

## Webinar Introduction to Account Based Marketing

8th December 2021

Morten Kornerup Hans Christian Bothmann



## Who we are...

#### Morten Kornerup



Founder & Partner of Blue Business. 30+ years experience in international B2B marketing. Lived in UK and Switzerland. Key client industries: IT, Life Science, Manufacturing, Service.

#### Hans Christian Bothmann



Partner at Blue Business. 20+ years client side IT and software marketing at Secunia, Microsoft, SAS, Accenture, Infor. European, global marketing and alliances roles.



## Agenda

- •• 09.00 Velkomst og introduktion
- 09.10 09.20

Hvad er Account Based Marketing, hvorfor vokser ABM så voldsomt, og hvad er faldgruberne?

• 09.20 - 09.35

Hvordan implementeres ABM, sammenhængen mellem ABM, marketing automation og CRM?

• 09.35 - 09.55

5 effektive B2B ABM strategier

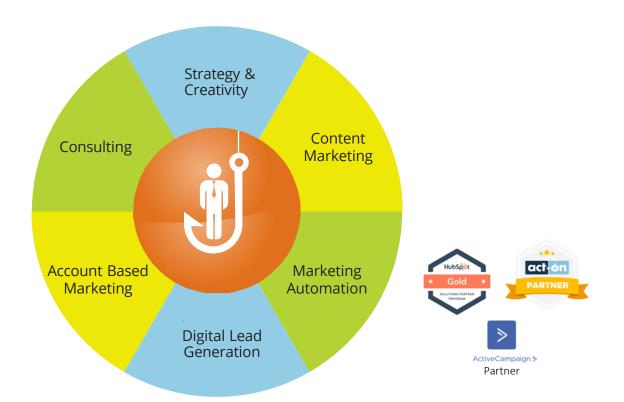
• 09.55 - 10:00

Spørgsmål og afrunding





## **Blue Business**



## Lead Generation and Account Based Marketing

Generating, qualifying and nurturing accounts and leads to increase sales and marketing effectiveness

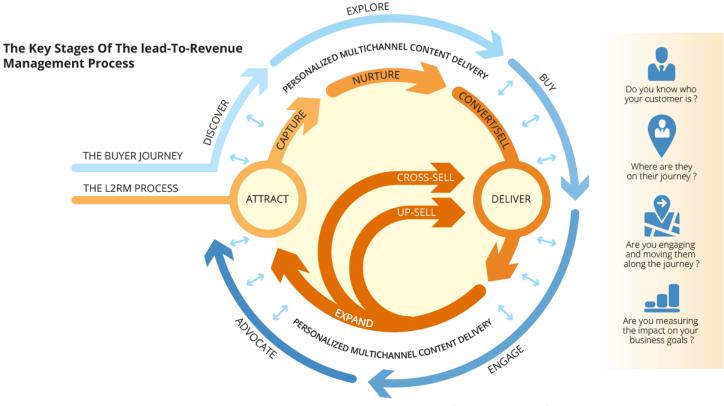


## Customer references





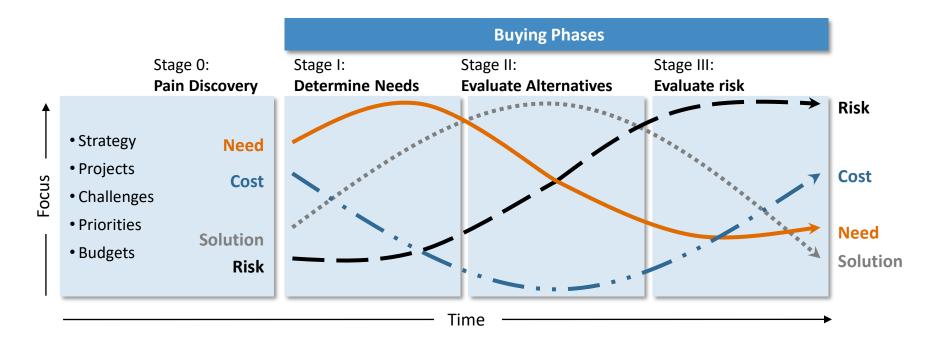
## Relevant content marketing across the customer journey



Source: Forrester Research, Inc.



## Shifting buyer concerns throughout the customer journey





## Account Based Marketing: why and what



## Do not count the companies you reach but reach the companies that count



## Account Based Marketing defined

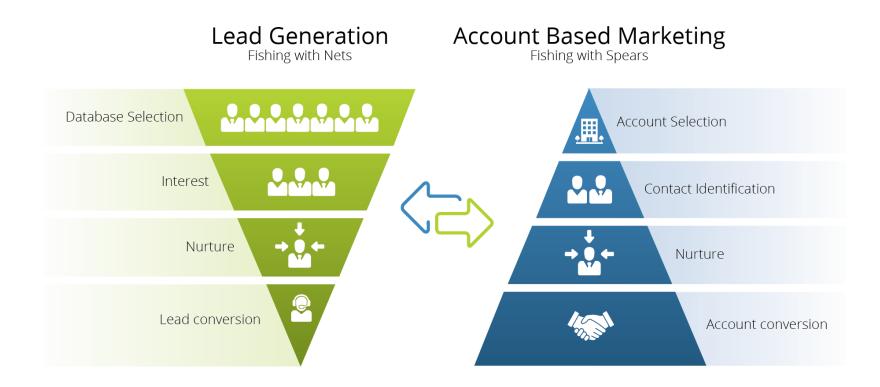
Strategic: **Personalized**: not a simple built on campaign or tactic; it's a business strategy; not 'one and done'; it's "always on" for Account Based Marketing an account. is a **strategic** approach that coordinates **personalized** marketing and sales efforts to open doors and deepen engagement at Marketing and sales: specific accounts a close collaboration between sales and marketing.

account-specific insight, content, and messages for maximum relevance and resonance.

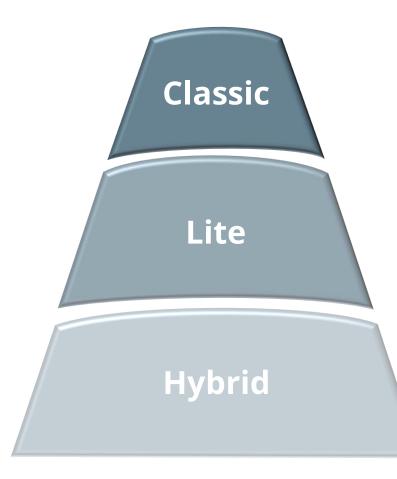
**Open doors** and deepen engagement: focus on landing new accounts and expanding within existing accounts.



Two types of lead generation







### **5-50 accounts ("One-to-few")** Rich account plans Every touch personalized

### **50-1,000 accounts ("One-to-many")** Light research + data build out Personalized touches to key personas

### **1,000+ accounts ("thousands")** Automated touches OK Industry and persona customization



### What drives ABM?





## ABM by the numbers

6.8

Stakeholders involved per B2B Purchase CEB, now Gartner



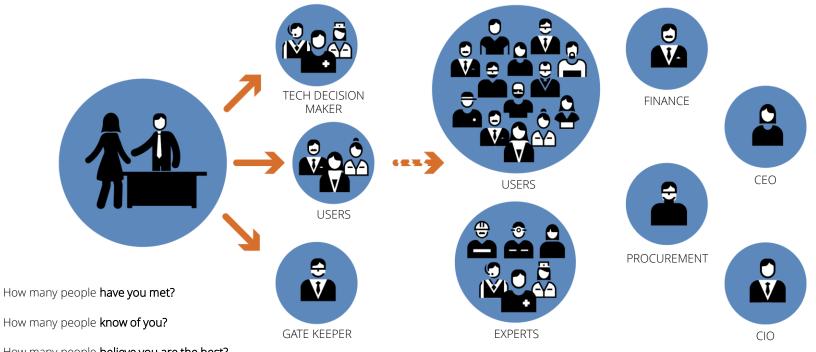
of the Purchase Journey is Anonymous CEB, now Gartner



Different Information Channels Consulted McKinsey & Company



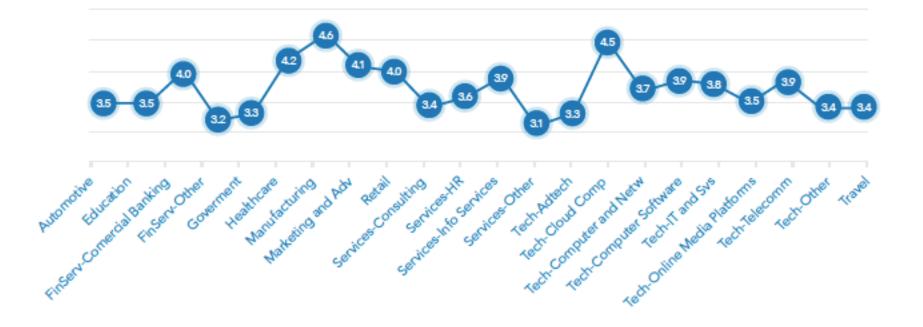
## Most sales teams reach only a fraction of the B2B decision makers





How many people believe you are the best?

### Departments impacting the buying decision vary by industry

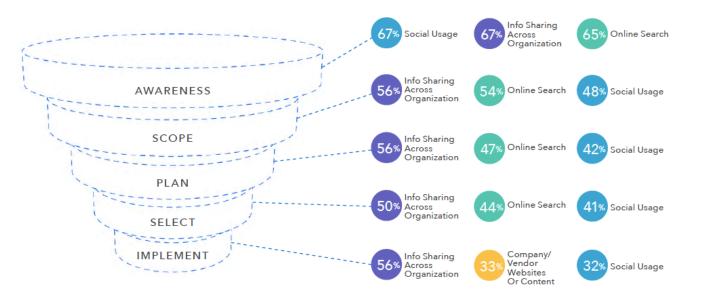


If vendors are not known company wide – they are not known! Source: LinkedIn 2021



## The buying decision is a team sport!

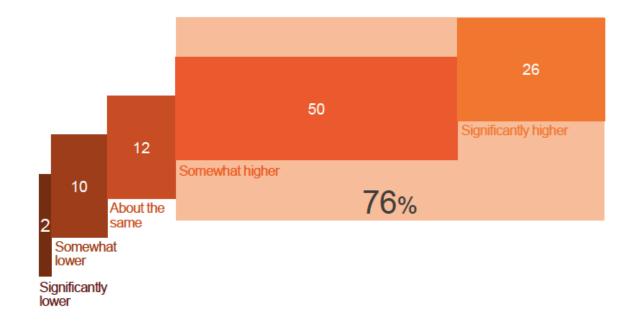
#### TOP 3 CONTENT CHANNELS PREFERRED BY BUYERS IN EACH STAGE OF THE FUNNEL



Social media and information sharing are the top channels for content distribution Source: LinkedIn 2021

BUSINESS

## Most companies see higher ROI with ABM than with other types of marketing





## Marketing can provide air cover to sales

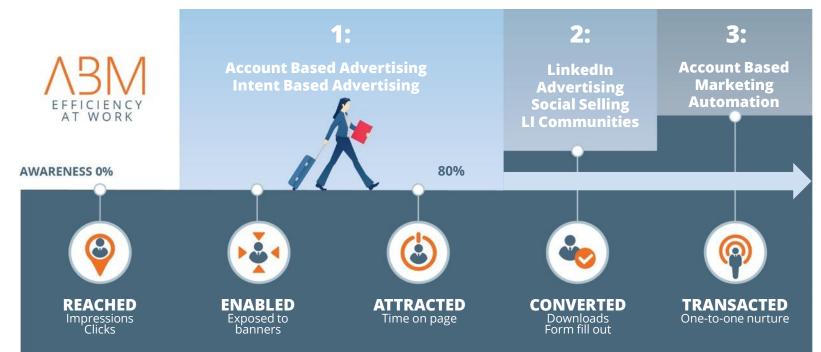
- •• Accounts are **warmed** up before sales works on them
- Provide marketing coverage during sales process to get in front of unknown contacts that can 'roadblock' deals or speed up the sales process
- •• Provide sales with engagement data to prioritize outreach
- •• Marketing must deliver MQLs



# The REACT model and why it matters



## The REACT model is a strong foundation for reaching your goals





## REACH X RELEVANCE = ENGAGEMENT



## REACH X RELEVANCE X BRAND = ENGAGEMENT



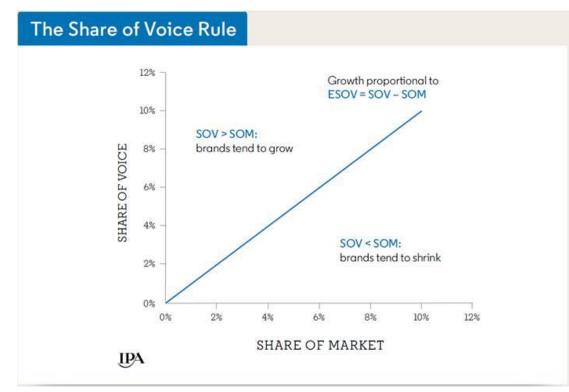
## A strong brand with a relevant purpose helps your lead generation

68% of B2B buyers factor brand purpose into the buying decision

48% B2B brands have lost sales the last two years because they didn't demonstrate a clear sense of purpose



## Spending above your market share (higher SOV) will secure growth



In B2B, brands that set their share of voice (SOV) above their share of market (SOM) tend to grow.



Source: Linkedin/Institute of Practitioners in Advertising

## Account Based Marketing

From ABM strategy to successful implementation

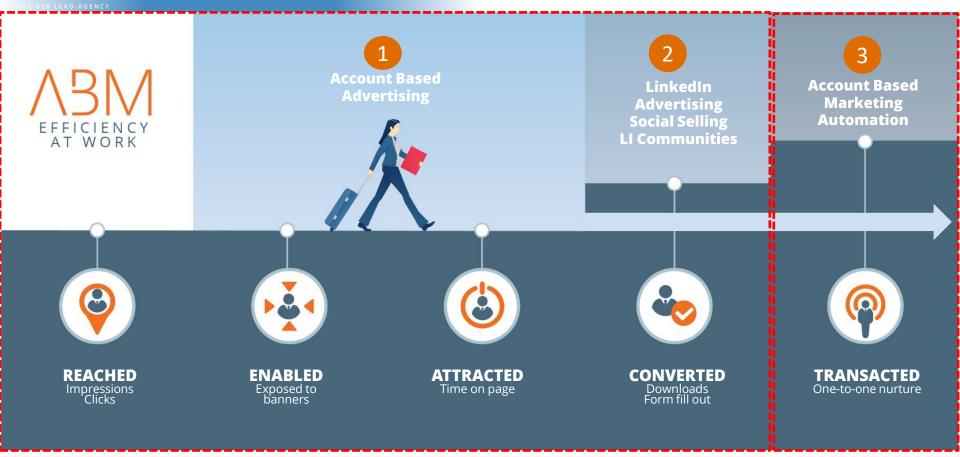
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- How to create a winning ABM team
- Kickstarting your ABM program



Call Chin

Ser Sy Marte



## Taking your key accounts all the way on the customer journey



## Account Based Marketing

5 must do's to get started and keep your ABM program focused, practical and profitable.



## 5 ABM must-do's to get started





## 5 ABM must-do's to get started





## 5 ABM must-do's to get started

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Go for quick ABM wins

Deploy marketing automation

3 Use tools/data you already have

Sales + Marketing are ec

S

Identify your key accou



## How to profit from account based marketing

eBook Guidance and inspiration

Download on www.bluebusiness.com





## Account Based Marketing

How to create a winning ABM team.





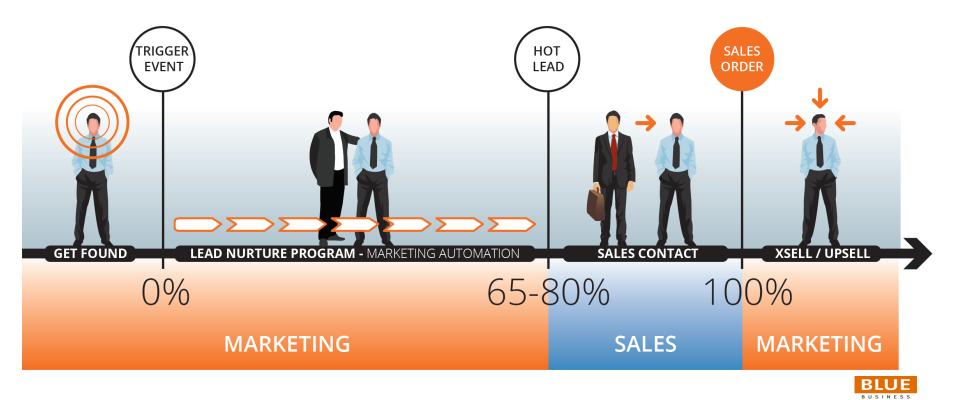
If the premise is that...

"marketing is a business driving function"

...then finding common grounds between sales and marketing is essential.



### Are your sales and marketing teams optimized?



### Are your sales and marketing teams optimized?



### Marketing is challenged



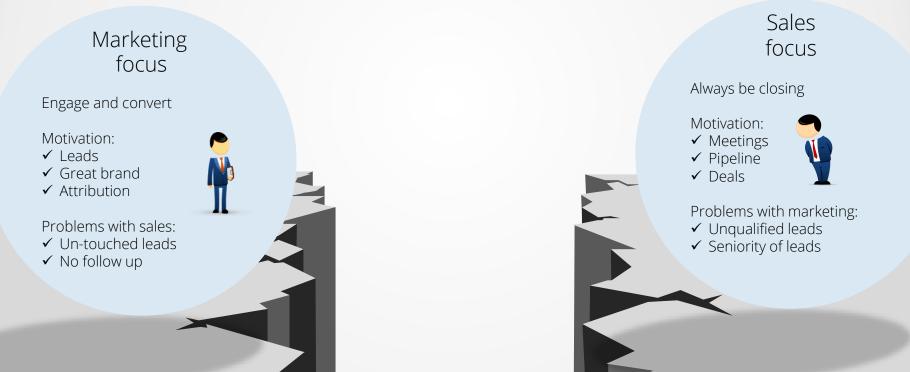
### Team up Marketing and Sales

Source: Jabmo 2021



### The sales and marketing divide

What will it take to bridge the gap?



### The sales and marketing divide

Key ABM questions to bridge the gap

Ask... how can we...

#### Marketing focus

#### Engage and convert

Motivation:

- ✓ Leads
- ✓ Great brand
- $\checkmark$  Attribution

Problems with sales: ✓ Un-touched leads ✓ No follow up ✓ Win as a team?

Marketing

- ✓ Identify key accounts?
- ✓ Make joint account plans?

Sales

- ✓ Keep our accounts?
- ✓ Expand our accounts?

Sales focus

#### Always be closing

- Motivation:
- ✓ Meetings
- ✓ Pipeline
- ✓ Deals

Problems with marketing:

- ✓ Unqualified leads
- ✓ Seniority of leads

### Communicate like a leader

#### Best practice:

- Meet weekly or fortnightly
- Align tightly on processes
- Discuss lead scoring
- Agree on priorities
- Senior leadership drives relationships culture
- Understand account plans

#### Research on leaders

"The Leaders among both sales and marketing executives also reported better relationships with their counterparts"

"Additionally, while the research shows that sales and marketing teams are simply not meeting often enough, a higher percentage of sales leaders conduct weekly meetings with the marketing team"

Aberdeen Group



### Align around account plans

#### The Market

#### Industry Dynamics

Key Trends

Competitors

Growth Drivers & Inhibitors

#### The Company

Financial Health

Growth Areas vs "Cash Cows"

Renewal Risk

SWOT

- Initiatives & Organizational Priorities
- Triggers (Funding, Acquisitions, Personnel change, etc.)

#### **Relationships & Connections**

Key Contact Profiles

- Relationships to Each other
- Relationships to Your Company
- Attitudes, Preferences & Biases

#### The Buying Centers

🛛 Org. Chart

- Key Buying Centers
- Whitespace & Buying Center Analysis



### ABM Team Stakeholders



### Account level persona analysis



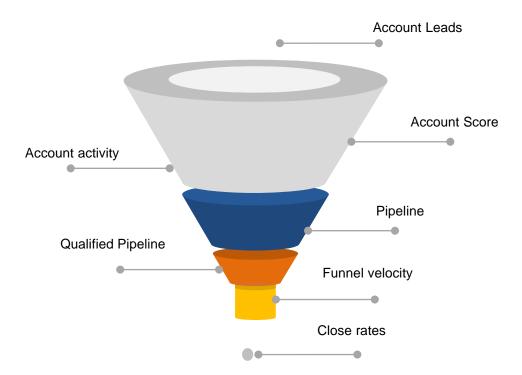


#### Align on terms Agree on account level lead definitions and lead score

Lead Name	Stage	Pipeline	Definition	Lead scoring Criteria	Lead scoring Values	Lead scoring Points
he official name of the entity given between sales and marketing	Sales stage	Is this stage in the pipeline and at what percentage	The official definition agreed upon between sales and marketing	Demographic: Has demographic that aligns with your ideal buyer (vertical, job function, company size) Behavioral: Has x number of visits to the web, x number of downloads, webinar attendance, etc.	The entity by which the lead score is measured	The actual number attributed to the lea the exhibited criter
nquiry	Qualifying	N/A	e.g. A net new visitor who visits the company website or any pages within that domain	<ol> <li>Visited a web page</li> <li>Visited these web pages</li> <li>Job title</li> </ol>	e.g. 1. Any 2. Pricing page 3. Equals <title>&lt;br&gt;4. Equals &lt;industry&gt;&lt;/td&gt;&lt;td&gt;e.g.&lt;br&gt;1. 1 pt.&lt;br&gt;2. 10 pts.&lt;br&gt;3. 5 pts.&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;ead/Prospect&lt;/td&gt;&lt;td&gt;Qualifying&lt;/td&gt;&lt;td&gt;N/A&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;50&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;Narketing Qualified Lead&lt;/td&gt;&lt;td&gt;Qualifying&lt;/td&gt;&lt;td&gt;0-25%&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;100&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;ales Accepted Lead&lt;/td&gt;&lt;td&gt;Sales Working&lt;/td&gt;&lt;td&gt;0-25%&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;ales Qualified Lead&lt;/td&gt;&lt;td&gt;Sales Working&lt;/td&gt;&lt;td&gt;0-25%&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;/tr&gt;&lt;/tbody&gt;&lt;/table&gt;</title>	



### Align on performance metrics Agree on joint ABM KPIs





### Align on performance metrics Agree on joint ABM KPIs

#### Common KPI? Key account pipeline

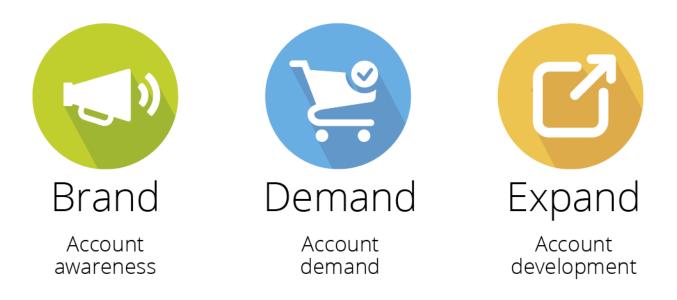
Marketing Automation + CRM

# Account Based Marketing

Kickstarting your ABM program using marketing automation and CRM in concert



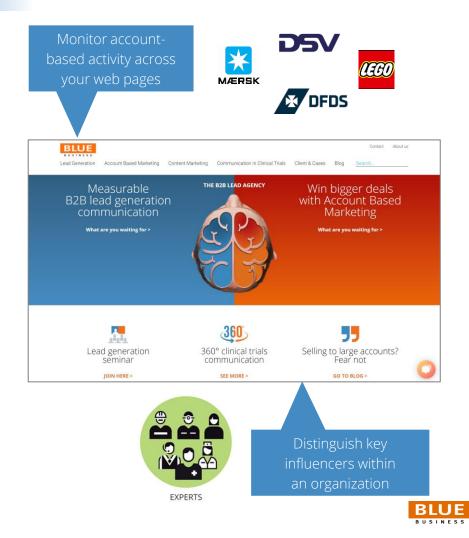
### Focus areas for long term success with ABM





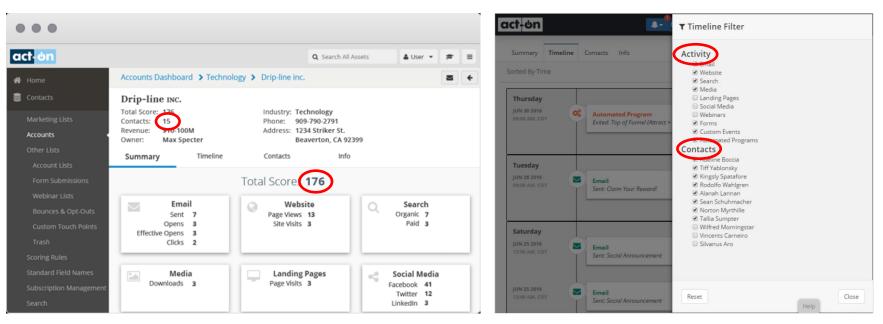
Account Brand awareness

Question: Are you top of mind at each of your accounts?



#### Account Awareness Marketing automation and CRM

#### Account Scoring

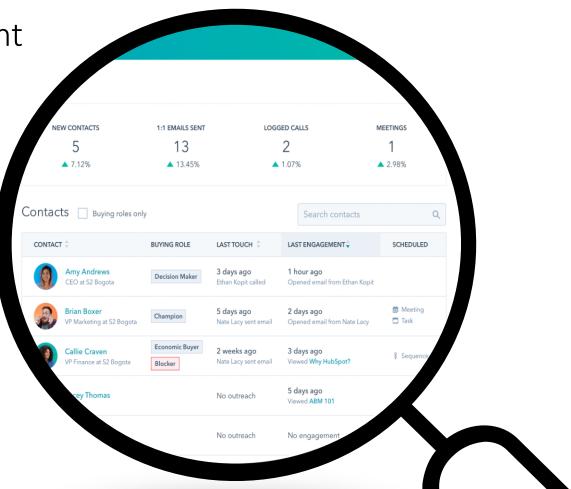


Account Influencers and Decision Makers





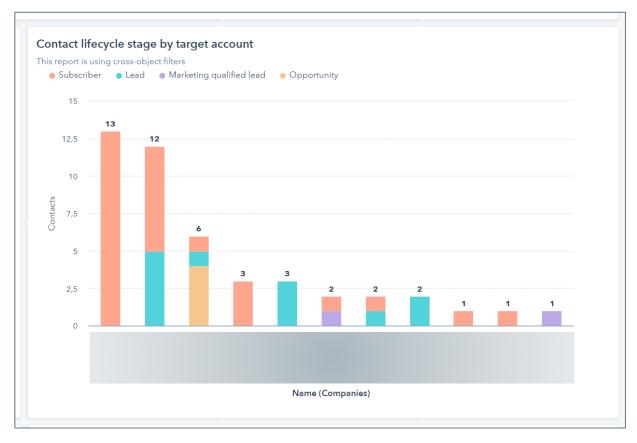
### Account insight and account dashboard







### Account insight and account dashboard

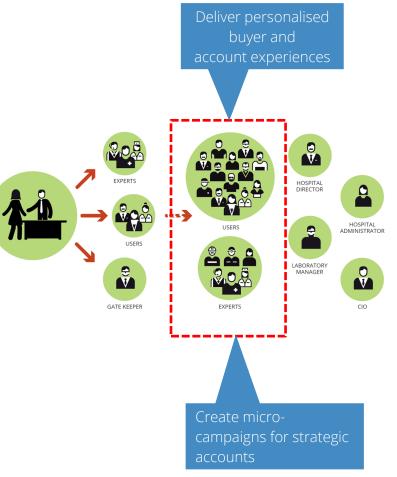






### Account Demand Generation

Question: Can we activate engagement across account?





#### Account Demand Generation Marketing automation and CRM

Most active accounts: Drill into most active targeted accounts to view the most engaged contacts

#### Accounts Dashboard > More at 100 employees Cisco Systems, Inc. Manage Segment Segment of: Master List ÷ 🗠 Email Name Enter Segment Name Cancel First Name Last Name Tracie Brandle act-on **Query Templates** Q Search All Assets 🛔 User 💌 きし = Bert Bedwell Accounts Dashboard > Technology 🖾 Email Marion Emilio 🙀 Home er than Y 100 × Contacts Account Contacts Score Actions Patsy Hiott 100000 × greater than Y -10 78 Alphaway Teddie Group 00 • Technology 12 × applex 24 Accounts Bruce Hartsoe • basegreen 12 18 00 ains Y India × Drip-line Hannibal Hanauer 8 91 00 × Flexgreen 7 Rora Colen 😁 Contacts kanhouse 7 M Account Profile Birgit Keach Kaytone 7 Email Account Contacts Starlin Gurski Siliconiob 3 Silstreet 3 31 -• Techvolnix 28 3 97 saoex -145 Kon-fan 3 Goldencon 2 38 -

### Micro campaigns: Quickly create micro-campaign segments based on account attributes



### Expand Account Relationships

Question: Are you driving loyalty across your accounts?



Account retention and loyalty campaigns

Personalize customer communications based on account profiles

e.g. industry, geography, segments

### Account expansion campaigns

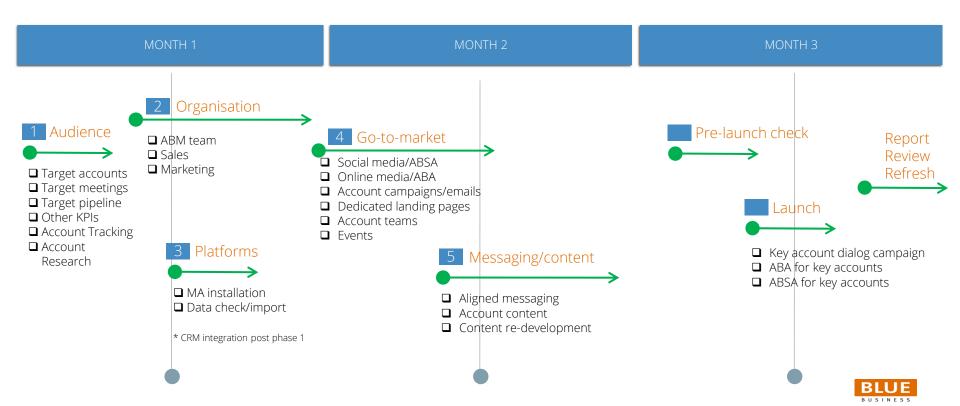
Quickly create microcampaigns based on account attributes

e.g. x-sell/up-sell by department

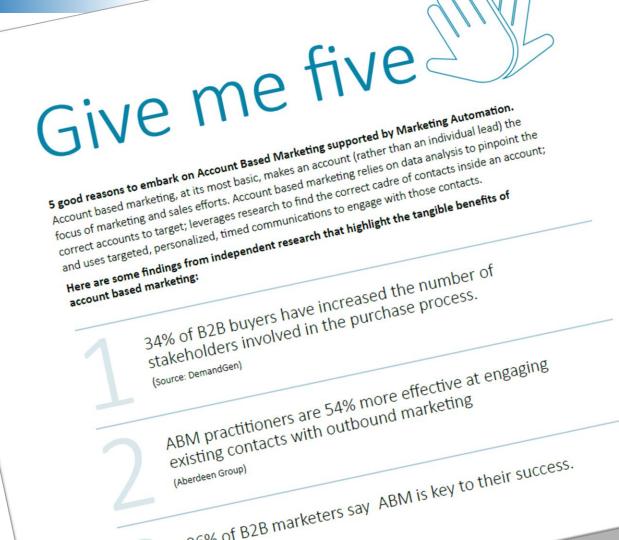


### Account Based Marketing Roll-out Fast track to results





Good reasons to embark on Account Based Marketing supported by Marketing Automation.



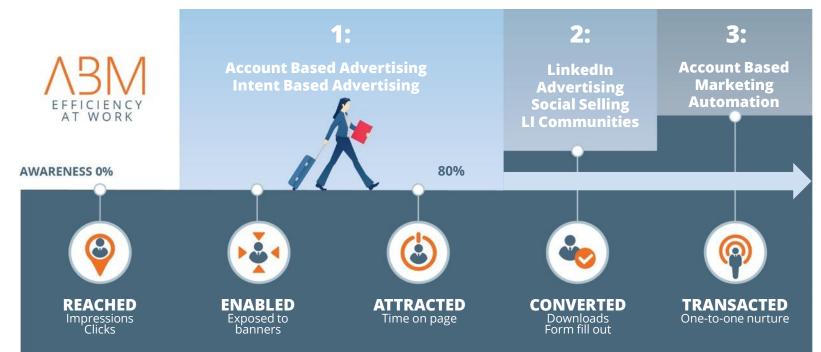
# Five efficient account based advertising strategies



You can only expect clients to spend money with you after they have spent time with you.



# The REACT model is a strong foundation for reaching your goals





### Account Based Advertising: 5 brand activation strategies

#### Account Based Advertising • IP based • Geo targeting Cookie based ABA **Bid Support** Community LinkedIn Building ABSA Social Prospecting

#### Social prospecting

- Involves LI Pulse, LI Content Sharing
- Based on LinkedIn

#### Intent Based Advertising

- Enables you to discover which accounts are actively searching for your products
- Based on Grapeshot and AccountInsights ٠

#### Account Based Social Advertising

- Based on 1<sup>st</sup> party data
- Combines LI, Facebook, Facebook Audience Network



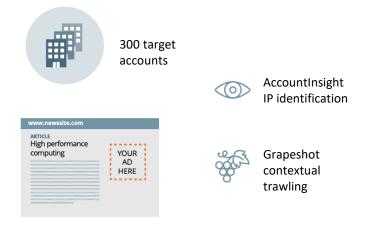
#### LinkedIn Communities

- Based on research into the target audience business pains
- Enables social selling •

### Real time intent data: contextual targeting and live intent data

#### •• Contextual targeting:

Combining the Accountinsight IP targeting with Grapeshot contextual content trawling we are able to place a Lenovo ad next to an article containing relevant keywords. The ad is placed to the Lenovo target accounts in real time



#### •• Live intent targeting:

Our proprietary platform identifies the url of a relevant article in f.inst Financial Times. In this case the article is about artificial intelligence. If a key account visits the url the agency will report on this engagement although we have not been able to place an ad



### Benefits of Intent based advertising

- •• Insights: you get proprietory data on which companies are showing intent
- Branding: you only display your brand to companies showing intent
- Precision: no waste
- •• Strategic: enables you to focus on the "hot" prospects



# Account Based Advertising benefits:

- Strong reach
- Builds awareness and engagement fast
- Reporting enables you to direct sales to the best accounts

eBook on ABA available on www.bluebusiness.com

#### THE DEFINITIVE GUIDE TO ACCOUNT BASED ADVERTISING



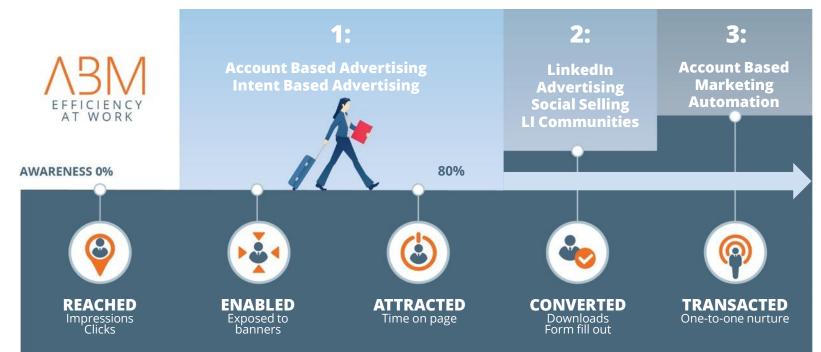




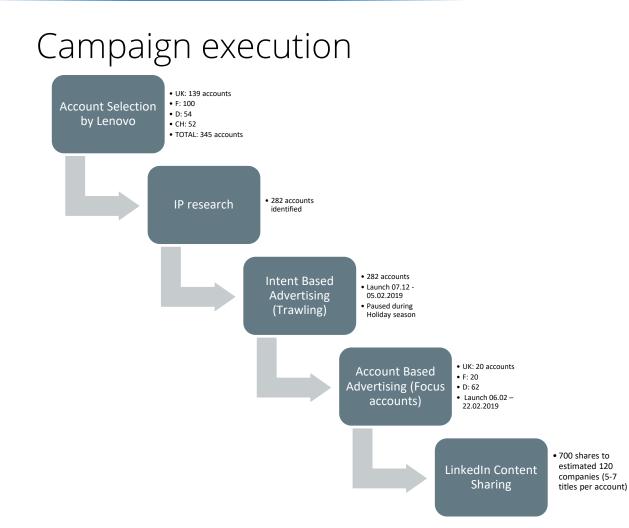
### Case: Lenovo Infrastructure Solutions Group Intent and Account Based Marketing in UK, Ireland, France, Germany, Switzerland



# The REACT model is a strong foundation for reaching your goals









### Intent Based Advertising

Intent

Trawling

Target accounts UK/I 139 F 100 54 D CH

52 345

IP Identified accounts

282



Engagement Data: Website visits Impressions CTR

= Harrison

PHANE Men are

-

Digital transformation is a business

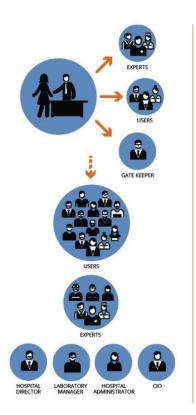
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Customer Priority: To be done by Lenovo



### Account Based Advertising





High engagement data

#### LinkedIn content sharing 120 accounts 5 - 7 job titles

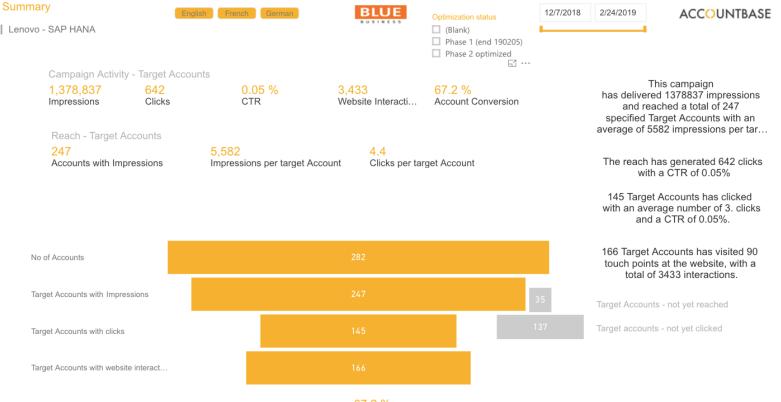
#### Example



Personalized engagement data on LinkedIn



### Overall campaign summary – all countries



67.2 % Account Conversion



### Overall campaign performance

	Overall	UK/I	France	D/CH
No of accounts in the campaign	282	192	82	88
No of accounts with impressions	247	112	70	81
No of accounts with clicks	147	45	34	68
No of accounts with website engagement	191	64	95	72
Website interactions from target accounts	4,686	1,871	1,140	1,675
Impressions served	1,492,629	494,313	421,337	576,979

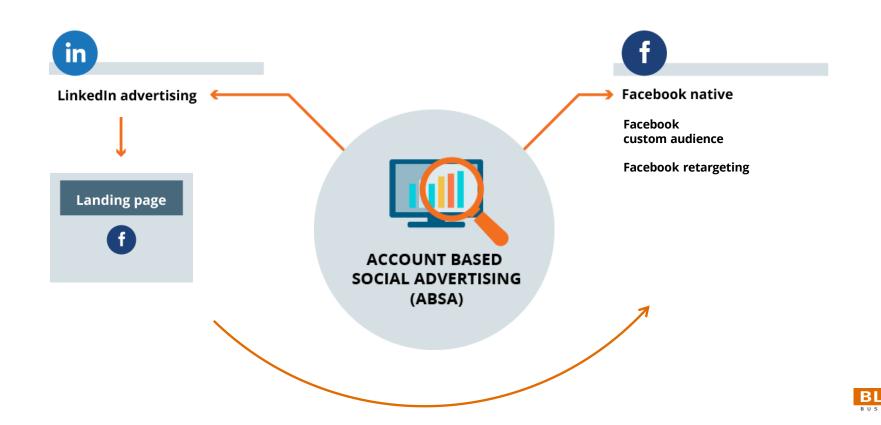
- •• High account identification: 87%
- •• 59% of accounts with impressions have clicked
- •• "Assisted engagement": 77% of accounts with impressions have website engagement
- •• More than 30 leads from LinkedIn
- •• Just one customer will provide a ROI of more than 5 times the campaign budget



## ABSA: Account Based Social Advertising



## GDPR compliant account based targeting strategies



## Social selling



Find the right prospects



Build trusted relationships



Achieve your sales goals.

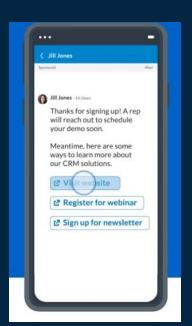
Tradit	ional - Selling	Social - Selling		
	Buy leads lists Limitd personal rolodexes Blocked by gatekeepers	Find		Utilize professional networks Utilize company social network Target key decision-makers
<b>.</b> 8	Random contacts Limited to internal records Accumulate useless data	Relate		Concentrate on real people Gather online intelligence Discover social insights
	Rely on cold calling Push the sales script Use cookie cutter process	Engage	Ţ	Leverage warm introductions Have relevant conversations Glide through buying process



## Conversation Ads

Start quality conversations with professionals through a choose-your-own-path experience.

- Drive trials and demos
- Drive enrollment for programs
- Drive asset downloads
- Offer professional services
- Survey or poll your audience



"By turning ad engagements on LinkedIn from one-sided messages to two-sided conversations, Hired saw a big uptick in quality candidates entering the system, said Chase Gladden, Growth Marketing Manager at Hired.

"The clickthrough rate was almost 5X higher than what we'd seen previously, which goes to show the level of engagement is pretty wild when you're able to provide multiple opportunities to click."



## Content sharing

We distribute your digital content through **Paid Sponsorship** and our **Influencer network**. You receive both active and passive reach to the relevant functions, industries and accounts.

We combine this with our targeted outreach to push your content directly to the **specified accounts, titles**, and **individuals** who need your solution.



CONSTRUCT

Database of your ideal, customer/target audience consisting of tier 1 prospects



**CRAFT** The pitch perfect message to convey your value proposition to your target audience



**COMMIT** We send the message to your target audience and they receive it on three platforms



**COMPLETION** Estimated results: 20% click through rate to shared content



Chantal Bothma Cybersecurity & Intelligent Cloud Evangelist and Community Manager

Stephanie - wanted to make sure you saw this. In case you havent gotten your passes for Gitex 2017 yet, this may be for you http://bit.ly/2xNl45H . Ascent Technology are hosting their customers at Gitex this year and I've also managed to get them to give me a handful of free passes to share with my network - just make sure to sign up before they're gone.





...

## Linkedin Lead Forms

#### The 2-click conversion.

Allow your prospects to convert seamlessly and accurately, filling your form data with data from their LinkedIn profile.

- High conversion rates and frictionless form-fill experience
- Lower acquisition costs than offsite traffic
- Affirmative checkbox opt-in to privacy policy.
- Direct integration with marketing automation and CRM
- Up to 5 custom questions and up to 20 fields





## Benefits of ABSA (Linkedin advertising primarily)

High precision both in terms of accounts and job titles Persona based communication is possible High conversion rates

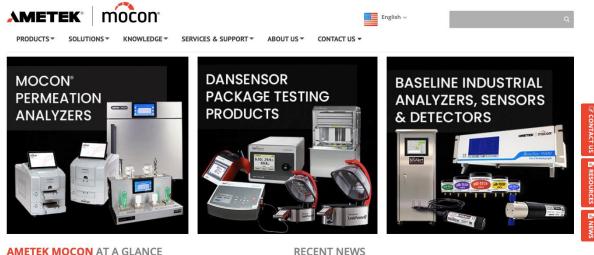


## Case 3: Ametek Mocon Account Based Lead Generation EMEA



## Campaign outline and strategy

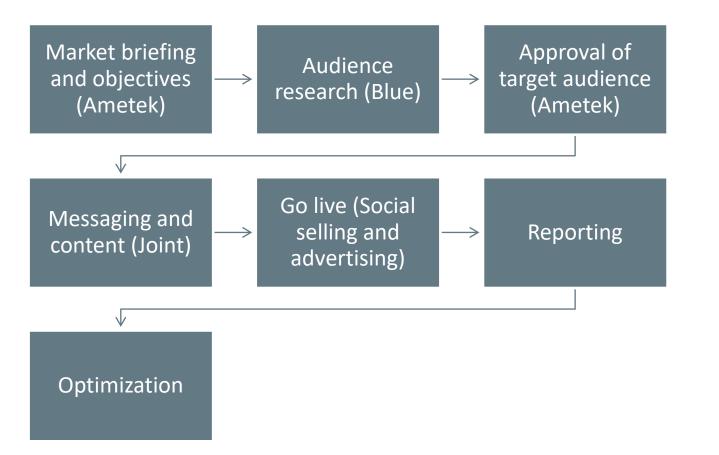
- Blue Business executes several industry and account based lead generation campaigns targeting specific companies in specific industries (Coffee, Dairy, Meat, Bread, Pharma)
- The campaigns consist both of paid advertising on Linkedin and social selling ••
- These results are from a campaign targeting the packaging industry .





**AMETEK MOCON AT A GLANCE** 

## Campaign process





#### **Top Target Accounts Performance Highlights**

Name 🗘	Impressions 🗘	Clicks ≎	Average CTR 🗘
	2,239 (6.54%)	5 (2.04%)	0.22%
	1,885 (5.5%)	17 (6.94%)	0.9%
	1,570 (4.58%)	12 (4.9%)	0.76%
	977 (2.85%)	5 (2.04%)	0.51%
	659 (1.92%)	4 (1.63%)	0.61%
	608 (1.78%)	Below reporting minimum .	-
	605 (1.77%)	4 (1.63%)	0.66%
	603 (1.76%)	Below reporting minimum	
	554 (1.62%)	7 (2.86%)	1.26%
	543 (1.59%)	8 (3.27%)	1.47%
	521 (1.52%)	Below reporting minimum	
	497 (1.45%)	Below reporting minimum	-

- 1. The campaign reached various key accounts such as XX.
- XX is leading in terms of the number of clicks generated (total of 17), with XX scoring the highest CTR (0.90%).

## Results & conclusions

- •• The Ametek ABM campaigns are highly targeted
- •• Niche audiences require a close collaboration between client and agency
- Sales need to be involved and committed
- •• Initial CPL is high, but so are the rewards



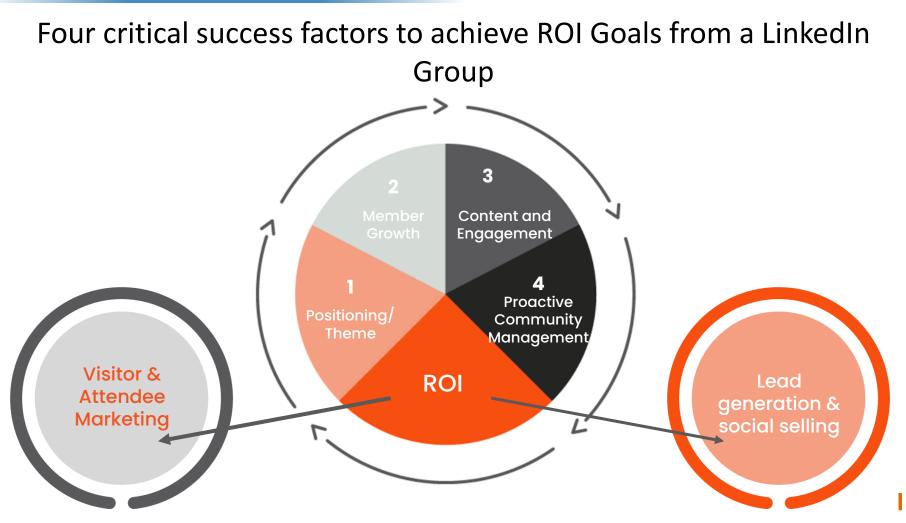
# Account Based Communities



### Why communities?

- Percentage of LI users that consider posting and/or participating in Group discussions helpful: 42%
- Your target audience want to learn, grow, understand, be challenged and to be more successful
- Groups are an owned, GDPR-compliant communication channel. Groups counter the decline in email marketing databases with a 6x higher opt-in rate, and 1.8x higher open rate.
- Nurture year-round: adding value over time builds trust in a way that email cannot. We use that trust to make warm and personalized introductions to your sales team
- Groups are the true answer to ABM and reflect the modern B2B sales process: Always on
- When you build a tribe that we educate, nurture and help become more successful they become open to sales & marketing





## Results after 14 months: more than 11,000 members

- •• US: 7,249 members
- •• Canada: 3,520 members
- •• UK: 732 members
- •• Engagement in terms of discussions, postings and use and relevance of content is being measured
- •• Social selling via landing pages built in Act-On

in		Back to LinkedIn.com	
		Q Search	
Accounting Profess 5,749 members Get to know your fellow members in th group.	e	© ✓ Member	
Enter a conversation title	Accounting Prot Microsoft, is a o invite you to joi professionals to	ABOUT THIS GROUP Accounting Professionals USA, in association with Microsoft, is a community focused on your success. We invite you to join a setter group of accounting professionals to network, share, and discover better ways	
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## ABM in summary

- Insufficient pipeline, deal size and buying complexity drives the interest in ABM
- Engagement is a key parameter
- •• ABM must be end-to-end: follow the REACT model
- Content is still King
- Marketing and sales alignment is key to success
- •• Obtain a positive ROI after 3 months



## How Blue Business can help you with your first ABM pilot





# Spørgsmål og svar





# Tak for idag!

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