

Webinar

# Introduction to Account Based Marketing

26<sup>th</sup> April, 2022



#### Agenda

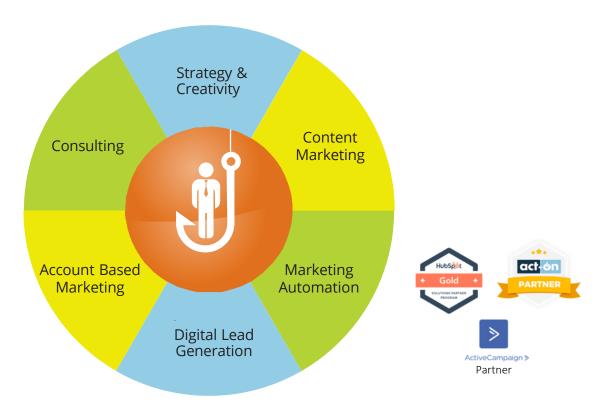
- •• 09.00 Velkomst og introduktion
- •• 09.10 09.20 Hvad er Account Based Marketing, hvorfor vokser ABM så voldsomt, og hvad er faldgruberne?
- •• 09.20 09.35 Hvordan implementeres ABM, sammenhængen mellem ABM, marketing automation og CRM?
- 09.35 09.555 effektive B2B ABM strategier
- •• 09.55 10:00 Spørgsmål og afrunding



- Kaffen er virtuel 🙂
- Præsentation sendes
- Webinaret vil være tilgængelig on-demand
- Brug chatten
- Q & A til sidst
- HUSK AT MUTE



#### Blue Business



#### Lead Generation and Account Based Marketing

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

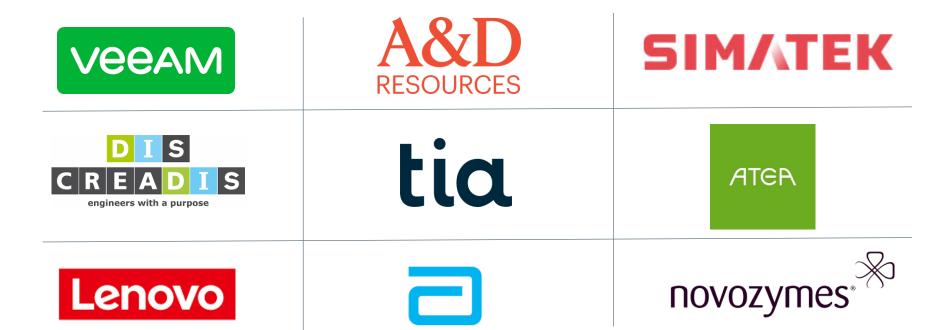


#### Blue Business services you can draw on





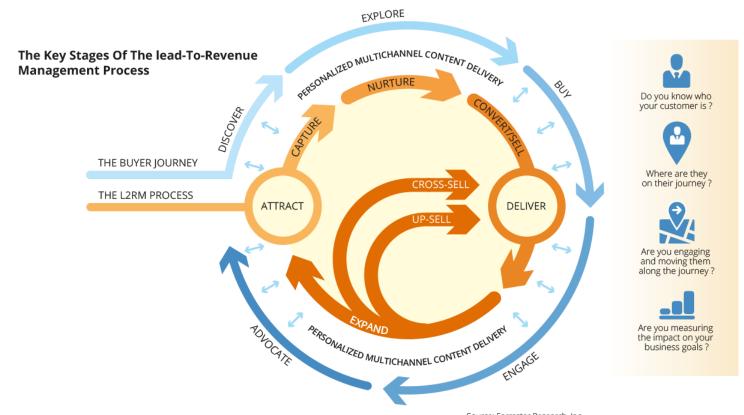
#### Customer references



Abbott

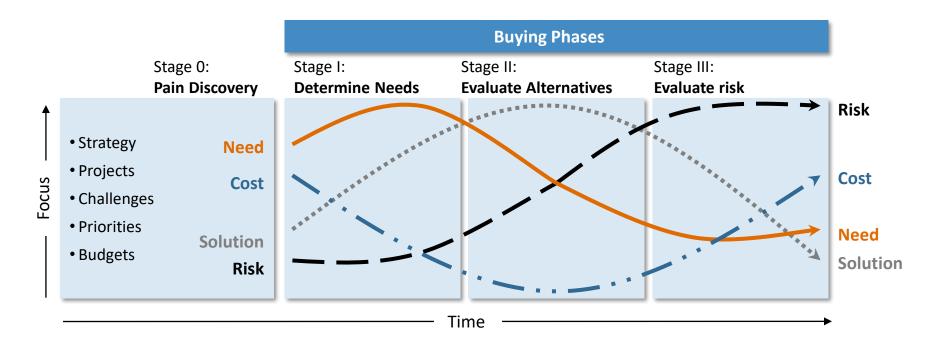


#### Relevant content marketing across the customer journey





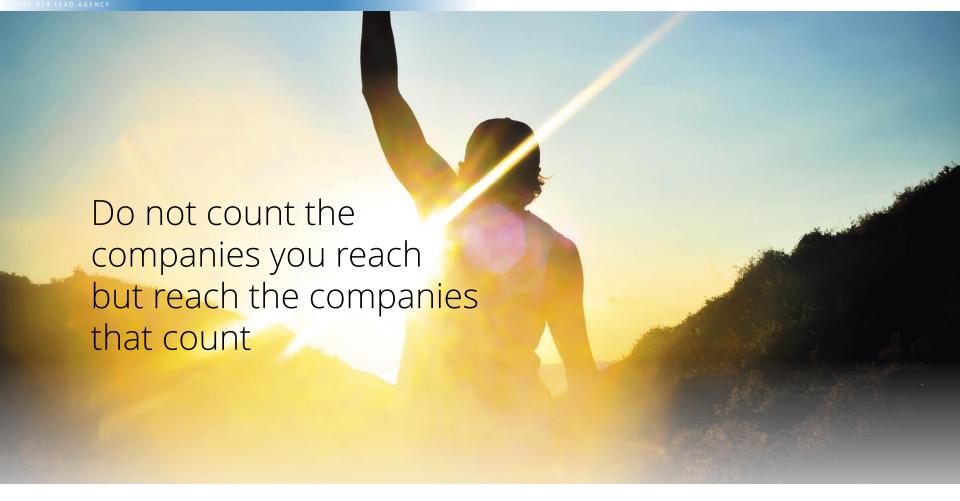
#### Shifting buyer concerns throughout the customer journey





# Account Based Marketing: why and what







#### Account Based Marketing defined

#### Strategic:

not a simple campaign or tactic; it's a business strategy; not 'one and done'; it's "always on" for an account.

#### Marketing and sales:

a close collaboration between sales and marketing. Account Based Marketing is a **strategic** approach that coordinates **personalized marketing and sales** efforts to **open doors and deepen engagement** at specific accounts

#### Personalized:

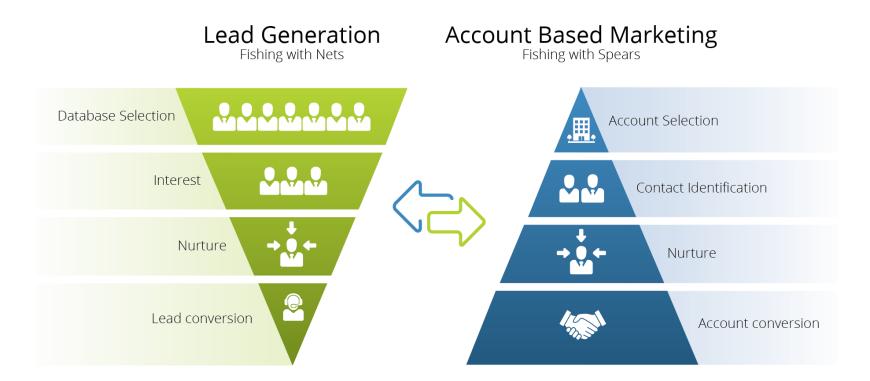
built on account-specific insight, content, and messages for maximum relevance and resonance.

#### Open doors and deepen engagement:

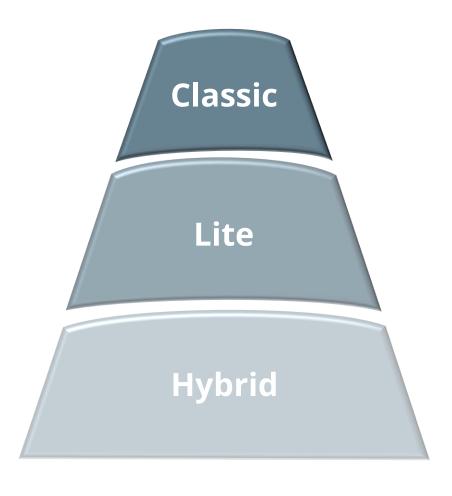
focus on landing new accounts and expanding within existing accounts.



#### Two types of lead generation







#### 5-50 accounts ("One-to-few")

Rich account plans Every touch personalized

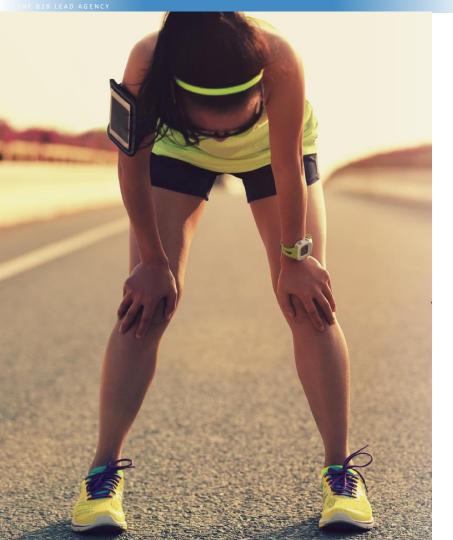
#### 50-1,000 accounts ("One-to-many")

Light research + data build out Personalized touches to key personas

#### 1,000+ accounts ("thousands")

Automated touches OK Industry and persona customization



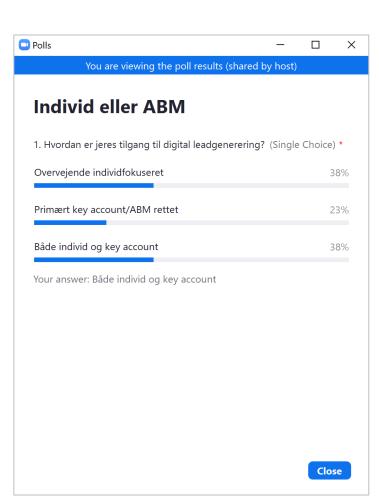


# Poll

Hvordan er jeres tilgang til digital leadgenerering?



#### Poll result





#### What drives ABM?



Poor quality leads



Too many people involved in the buying process.



Insufficient pipeline



Law of 80/20



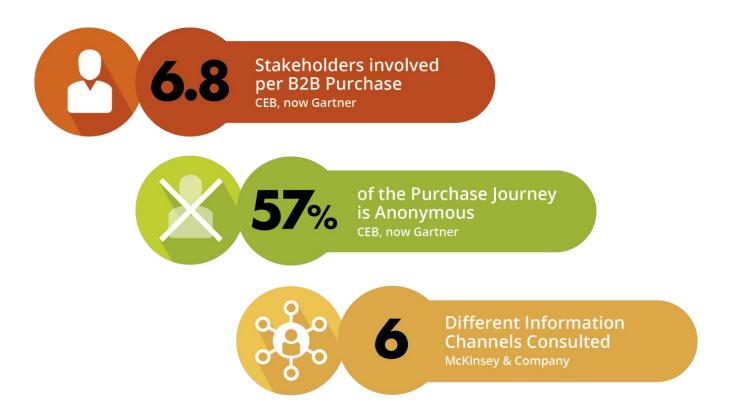
Non – linear sales



Organizational

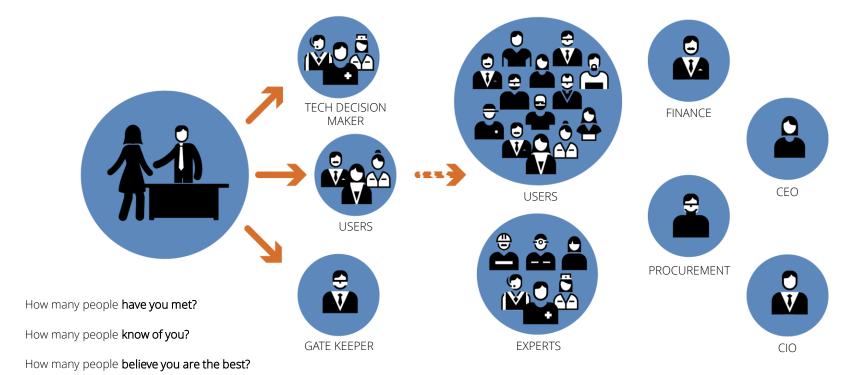


#### ABM by the numbers



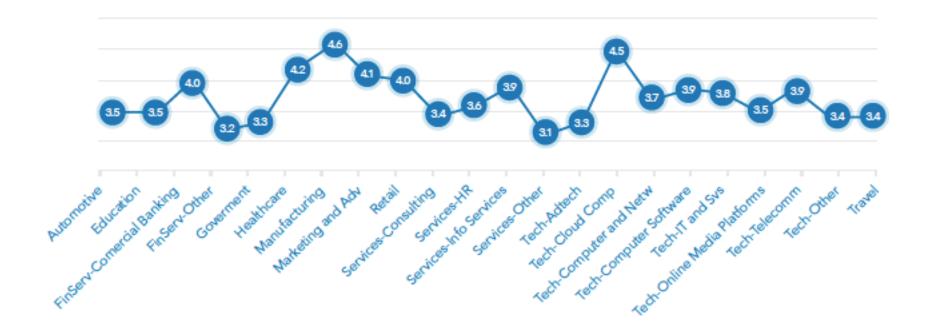


## Most sales teams reach only a fraction of the B2B decision makers





#### Departments impacting the buying decision vary by industry



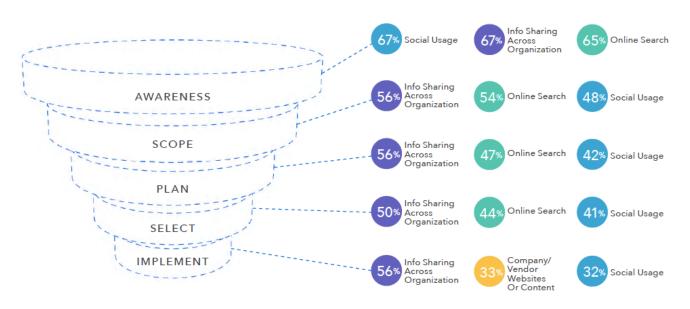
If vendors are not known company wide – they are not known!

Source: LinkedIn 2021



#### The buying decision is a team sport!

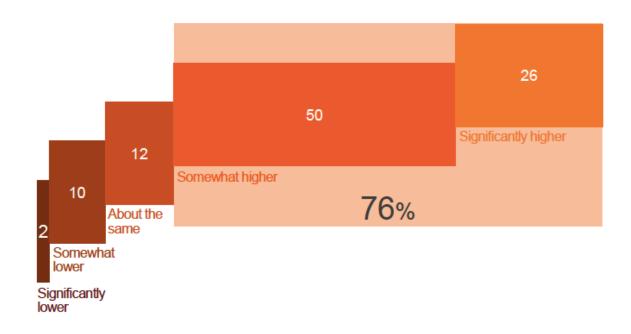
#### TOP 3 CONTENT CHANNELS PREFERRED BY BUYERS IN EACH STAGE OF THE FUNNEL



Social media and information sharing are the top channels for content distribution

Source: LinkedIn 2021

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





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#### 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

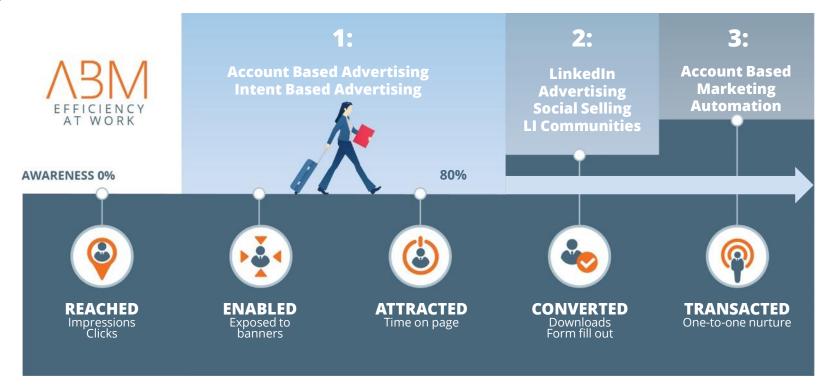




# The REACT model and why it matters



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





Engagement is all that matters





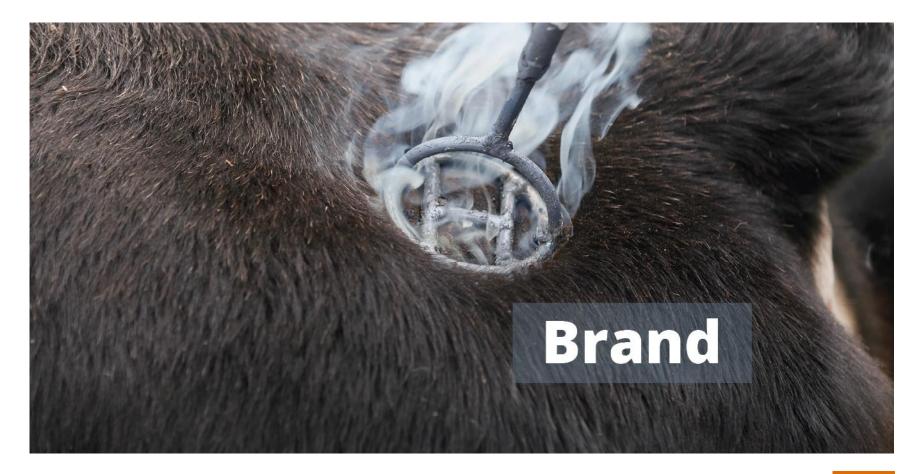






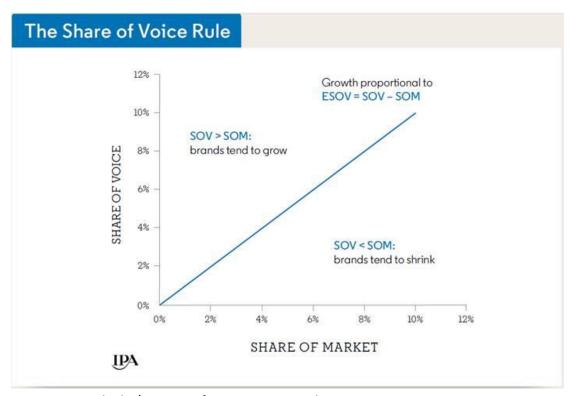








## Spending above your market share (higher SOV) will secure growth



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

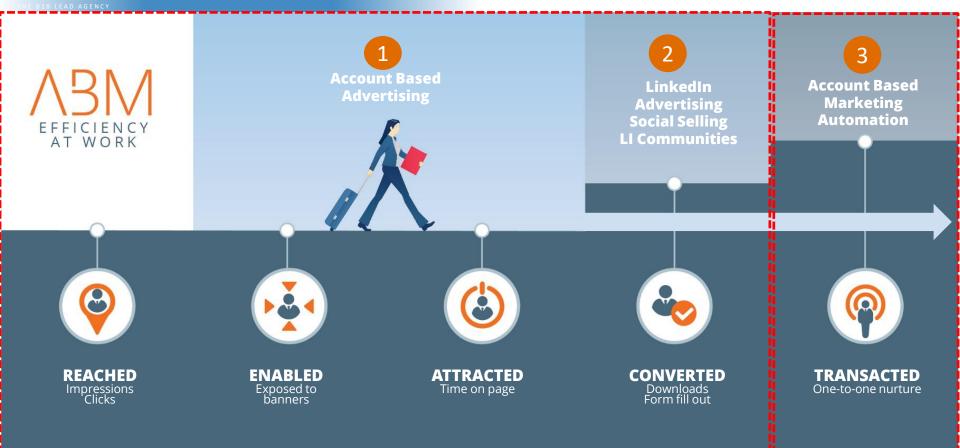
Source: Linkedin/Institute of Practitioners in Advertising





- ✓ From ABM strategy to successful implementation
- ✓ How to create a winning ABM team
- ✓ Kickstarting your ABM program





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





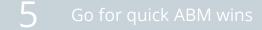
#### 5 ABM must-do's to get started





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5 ABM must-do's to get started



- 4 Deploy marketing automation
- 3 Use tools/data you already have
- 2 Sales + Marketing are eq
- ldentify your key accou



#### How to profit from account based marketing

eBook Guidance and inspiration

Download on www.bluebusiness.com







How to create a winning ABM team.





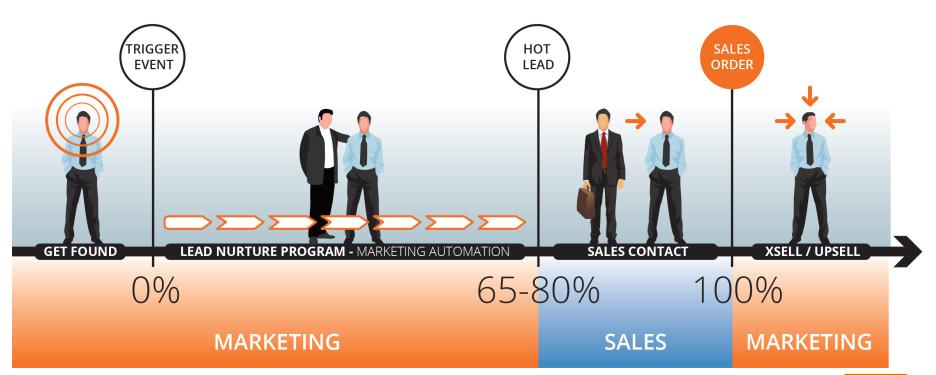
If the premise is that...

"marketing is a business driving function"

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

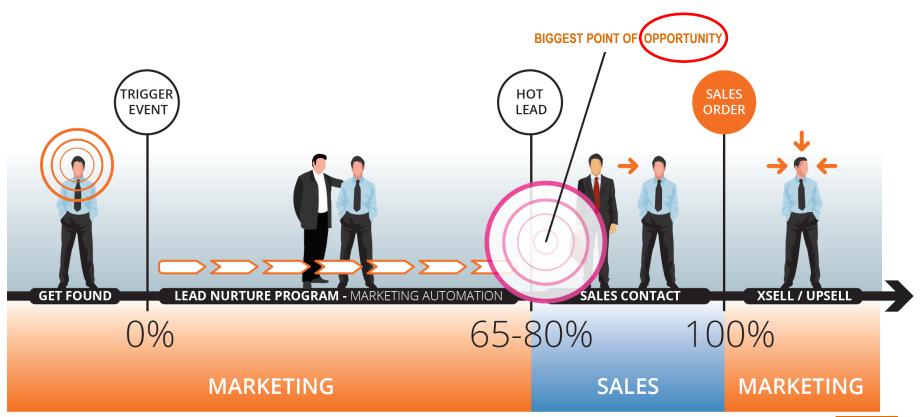


## Are your sales and marketing teams optimized?





## Are your sales and marketing teams optimized?





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# Marketing is challenged

Marketing Budget Cuts

Marketing Becomes Tactical

Sales Takes Over Marketing







Team up Marketing and Sales





## The sales and marketing divide

What will it take to bridge the gap?



Engage and convert

#### Motivation:

- ✓ Leads
- ✓ Great brand
- ✓ Attribution

#### Problems with sales:

- ✓ Un-touched leads
- ✓ No follow up



Sales focus

Always be closing

#### Motivation:

- ✓ Meetings
- ✓ Pipeline
- ✓ Deals



Problems with marketing:

- ✓ Unqualified leads
- ✓ Seniority of leads

## 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
- ✓ Attribution

#### Problems with sales:

- ✓ Un-touched leads
- ✓ No follow up

#### ✓ Win as a team?

- ✓ Identify key accounts?
- ✓ Make joint account plans?
- ✓ Keep our accounts?
- ✓ Expand our accounts?

## Sales focus

Always be closing

#### Motivation:

- ✓ Meetings
- ✓ Pipeline
- ✓ Deals

#### Problems with marketing:

- ✓ Unqualified leads
- ✓ Seniority of leads



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# 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

## Relationships & Connections

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

## The Company

- Financial Health
- Growth Areas vs "Cash Cows"
- Renewal Risk
- SWOT
- Initiatives & Organizational Priorities
- Triggers (Funding, Acquisitions, Personnel change, etc.)

## The Buying Centers

- Org. Chart
- Key Buying Centers
- Whitespace & Buying Center Analysis



## ABM Team Stakeholders



## Account level persona analysis

Supply Chain Mgr. Goals Challenges Content preferences



**TARGET** 

CEO Goals Challenges Content preferences





**CFO** Goals Challenges Content preferences

Customer Svcs Mgr. Goals Challenges Content preferences







IT Mgr. Goals Challenges Content preferences.

Key Acct. Mgr. Goals

Challenges Content preferences

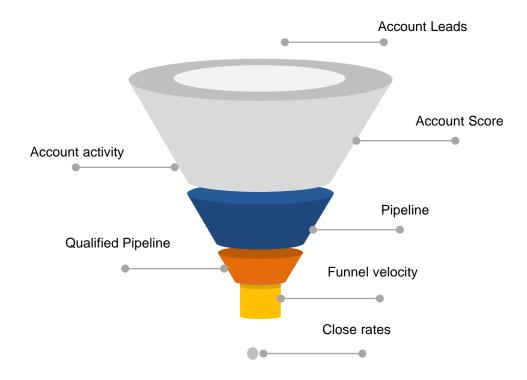


# Align on terms Agree on account level lead definitions and lead score

Lead Name	Stage	Pipeline	Definition	Lead scoring Criteria	Lead scoring Values	Lead scoring <sup>1</sup> Points
The 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
Inquiry	Qualifying	N/A	e.g. A net new visitor who visits the company website or any pages within that domain	Visited a web page     Visited these web pages     Job title	e.g. 1. Any 2. Pricing page 3. Equals <title> 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;Lead/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;Marketing 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;Sales 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;Sales 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;tr&gt;&lt;td&gt;Opportunity - 25%&lt;/td&gt;&lt;td&gt;Sales Work&lt;/td&gt;&lt;td&gt;25%&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;manage Augusta&lt;/td&gt;&lt;td&gt;A A 1&lt;/td&gt;&lt;/tr&gt;&lt;/tbody&gt;&lt;/table&gt;</title>	



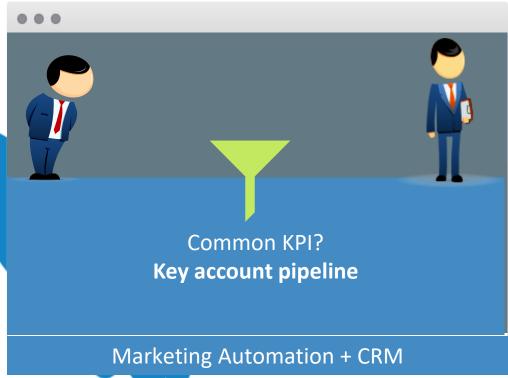
## Align on performance metrics Agree on joint ABM KPIs





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## Align on performance metrics Agree on joint ABM KPIs







## Focus areas for long term success with ABM



Brand

Account awareness



Demand

Account demand

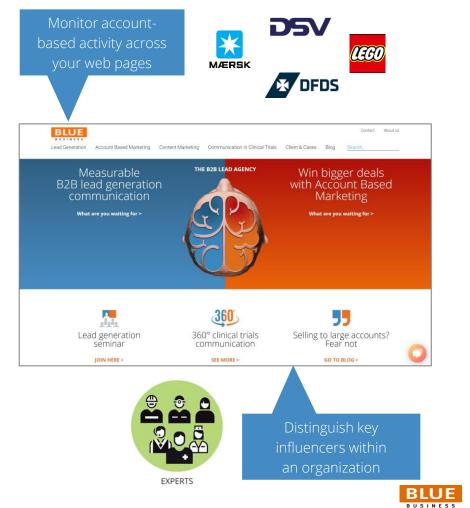


Account development



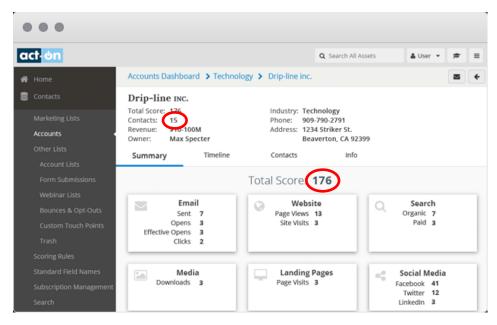
# Account Brand awareness

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

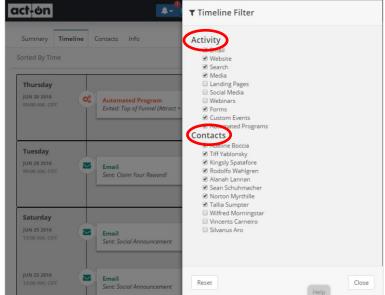


# Account Awareness Marketing automation and CRM

#### **Account Scoring**



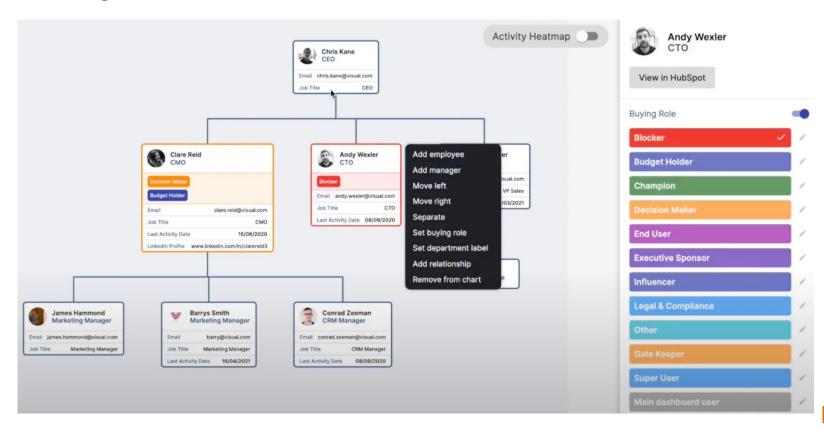
#### Account Influencers and Decision Makers





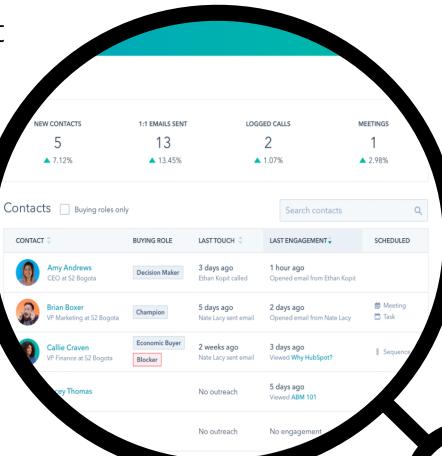


# Account Awareness Marketing automation and CRM





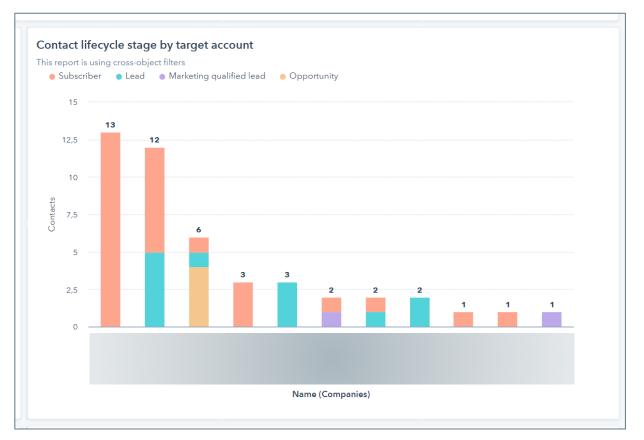
Account insight and account dashboard







## Account insight and account dashboard

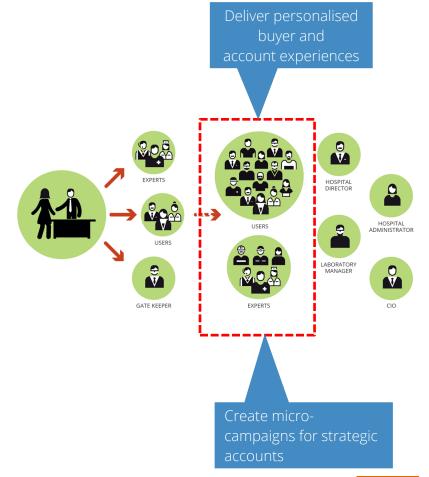






# Account Demand Generation

Question:
Can we activate engagement across account?

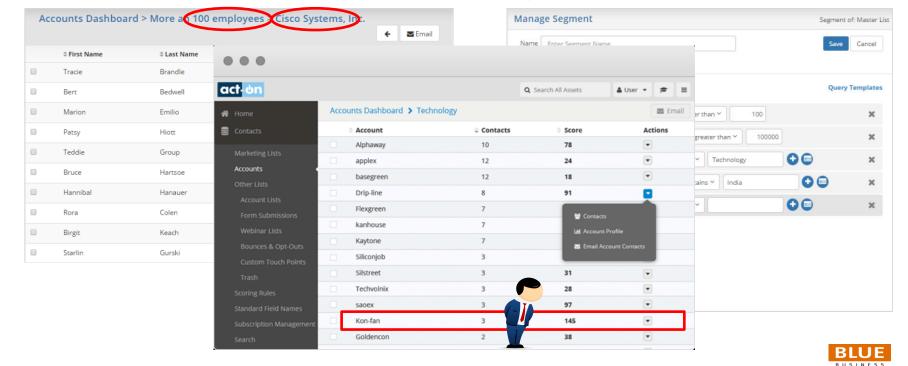




# Account Demand Generation Marketing automation and CRM

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

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

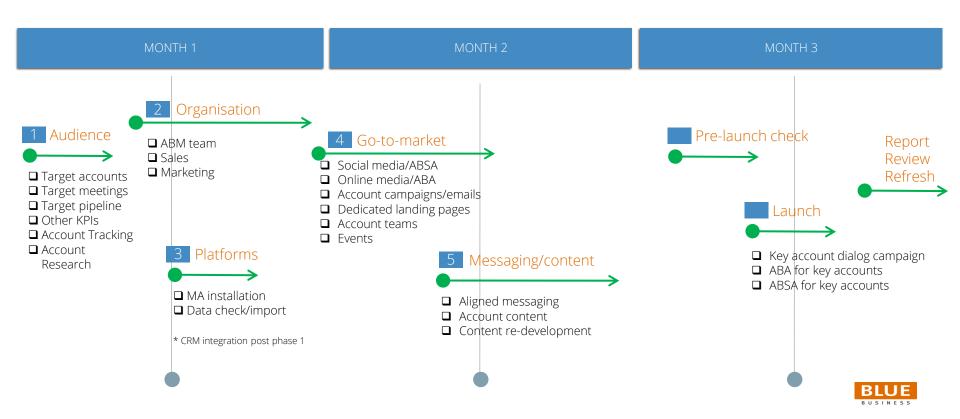
Quickly create microcampaigns based on account attributes

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.

# Give me five

5 good reasons to embark on Account Based Marketing supported by Marketing Automation. Account based marketing, at its most basic, makes an account (rather than an individual lead) the focus of marketing and sales efforts. Account based marketing relies on data analysis to pinpoint the correct accounts to target; leverages research to find the correct cadre of contacts inside an account, and uses targeted, personalized, timed communications to engage with those contacts.

Here are some findings from independent research that highlight the tangible benefits of

account based marketing:

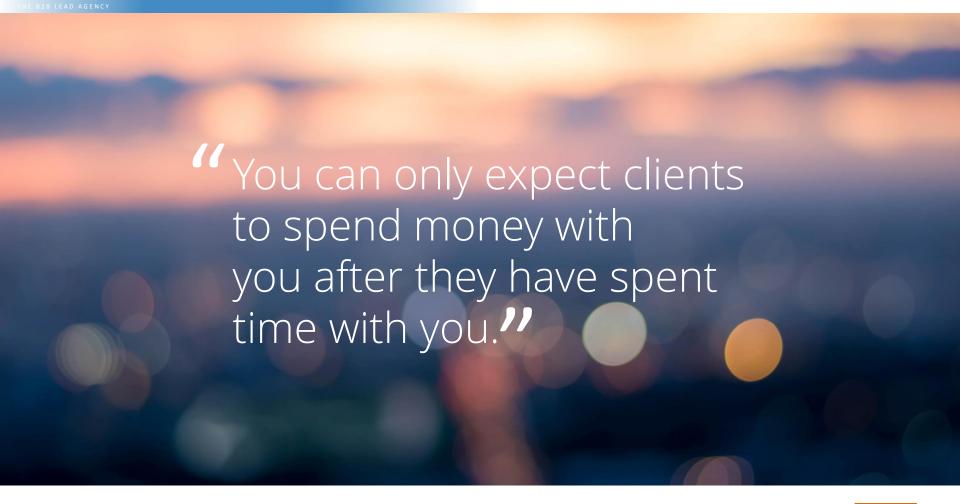
34% of B2B buyers have increased the number of stakeholders involved in the purchase process. (Source: DemandGen)

ABM practitioners are 54% more effective at engaging existing contacts with outbound marketing

acov of pap marketers sav ABM is key to their success. (Aberdeen Group)

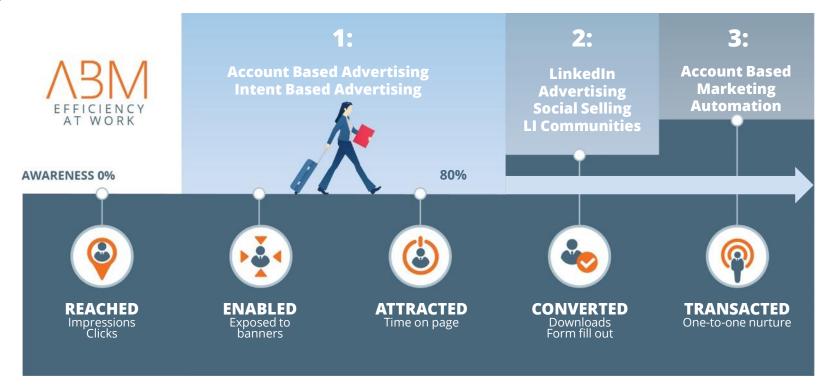
# Five efficient account based advertising strategies





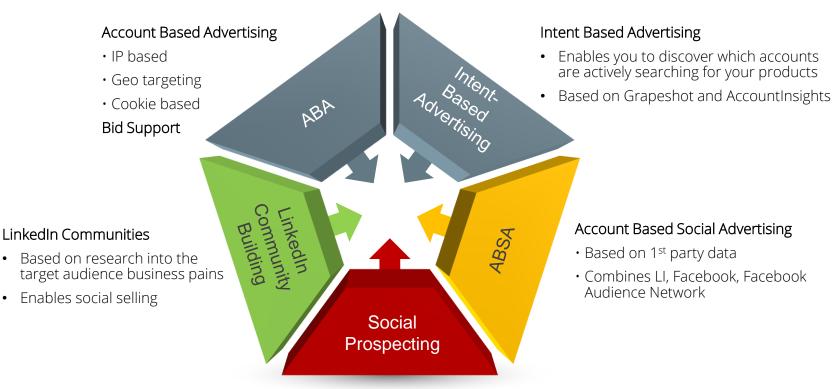


# The REACT model is a strong foundation for reaching your goals





## Account Based Advertising: 5 brand activation strategies



### Social prospecting

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



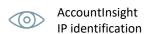
## Real time intent data: contextual targeting and live intent data

## 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





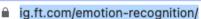




#### • Live intent targeting:

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



## Benefits of ABSA (Linkedin advertising primarily)

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



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# 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





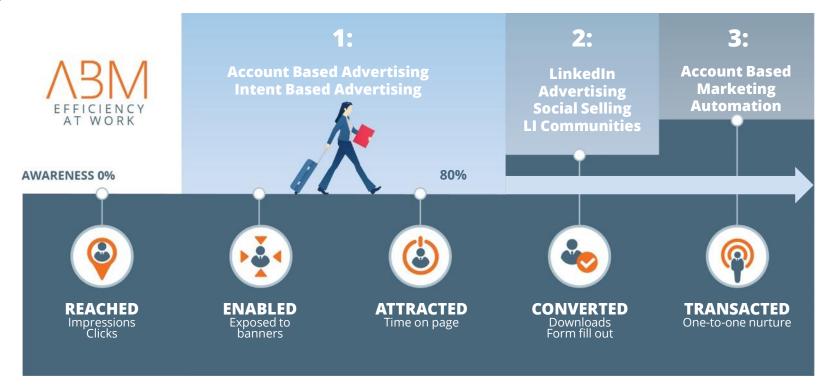




Case: Lenovo Infrastructure Solutions & Nvidia: Power of 2 EMEA Campaign presentation



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





## Campaign recap

- Lenovo Infrastructure Solutions & Nvidia wants to identify the most relevant accounts
- For EMEA we have chosen a vertical approach tailoring messaging to five segments:

Retail

Healthcare

**Financial Services** 

Smart cities

Other industries

https://www.powerof2.nvidia.lenovo.com/emea/industries/



## Intent Based Advertising

# Target accounts

490 EMEA accounts + 44 MEA accounts provided

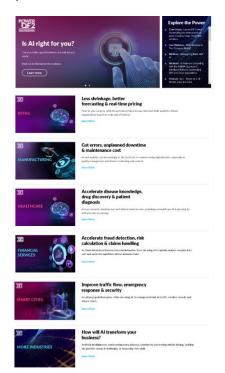
235 IP identifed (not including MEA)

#### Intent Trawling



#### Landing page

https://www.powerof2.nvidia.lenovo.com/emea/industries/



#### Vertical banners wave 1









## Power of 2 LP

#### Vertical banners wave 1





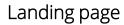


#### Vertical banners wave 2

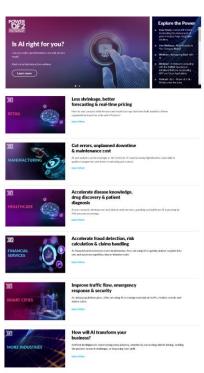






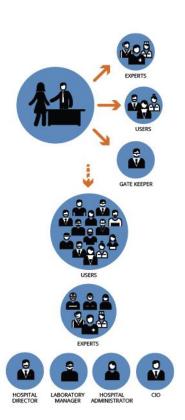


https://www.powerof2.nvidia.lenovo.com/emea/industries/





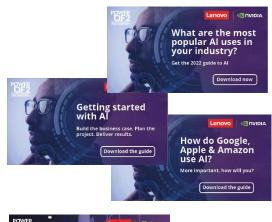
## Lead generation on LinkedIn

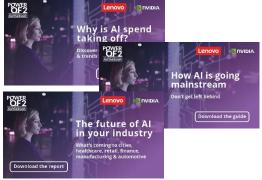








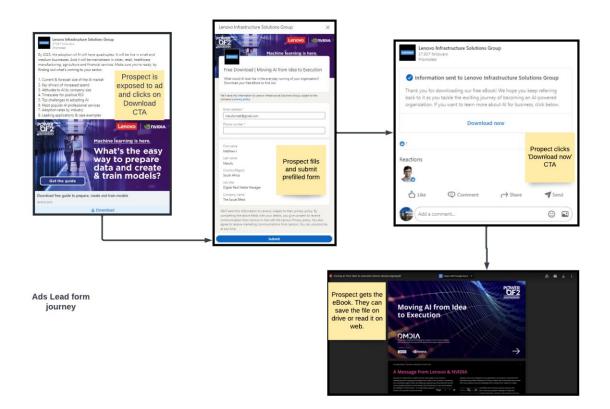




All accounts targeted

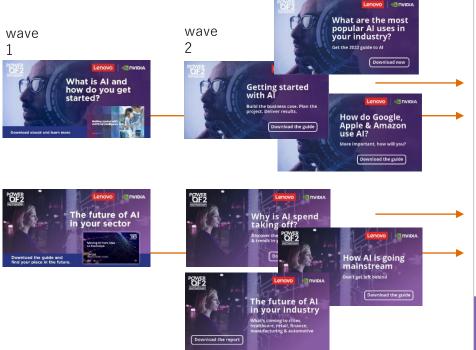


## Flow using LinkedIn lead generation ads

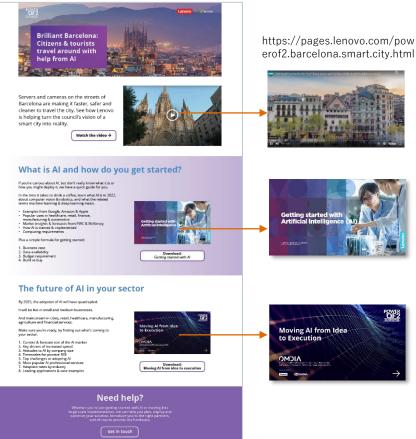




## Barcelona LP flow



#### https://pages.lenovo.com/powerof2.barcelona.smart.city.html

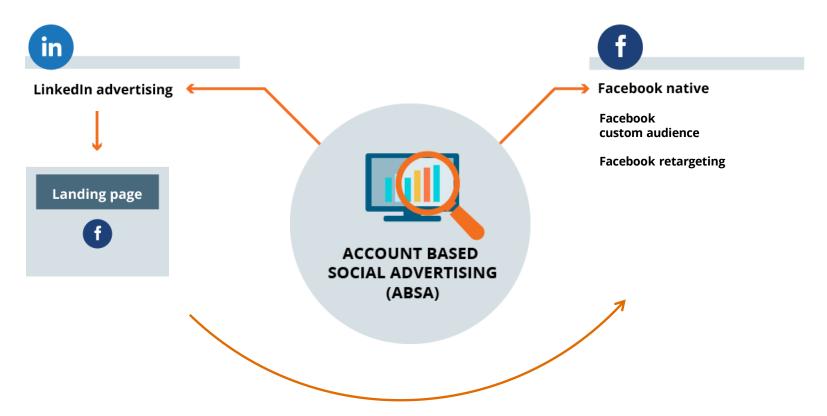




# ABSA: Account Based Social Advertising



# GDPR compliant account based targeting strategies





# Client case: Novozymes



## Novozymes Biodiesel: Reach x relevance x brand...

#### Novozymes challenges:

- Limited brand awareness
- Limited awareness regarding Novozymes technologies and solutions
- Limited reach into key accounts
- Limited content



## Novozymes Biodiesel: Execution and objectives

- •• The campaign was executed on LinkedIn as an account based campaign targeting business and technical decision makers in 180 specific companies
- The objective is to get 15 MQLs

The campaign had four phases:

- Awareness/Teaser
- 2. Webinar promotion
- 3. Traffic builder to landing page
- 4. Lead conversion



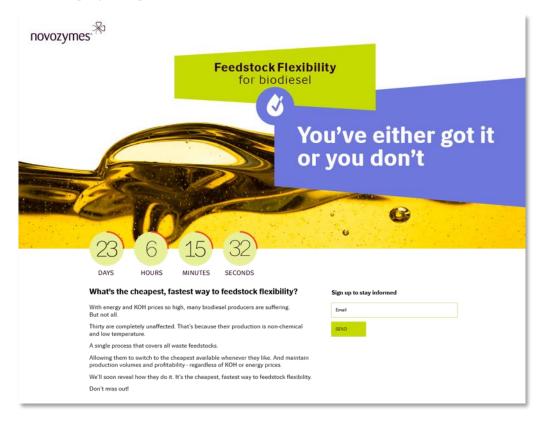
### Teaser banners

- The teaser banners were shown for 4 weeks leading to a temporary landing page
- CTR was well above industry standards





## Temporary landing page





## Traffic builder ads to new microsite





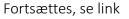
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## Landing page (microsite)

https://biosolutions.novozymes.com/get-feedstock-flexibility-in-90-days

Blue Business has designed and produced all content







### Lead conversion

- We have produced several ads
- Optimization of the ads throughout the campaign
- •• The call to action (CTA) is a white paper produced by Blue Business





## Whitepaper





#### **Executive Summary**

In July 2021, Argus Media surveyed European biodiesel producers representing 25pc of production capacity.

It found that 90pc are positive about the demand for biodiesel in 2030. However, economic and regulatory pressure is forcing many to consider how they can incorporate waste feedstocks.

76pc believe feedstock flexibility will be a dominant industry trend over the next 10 years. The same percentage plans to produce biodiesel from feedstocks like animal fat, used cooking oil and brown grease. But in most cases producers' current processes are inappropriate for the use of high-FFA material.

Producers can overcome this challenge by incorporating enzymes into their process. These enable the processing of feedstocks with any level of FFA or glycerides, and the ability to switch feedstock without shutting down. The process does not require metal reactors or an expensive retrofit.

Enzymes give producers the freedom to buy feedstocks according to cost and availability rather than process constraints. It is a key technology to remaining competitive through the 2020s and currently in use in 30 plants worldwide.



Enzymes provide a proven, cost-efficient alternative to FAME producers looking to increase feedstock flexibility

## Embrace RED II with feedstock flexibility and enzymes

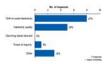
The green diseel market is no stranger to turnoid. Technical blenfing limits, chasp imports from outside the EU and Cond-related decreases in diesel demand have created a challenging environment for producers in the last tew years. With the introduction and subsequent revision of RED is, there is a clear transition towards more comparable of the Condition of the Condition of Technical Condition of the Condition of and other waste-based freedstocks may provide the industry with its biggest challenge yet. FAMIL biodised producers may be particularly vulnerable to market ternoid and with ered to adapt accordingly. But are they all equally ready to cope with a new set of relat?

A recent survey of over 15 European FAME producers, representing "25pc of operating FAME capacity, indicated that many FAME producers are largely unprepared for the challenges, but some are perparing for the flexibility in feedstacks, production pathways and business models, which could position them well for the future.

#### Positive outlook but not without its challenges

Over 90pc of producers maintained a positive outlook for biodiesel FAME demand, with 2030 levels expected to be the same or Nigher than 2019 levels. And whist support from marine, heating and other non-road transport sectors are seen to bolster the outlook; the road transport sector is thought to provide the largest additional demand volumes. For FAME producers, the main anticipated challenge will be feedstock related.

Question: What do you see as the greatest challenge facing FAME producers over the next 10 years?

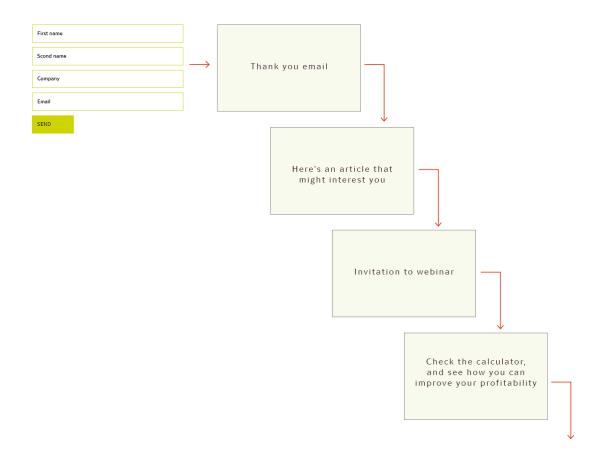


Over half of survey participants cited a shift to waste feedstocks as the greatest challenge to 2030, whilst a further quarter raised the challenge of dealing with variable feedstock quality. Both are a clear indication that RED II, and its likely impact on national policies, is the key driver of change.

RED II certainly provides an EU-trajectory towards sustainable feedstocks, but differing national approaches and delayed updates to country-level policies, can provide a hurdle for FAME producers, Many look for long-term policy certainly before sanctioning large investments and wide-scale changes in their processing capabilities.

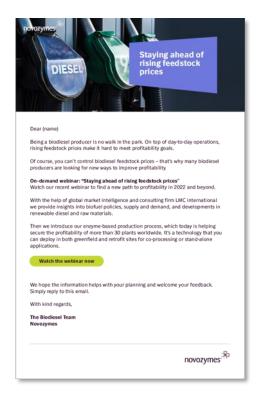


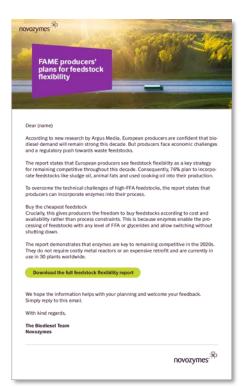
# Landing page sign up email flow





### Nurture E-mails







# Account Based Communities

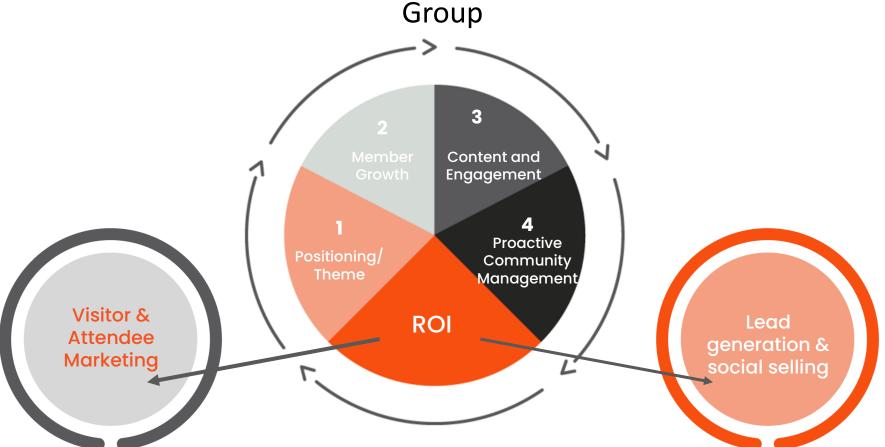


## Why communities?

- 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

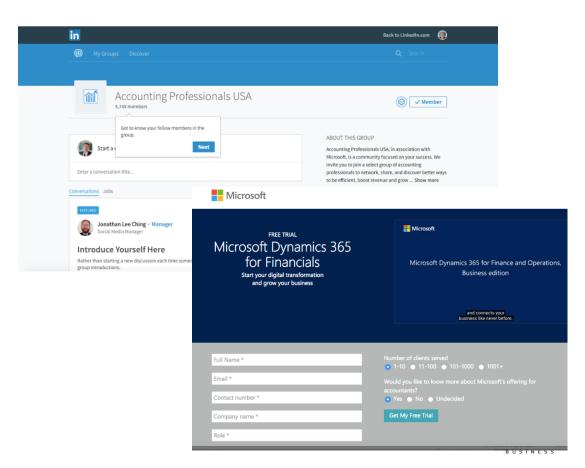


# Four critical success factors to achieve ROI Goals from a LinkedIn



## 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



## 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











