Mary Owusu mowusu@mower.com

