E B2B LEAD AGENCY

Webinar

# B2B Social Media Marketing and marketing automation

9 December 2020



### Agenda

- 09.00 Velkomst og introduktion
- •• 09.05 Customer journey og digital lead generering inkl. SoMe
- 09.25 Digital leadgenerering og marketing automation
- 09.55 Spørgsmål og afrunding



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



### 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.

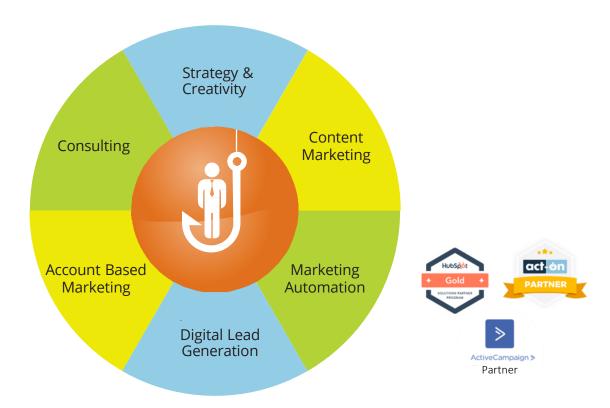
### Hans Christian Bothmann



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



### Blue Business



### Lead Generation and Account Based Marketing

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



### Some of our customers using marketing automation to drive new leads

















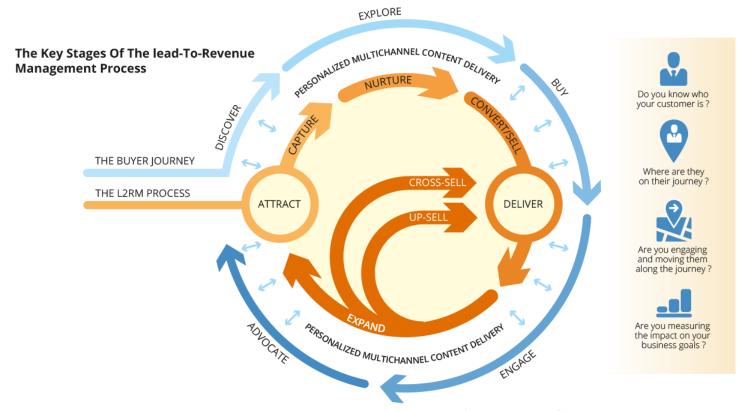








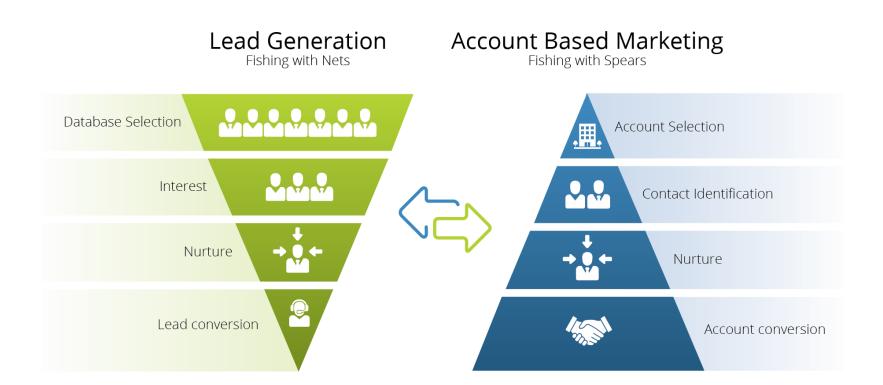
### Relevant content marketing across the customer journey





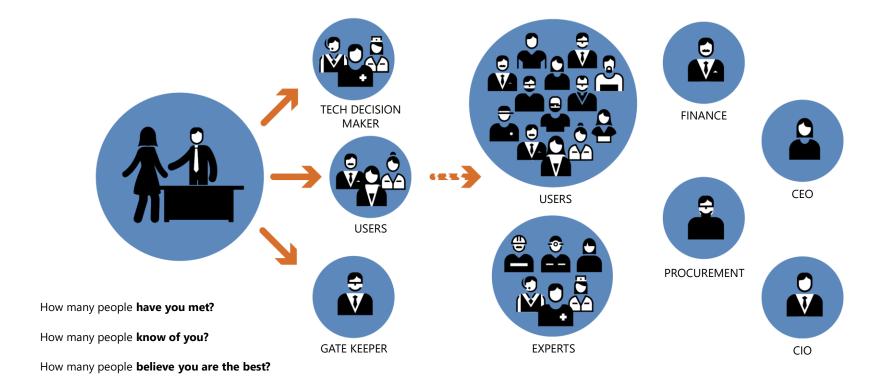
# Two types of Lead Generation







## Are you talking to the real decision makers?

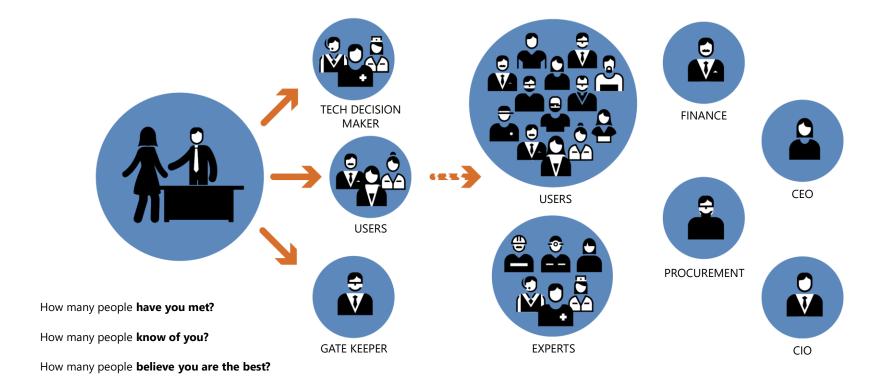




# Content Marketing & Lead Generation

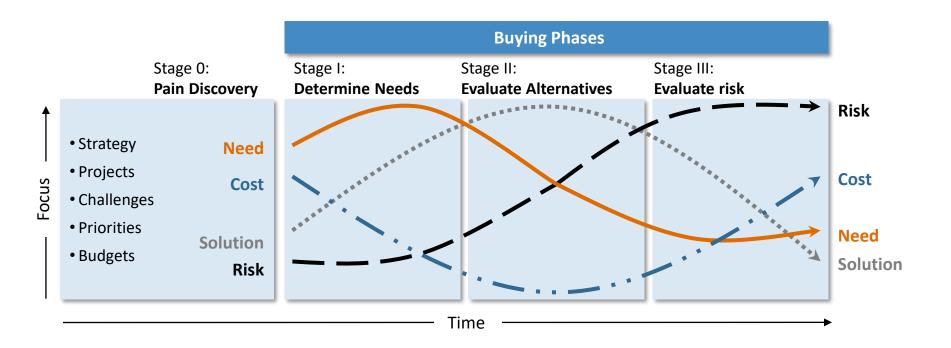


## Are you talking to the real decision makers?





### Shifting buyer concerns throughout the customer journey





# Your content must match the customer journey and the personas

|                                   | Buying Phases  |  |   |
|-----------------------------------|--|--|---|
|                                   | Stage 0-1: Pain/Need   | Stage II:<br>Evaluation  | Stage III: Decision   |
| Content objective                 | Research/pain  | Inform/differentiate   | Motivate  |
| Business Decision<br>Maker (BDM)  | <ul><li> White papers</li><li> Articles</li><li> Strategy sessions</li></ul> | <ul><li>Product brochure</li><li>Fact sheets</li><li>Solution WP</li></ul> | <ul><li>Business case WP</li><li>Workshops</li><li>ROI calculator</li></ul>     |
| Technical Decision<br>Maker (TDM) | <ul><li>Scientific papers</li><li>Research</li></ul>                         | <ul><li>Demo videos</li><li>Technical WP</li><li>Ask the experts</li></ul> | <ul><li>Testimonials</li><li>Customer videos</li><li>Customized demos</li></ul> |



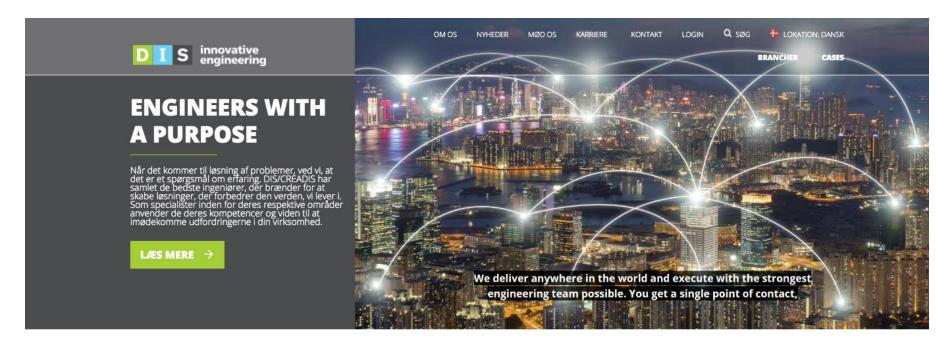
# Case: DIS/Creadis going digital



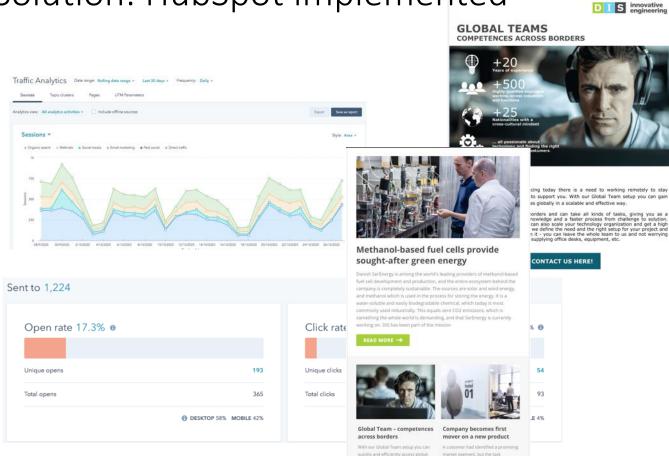




### Solution: new position, new web



### Solution: HubSpot implemented





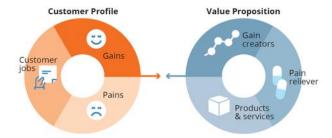
COVID-19 har ændret vores liv, og måden v

arbeider på - og derfor sidder du



## Key learnings

- Market insights and global involvement secured a strong value proposition
- The HubSpot implementation is the foundation for Sales and Marketing working together
- Thanks to HubSpot Marketing is seen as business critical
- The new website based on WordPress is a super tool for Marketing and integrates well with HubSpot

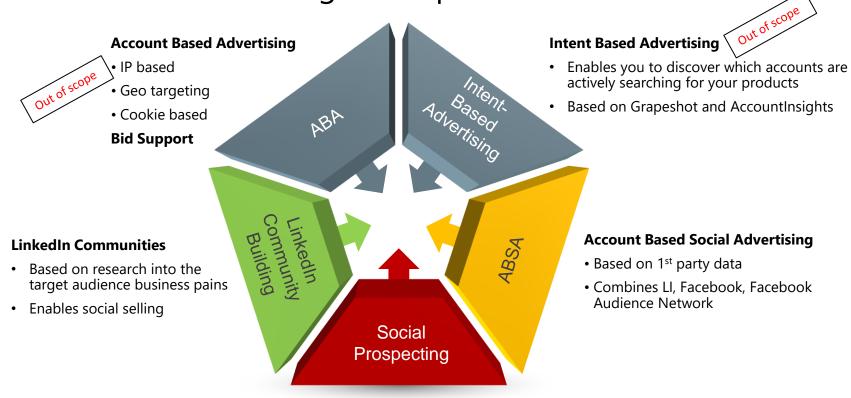




# How to create engagement and leads with your top customers



### Account activation strategies: 5 options

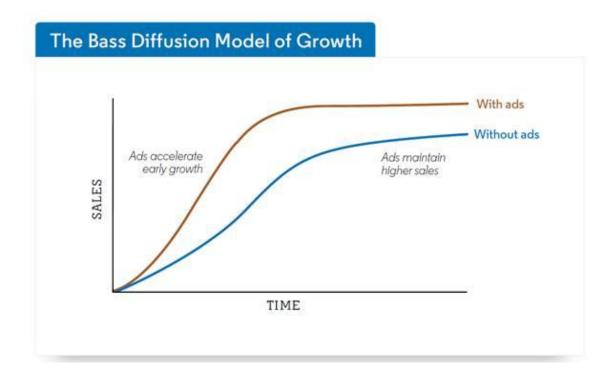


### **Social prospecting**

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



## Advertising supports higher sales



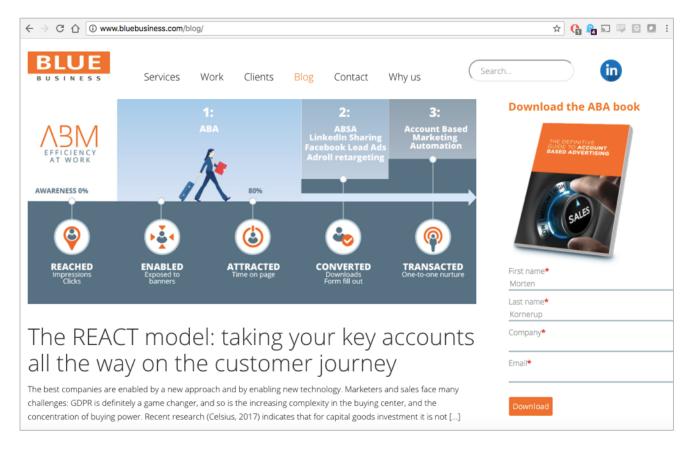
Innovators discover that growth doesn't last forever. And that's when advertising becomes essential.

According to Bass, advertising increases the number of people adopting new products, leading to faster growth in the early years and a higher level of sales when things do eventually stabilise.

If firms are prepared to increase their investment, advertising can even generate further growth



## Blog on bluebusiness.com

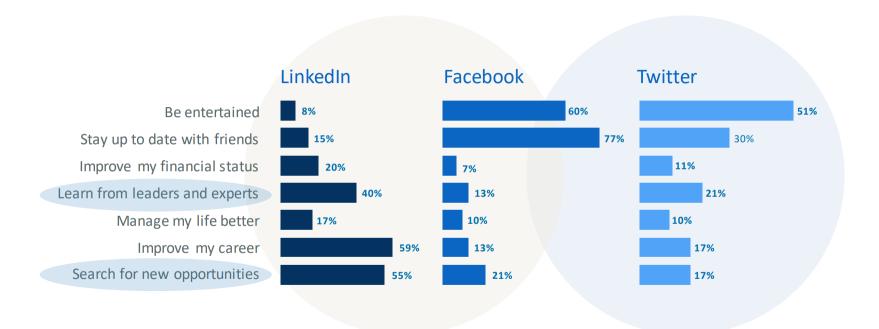




## LinkedIn



### Social engagement on LinkedIn = Business

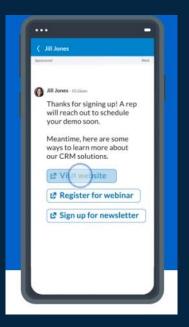




### Conversation Ads

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



### 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



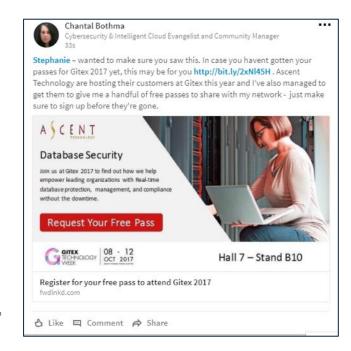
#### COMMIT

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





### 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





### Lead Form Flow

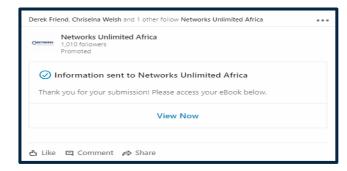
**Step 1:** Sponsored Image, Video or Carousel Ad



**Step 2:** Lead gen form and opt-in



**Step 3:** Thank you form and resource



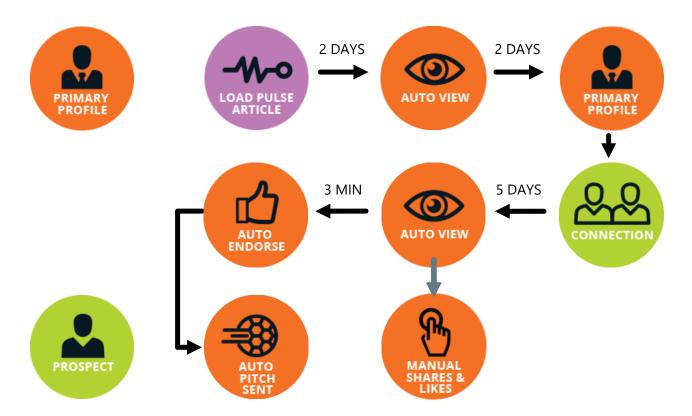
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Cases: Roche Diagnostics and Bioneer A/S

Account Based Social Prospecting



### SOCIAL PROSPECTING





### LinkedIn automation tools

 There are a number of tools available Expansion of number of contacts Auto-mailing contacts (1<sup>st</sup> level)
 Send messages to LI groups

### Take a look at:

- Sales Navigator
- LinkedInhelper.com
- Dux-Soup
- One-2-Lead









# ABSA: Account Based Social Advertising



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### Take the best from two worlds

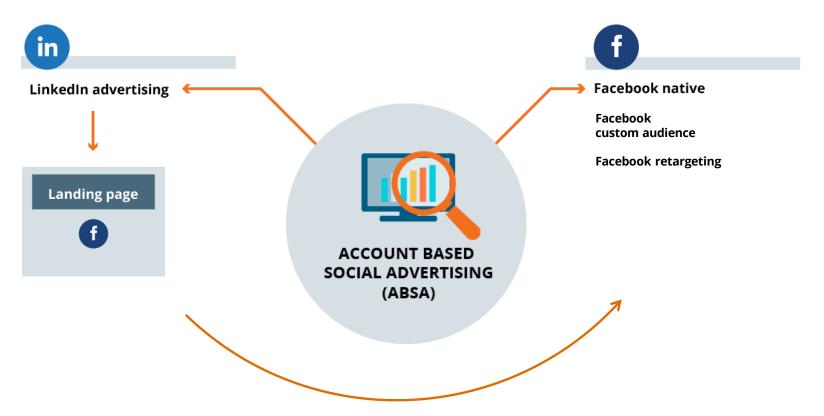




But first, its all about the data, for precision account based social marketing!



### GDPR compliant account based targeting strategies





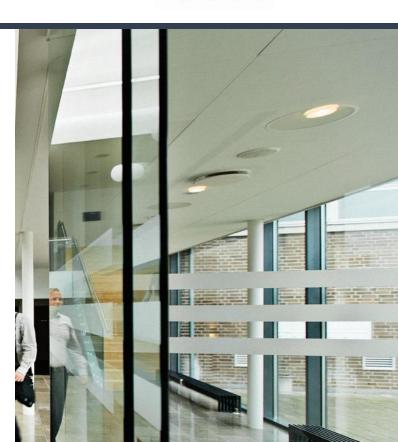
# Case: TIA Technology Account Based Social Advertising



## Challenge

# tia

- Few large accounts
- Long complex buying process
- Several decision makers and influencers



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### **ABM Objectives**

Awareness: "To drive highly qualified enquiries for the TIA solution, aimed at the targeted accounts"

#### Save time for Sales:

- Create a target list of ultra-relevant prospects
- 2. Convert min. 40 accounts to hot leads giving sales new opportunities
- Learn ABM tracking each stage of sales cycle gives opportunity for improvement through optimization of channel and stage process



#### Campaign Flow on LinkedIn and Facebook

#### Awareness Stage

# Consideration Stage

## Decision Stage

#### **Content / Messaging Flow**

 We will use the Digitization, 7 Ways, and PAC Innovative Insurer Report eBooks here  We will offer the users longer form, in depth content to hold their interest for longer - specifically the Business Value eBook  We will use persuasive language to strongly encourage interaction, and content that relates directly to the product, i.e. the Implementation eBook.

#### **Ad Formats**

 Facebook Website Click Ads single image and carousel ads  Facebook Lead Generation Ads to generate leads  Facebook Lead Generation Ads to generate leads -Give users the opportunity to download the resources directly to their devices through Facebook, once they have submitted their details.

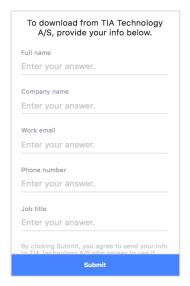


## Example of lead gen ads

#### Lead Gen Ad - A Proven Methodology - Informative





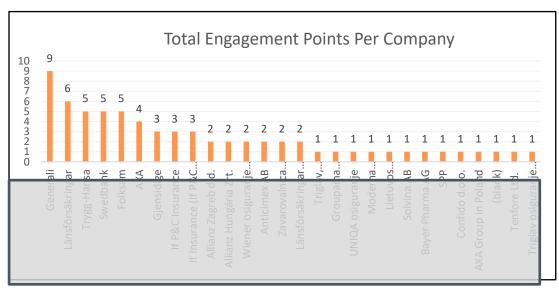






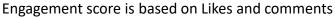
# LinkedIn Sharing provides names for the sales team

- More than 9,000 Shares were done resulting in 350 clicks (3.8% CTR)
- •• The Shares generated 58 Likes and 9 positive comments (engagement rate of 0.7%)





Managing some of the worlds leading Retail and HR communities focusing on te...





# Main findings and conclusions



## Campaign learnings

- •• The combination of Facebook, LinkedIn and an **agile creative approach** ensured that the campaign delivered more than 100 named leads for Sales to work with
- High quality content drives engagement
- Senior decision makers can be targeted on Facebook and mobile is their preferred device
- •• The 38 leads delivered are high quality: from the right companies and with the right job titles
- •• The 67 named Likes and the positive comments from the LinkedIn Sharing activity is a huge opportunity
- Nine accounts have delivered more than 1 lead:















Länsförsäkringar





## Campaign learnings

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# LinkedIn community building: A case from Microsoft Dynamics



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# Why communities?

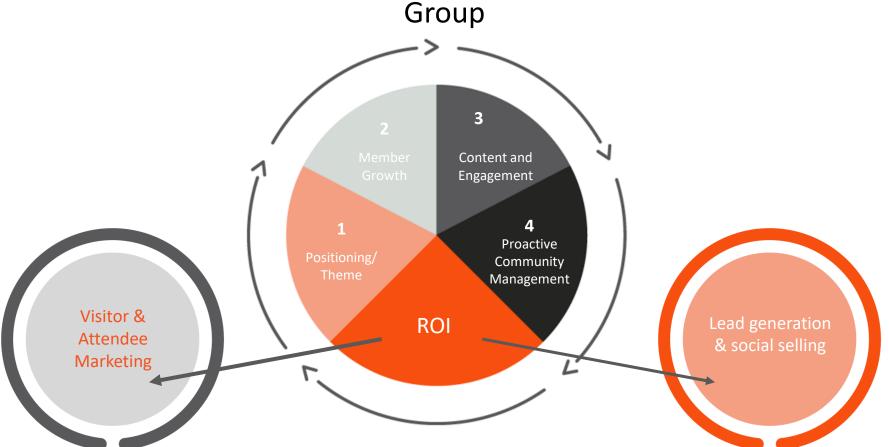


#### Why communities?

- Number of Groups on LI: 2.1 million
- Percentage of LI users that consider posting and/or participating in Group discussions helpful: 42%
- •• Most Groups on LI are broadcast (one way communication) and limited engagement
- Your target audience want to learn, grow, understand, be challenged and to be more successful
- Your target audience DOESN'T WANT to be sold to



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



## Microsoft campaign brief and strategy

#### **Briefing**

Identify, reach out and start engaging with Certified Public Accountants (CPA's) in US and Canada

#### Strategy

- We have created two separate communities
- 80/20 balanced content + 3 6 month content calendar
- The basic principle

**Know** YOU

Like YOU

**Trust YOU** 

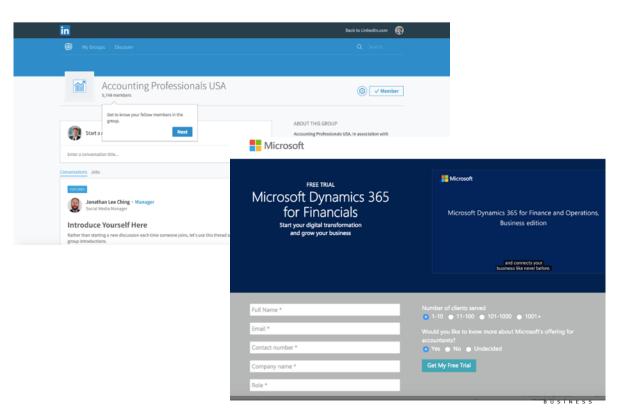
**Buy** YOU

Awareness, Interest, Conversion



#### 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



# Digital Lead Generation & Marketing Automation

Bringing tangible value to your business



#### Start with the end in mind...

### Skab vækst med intelligent leadgenerering

- hvad vil du opnå?

- √ Få flere og bedre leads
- √ Forkorte salgsforløbet og få større pipeline
- $\checkmark$  Fastholde eksisterende kunder og udvide med opsalg og krydssalg
- $\checkmark$  Analysere salg og marketingkampagner og forstå hvilke leads
- √ Sætte kampagner hurtigt op og kom i markedet før dine konkurrenter
- √ Få branding og budskaber ind på tværs af kanaler og gør den konsistent
- √ Målrette kampagner mod specifikke segmenter med afpasset indhold
- $\checkmark$  Pleje og fastholde kundeemner som endnu ikke er købsparate
- √ Sætte webformularer op så du kan opfange leads og relevant data
- √ Identificere salgsklare leads
- √ Kvalificere leads præcist med lead scoring
- $\checkmark$  Forstå hvem som besøger dit website, hvad der interesserer dem
- √ Rapportere på kampagner og beregn ROI
- $\checkmark$  Effktivisere kampagneudrulning, spare tid og ressourcer



"Get into the revenue camp. Show your number. Talk about your number. If people in your firm believe your work is pure cost, they'll ask you to do less of it. If people believe your work leads to revenue, they will want you to do more of it."

eConsultancy 'The Digital Outlook 2019' report

Set goals then start acting to meet them.

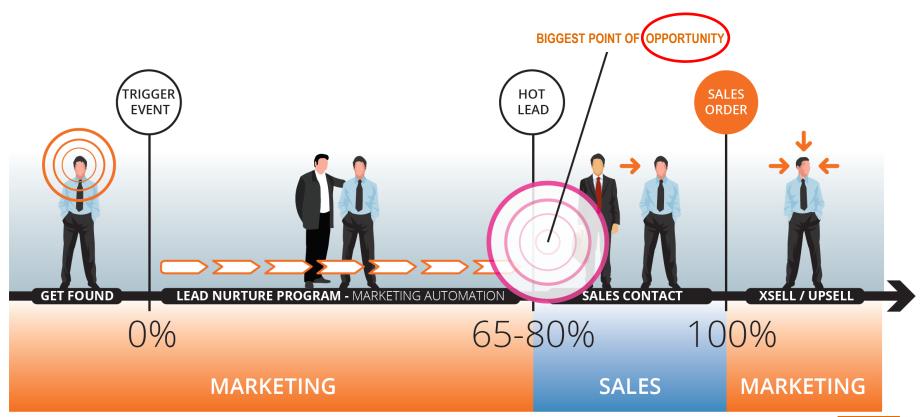


#### Top priorities for digital marketers





### Take charge of the customer journey





Lead to revenue management **EXPAND ATTRACT Customers CONVERT CAPTURE** Revenue **Attract: Generate Awareness Capture: Turn Awareness into Contacts Nurture: Turn Contacts into Leads NURTURE Convert: Turn Leads into Customers Expand: Turn Customers into advocates INBOUND** & OUTBOUND



### The customer journey has been digitally transformed

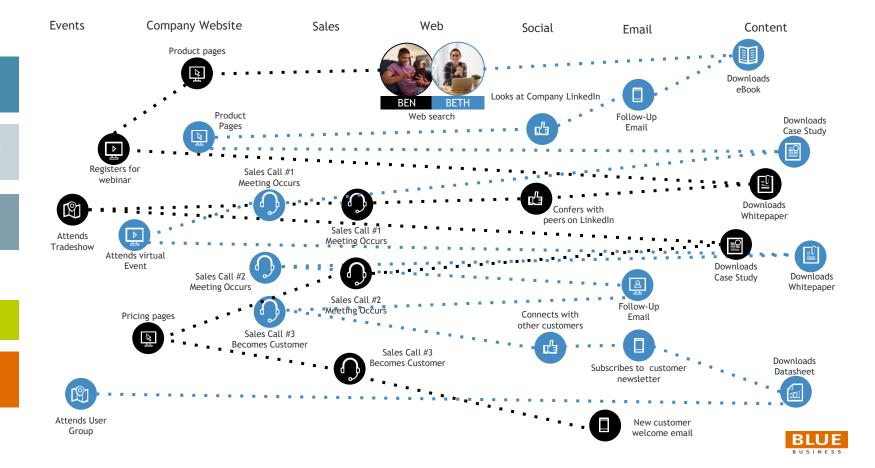
Attract

Capture

Nurture

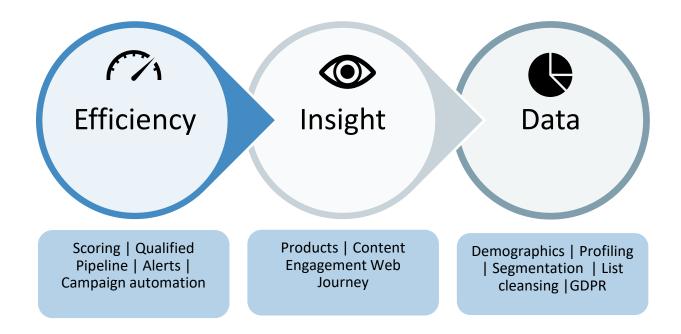
Convert

Expand



## What is marketing automation?

A software platform that automates and optimizes your lead generation and nurturing programs on multiple channels online.





# What is marketing automation **not**?

It's not a software platform that...

...automates marketing on its own

...optimizes your lead generation without a strategy

...shows up on multiple platforms by itself

#### Skab vækst med intelligent leadgenerering

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## Marketing Automation functionality









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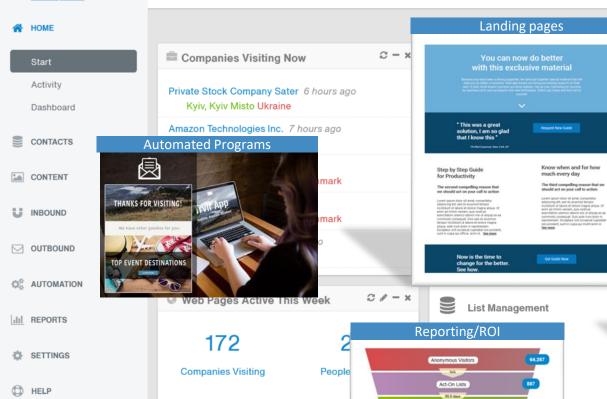
Search All Assets

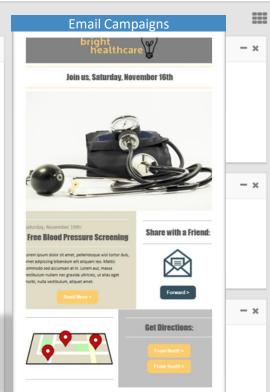












Technical Support Case

Product Feedback

News and Events

Social Media

Page Views

188

Top Funnel (score 20-35)

5.42 days.

Mid Funnel (score 35-80)

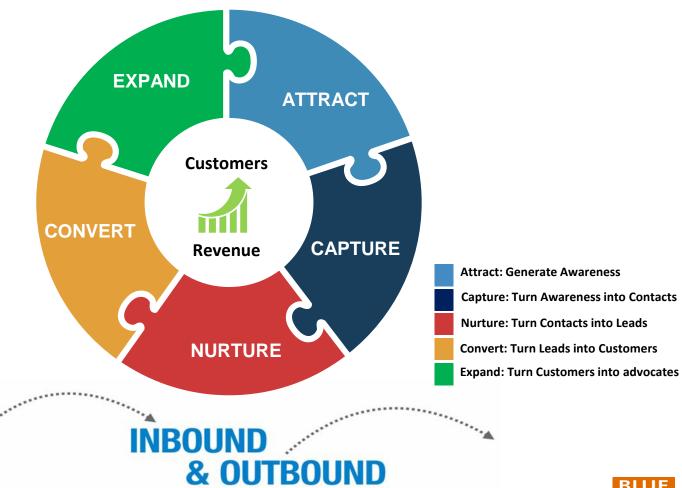
Bottom Funnel (score 80-100)

MQL (score above 100)

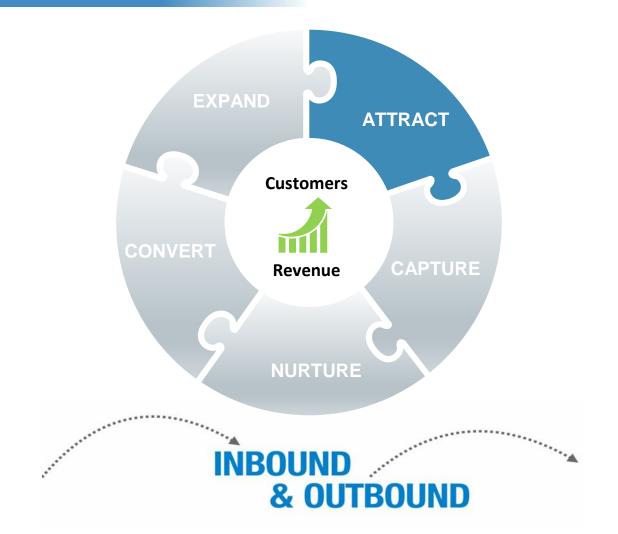
Active Messages

(3

Lead to revenue management puts you in the drivers seat









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## Be relevant

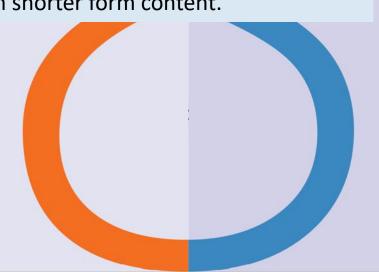


#### TIP:

Long form content of over 1,000 words consistently receives more shares and links than shorter form content.

# Engage

Pssst! You've got 8 seconds



#### Attract: Drive new top of funnel prospects



Website & all marketing assets

# **SEM Social advertising**

Integrate & track online advertising







### **Content Marketing**

Blogs Videos White papers Infographics



### **Social sharing**

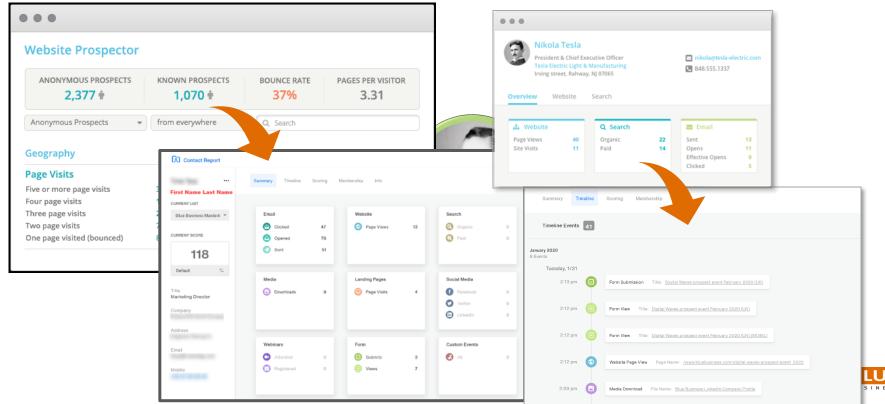
Publish campaigns listen and join conversations



#### Attract: Give me insight

Benefit your dialog and sales efforts with insight that matters



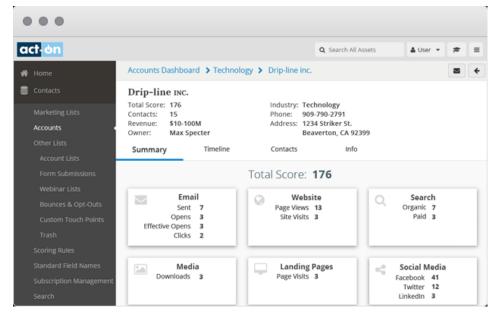




#### Attract: Insight to your accounts

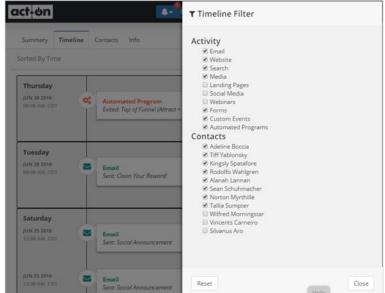
Account based insight and activation

Account Scoring: View account-level scoring based on total account contact activity





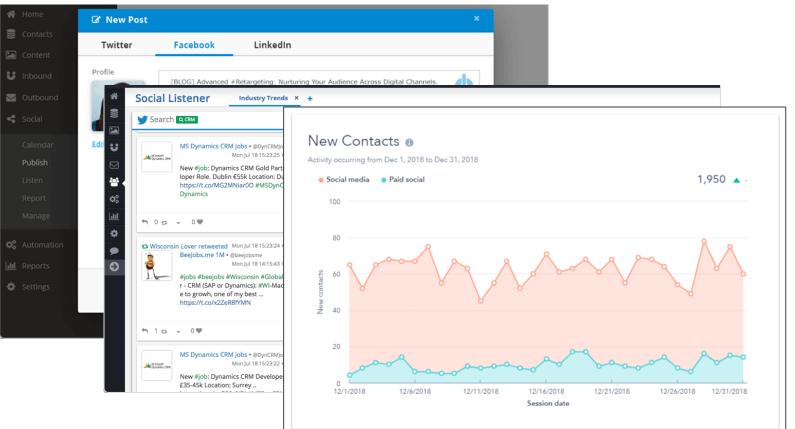
Influencer filtering: View key influencer behavior in a filterable, unified timeline





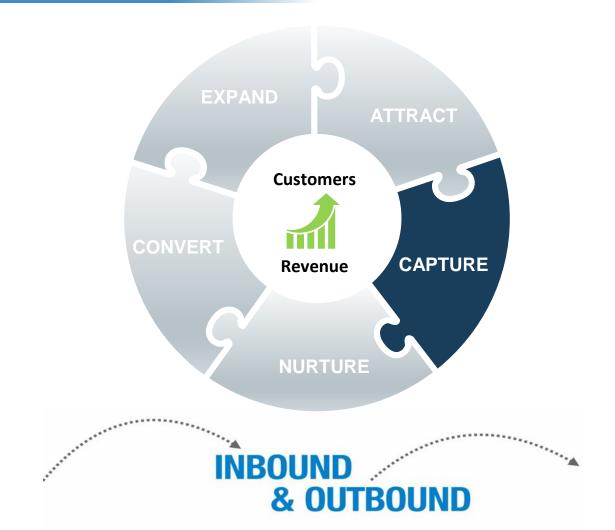
#### Attract: Insight to your customers and prospects

Use social media intelligently to drive traffic to your website and landing pages











## Capture: From awareness into contact



#### **Campaign landing page**

(designed in marketing automation platform)



#### Landing page form

(designed in marketing automation platform)

| Download your e-book  |  |
|---|--|
| First Name *  |  |
|   |  |
| Last Name *   |  |
|   |  |
| Job Title *   |  |
|   |  |
| Business Email *  |  |
|   |  |
| Company *   |  |
|   |  |
| Country *   |  |
|   |  |
| Download now >  |  |
| I hereby provide my consent.*   |  |
| ☐ I consent to receive digital communications from TIA Technology, and  |  |
| understand I may opt-out of communications with TIA Technology at any time<br>using the unsubscribe link provided in TIA Technology email communications. |  |
| Privacy Policy  |  |

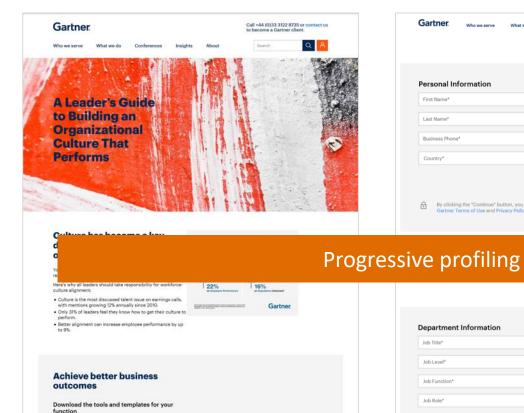
#### Form usage:

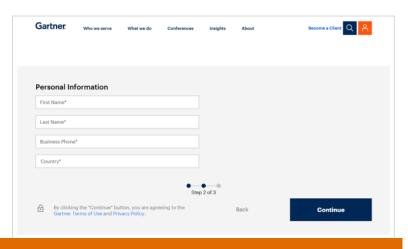
- Content form
- Contact form
- Event form
- o Feedback form
- Survey form

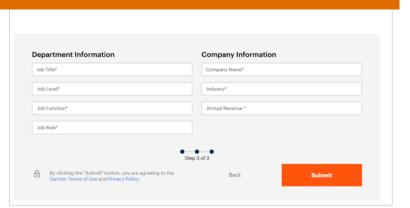


Business Email Address\*

By olicking the "Continue" button, you are agreeing to the Cartner Terms of Use and Privacy Policy.

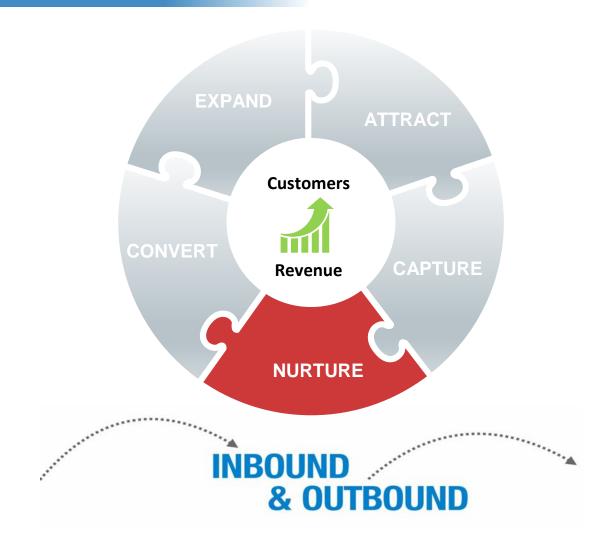








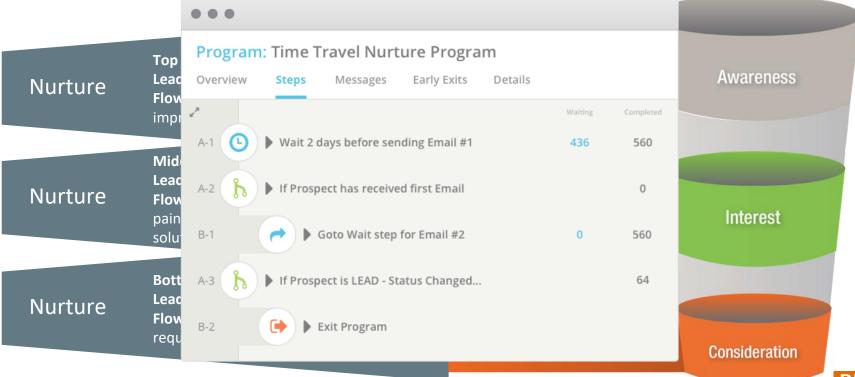






# Nurture: Keeping you top of mind during the buyer's journey YOUR BUYER







#### Nurture: Sample flow for webinar







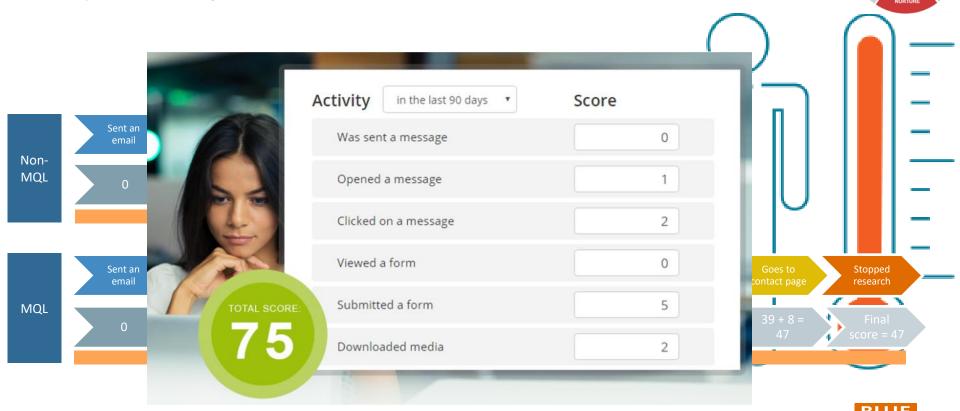


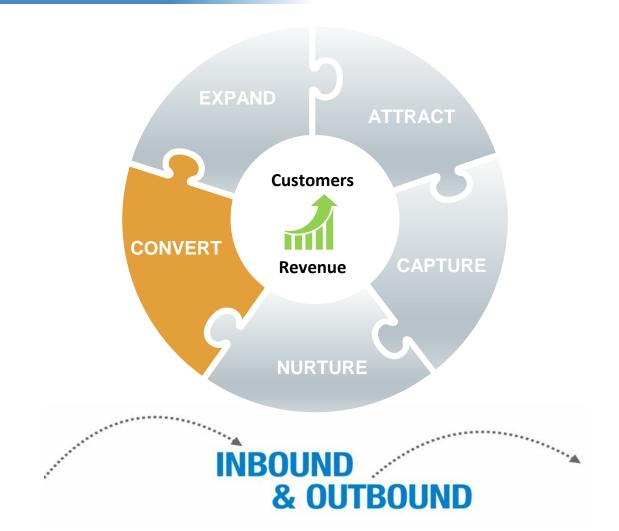
ALEXANDRA



## **Nurture**: Lead scoring

Sample lead scoring model

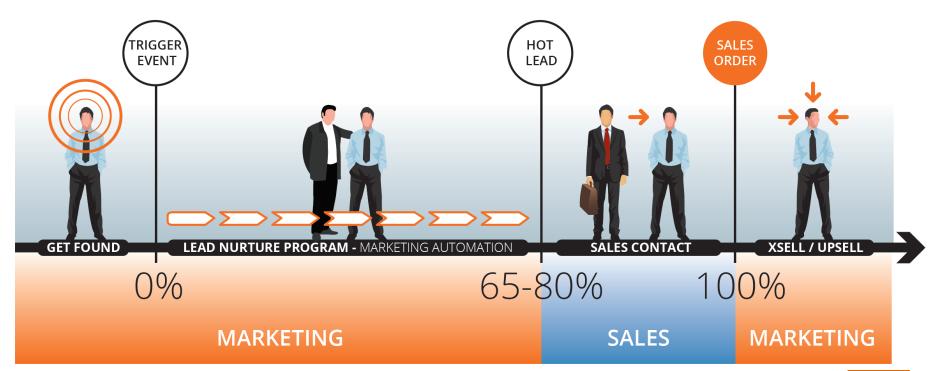






## Are your sales and marketing teams optimised

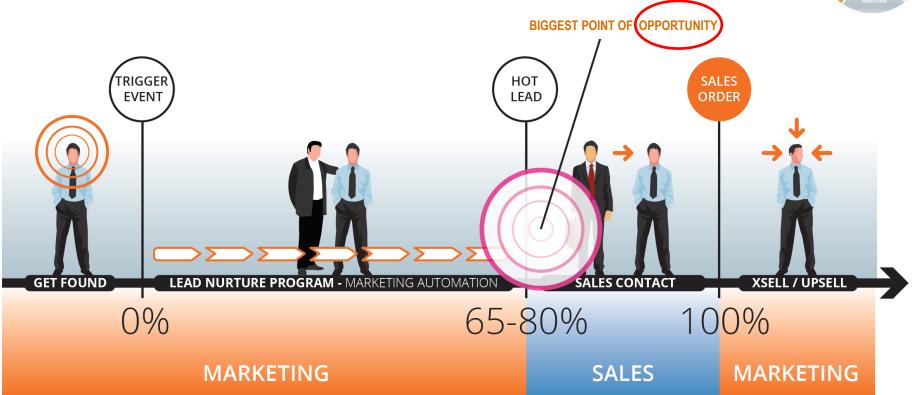






## Take charge of the customer journey







# THE SALES AND MARKETING DIVIDE

What will it take to bridge the gap?





## 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 questions to bridge the gap

## Marketing focus

✓ Engage and convert

#### Motivation:

- ✓ Leads
- ✓ Great brand
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#### Problems with sales:

- ✓ Un-touched leads
- ✓ No follow up

#### Ask... how can we...

- ✓ Win as a team?
- ✓ Identify joint goals?
- ✓ Agree on terms?
- ✓ Meet more often?

## Sales focus

✓ Always be closing

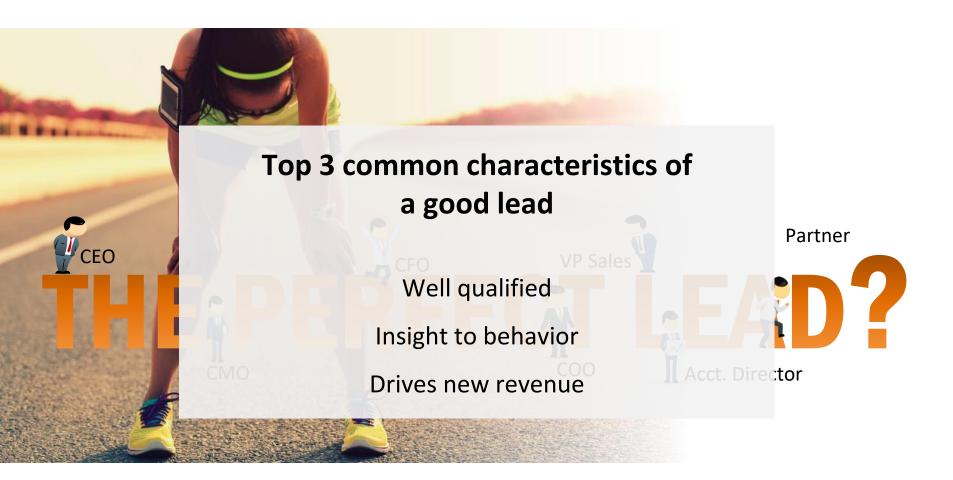
#### Motivation:

- ✓ Meetings
- ✓ Pipeline
- ✓ Deals

#### Problems with marketing:

- ✓ Unqualified leads
- ✓ Seniority of leads







## **CONVERT**: Align marketing and sales

Use best practice to agree on lead definitions and lead scores



#### LEAD MANAGEMENT WORKSHEET

|   | Lead Name The official name of the entity given between sales and marketing | Stage<br>Sales stage | Pipeline<br>Is this stage in the<br>pipeline and at what<br>percentage | <b>Definition</b> The official definition agreed upon between sales and marketing           | Lead scoring Criteria  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. | Lead scoring Values The entity by which the lead score is measured  | Lead scoring Points The actual number attributed to the lead the exhibited criteria |
|---|---|----------------------|--|---|--|---|---|
| 4 | Inquiry   | Qualifying           | N/A  | e.g. A net new visitor who visits<br>the company website or any<br>pages within that domain | e.g.  1. Visited a web page  2. Visited these web pages  3. Job title  4. Industry   | e.g. 1. Any 2. Pricing page 3. Equals <title> 4. Equals &lt;industry&gt;&lt;/th&gt;&lt;th&gt;e.g.&lt;br&gt;1. 1 pt.&lt;br&gt;2. 10 pts.&lt;br&gt;3. 5 pts.&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;Lead/Prospect&lt;/th&gt;&lt;th&gt;Qualifying&lt;/th&gt;&lt;th&gt;N/A&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;50&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;Marketing Qualified Lead&lt;/th&gt;&lt;th&gt;Qualifying&lt;/th&gt;&lt;th&gt;0-25%&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;100&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;Sales Accepted Lead&lt;/th&gt;&lt;th&gt;Sales Working&lt;/th&gt;&lt;th&gt;0-25%&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;Sales Qualified Lead&lt;/th&gt;&lt;th&gt;Sales Working&lt;/th&gt;&lt;th&gt;0-25%&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;/tr&gt;&lt;tr&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;Opportunity - 25%&lt;/th&gt;&lt;th&gt;Sales Work&lt;/th&gt;&lt;th&gt;25%&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;th&gt;many American&lt;/th&gt;&lt;th&gt;&lt;/th&gt;&lt;/tr&gt;&lt;/tbody&gt;&lt;/table&gt;</title> |   |











HE B2B LEAD AGENCY

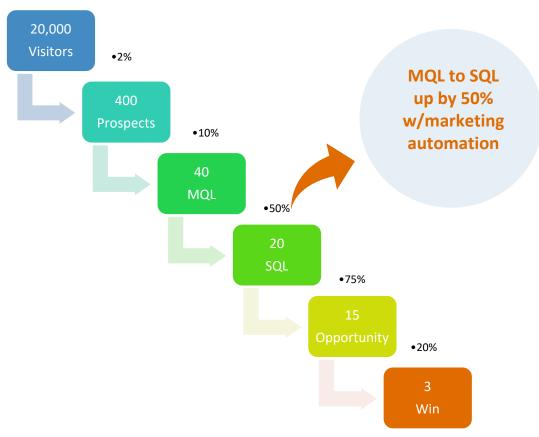
**CONVERT**: The real value from visitor to the bottom line





## Lead forcasting and projection

Waterfall model example







10 first sign-ups get free workshop and mini-report

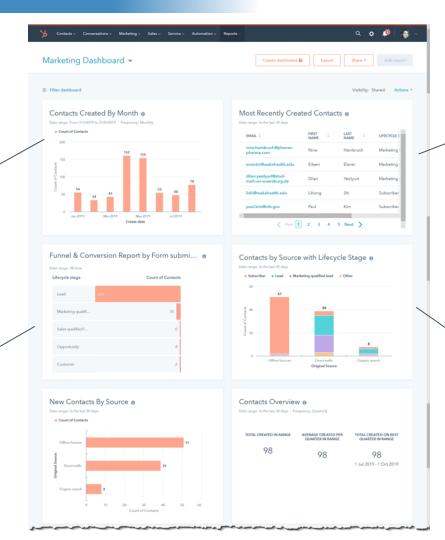
(value 7,500 kr)



# Reporting marketing performance

New leads

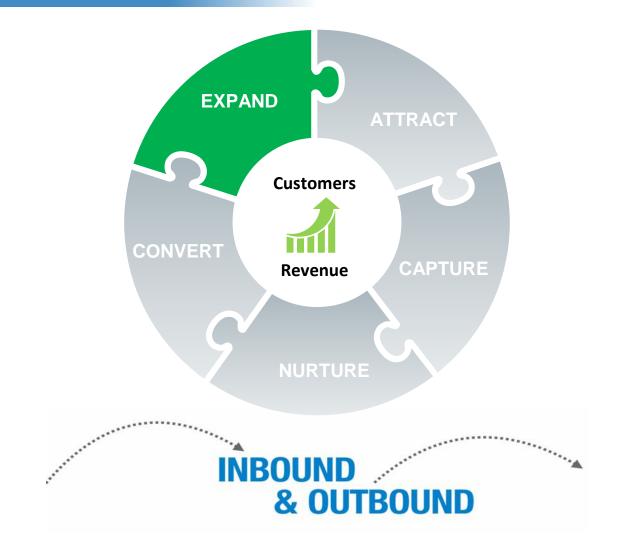
**Funnel conversion** 



Leads by name

Leads by source

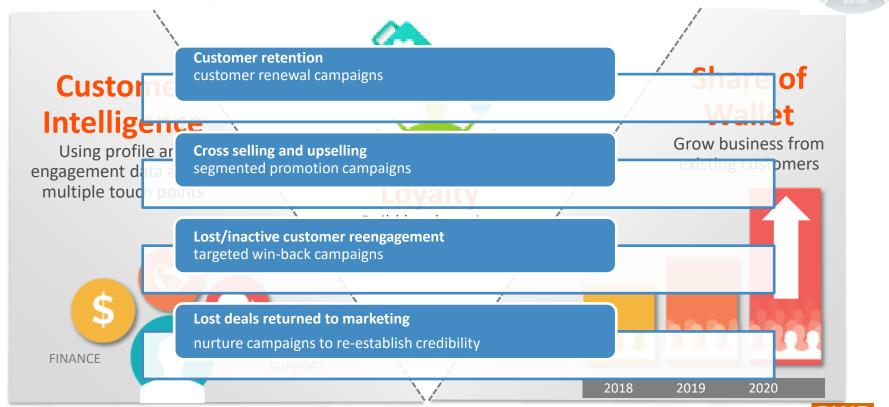






## Expand: Customers are for life

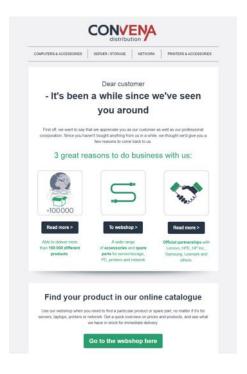
Retain customers and expand their value

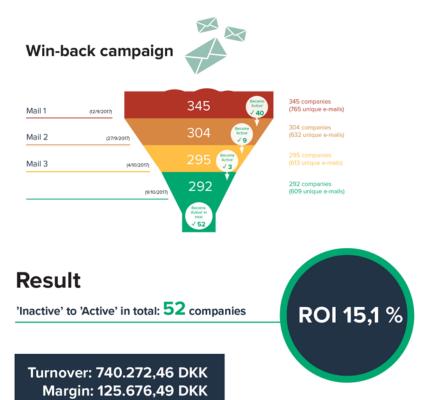




### Expand: Reactivating inactive customers

Retain customers and expand their value

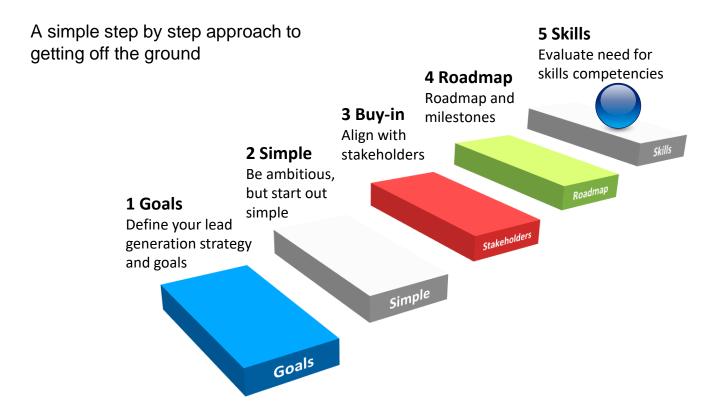








## 5 steps to get started with marketing automation





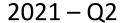
## 6-12 mth. roadmap and milestones

From novice to mature lead generator



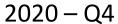






- Webinars
- Social campaigns (level 2)
- Referral campaigns
- Pipeline acc. campaigns
- Marketing ROI





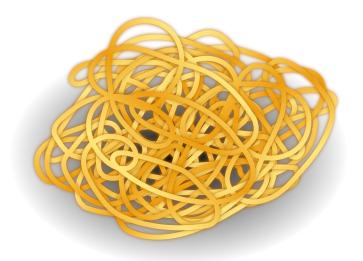
- MA live
- Digital tracking
- Newsletters
- Lead scoring
- · Social media

### 2021 - Q1

- Nurture flows
- Landing pages
- Content/SoMe strategy
- Web audit/SEO
- Lead definitions
- CRM integration



## Our approach to marketing automation



A B

Marketing Automation
The complex way...or...

Marketing Automation
The simple way...



## Our approach to marketing automation





## Get started now: Lead generation marketing packages



ActiveCampaign >



## How we can help you build your digital pipeline



