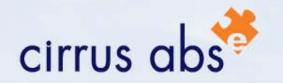


# Fitting Social Media Into Your Marketing Strategy // Kevin Mullett

cirrusabs.com
twitter.com/cirrusabs
facebook.com/cirrusabs
youtube.com/user/cirrusabs
linkedin.com/companies/cirrus-abs



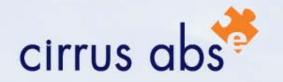


# Fitting Social Media Into Your Marketing Strategy // Kevin Mullett



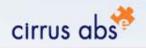
kevinmullett.com
twitter.com/kmullett
facebook.com/kevinmullett
linkedin.com/in/kevinmullett
just google <u>"kevin mullett"</u>

director of product development

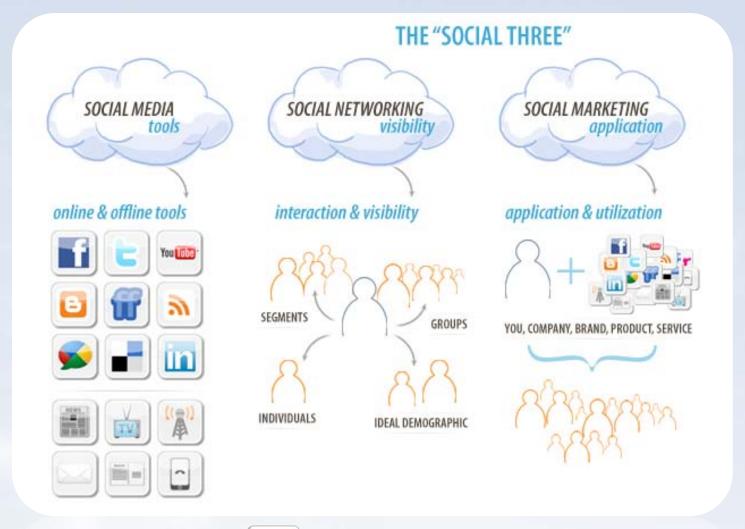


# // new as perception or reality?

increased adoption or proliferation does not mean new. the tools and nomenclature are new but "social media", websites, and blogging is not.



# // getting on the same page with "social"





# // verifying claims? expecting too much?

there is a lot of misinformation, speculation, opinion and hype being spread. worse is the expectation that social media should be free, effortless, and easy, yet produce greater ROI.



### // visibility via preferred media



- preferred media not singular media
- specialty and niche social services
- are you talking WITH your audience where they are

#### LinkedIn

has sent you a message.

Date: 7/15/2010 Subject: Your post

I don't want to twitter. Do I still need to fill in that twitter thingy?

I like Linkedin better than Facebook, how 'bout you?

View/reply to this message



# // but...my privacy!

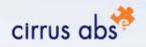
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- formerly found on street corners
- were you unlisted?
- who did we do business with 30-40 years ago?



### // there is no "trying" in social media

social media works best when you are a willing participant, see value, & treat it like a lifestyle, instead of a task.



# // what's the case for my business?

- a few things social media can help with
- winning new business
- enhancing customer experience
- participating in a conversation already occurring
- providing offers and notifications quickly and inexpensively



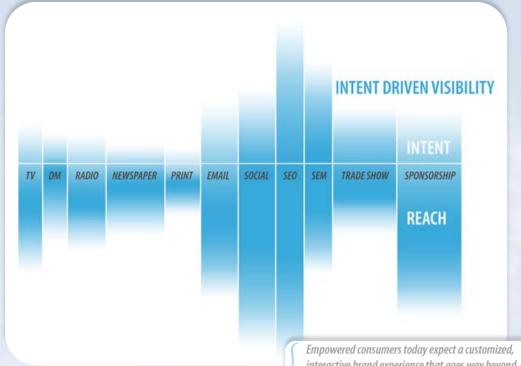
# // for my business continued...

#### what else can it do?

- disseminating press releases and information
- managing brand/identity reputation
- industry awareness and participation
- promoting knowledge experts
- keep tabs on the competition



### // who wins the intent to action war?



Empowered consumers today expect a customized, interactive brand experience that goes way beyond a 30-second television spot or two-dimensional print ad. Forty-two percent of online adults and 55% of online youth want to engage with their favorite brands through social applications.

FORRESTER RESEARCH, INC Interactive Marketing Projections: 47730

FUNDED LED DESEMBER, INC. Interactive Manacing Projections: 47759

- tv
- dm (direct mail)
- radio
- newspaper
- print (brochures/ads)
- email marketing
- social
- SEO
- search marketing
- tradeshows
- sponsorships (nascar etc.)
- yellow pages (not shown)



# // prioritize your marketing efforts

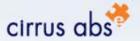
no marketing media channel has 100% eyeballs or is 100% effective. prioritize based on goals, resources, and business objectives.



# // social media, do you own it?



- Ars Technica (suggested copyright infringement?)
- Jonathan Rivera's page with 47'000 fans (vanity url)
- are you relying on free services?



### // does social media work?



- opportunity
- visibility (2 audiences)
- traffic
- top of mind
- likeability
- expertise



Frank Morin · Pres. at Accent Homes, Inc.

To: Kevin Mullett

Date: March 11, 2009

@jstalter we're playing around with it. @kmullett does it a lot. he's the #fortwayne resident pro

#### You replied to this message:

I was on my Blackberry when I accepted invitation and tried to sen if it went through. Message was:

Need to talk to you sometime about updating and upgrading the we a good time to call would be.

a good time to call would be Need to talk to you sometime about updating and upgrading the wi

Thu 27 Jan 16:1

The Real Deal on SEO http://ow.ly/13Drt | I the plane ticket but if you live 3573

recommend, it would be worth near #FortWayne #Indiana drive

 business901, [+] Thu 04 Feb 08:55 via HootSuite

FYI - I used your "social 3" classification system w/my own twist and gave you full credit. WBCL may call. Looking at web redvlp

ar 12:17 via Direct Message



# // why don't they "like" us?



are we clear with our message?

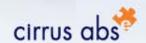
- is design or action most important?
- what is our call to action?
- what is in it for them?



### // are you connecting dots with social media?



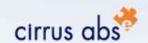
do these printed pieces promote social channels? what is the social strategy?



# // almost had it right?



- what they want me to do is clear
- i'll be rewarded



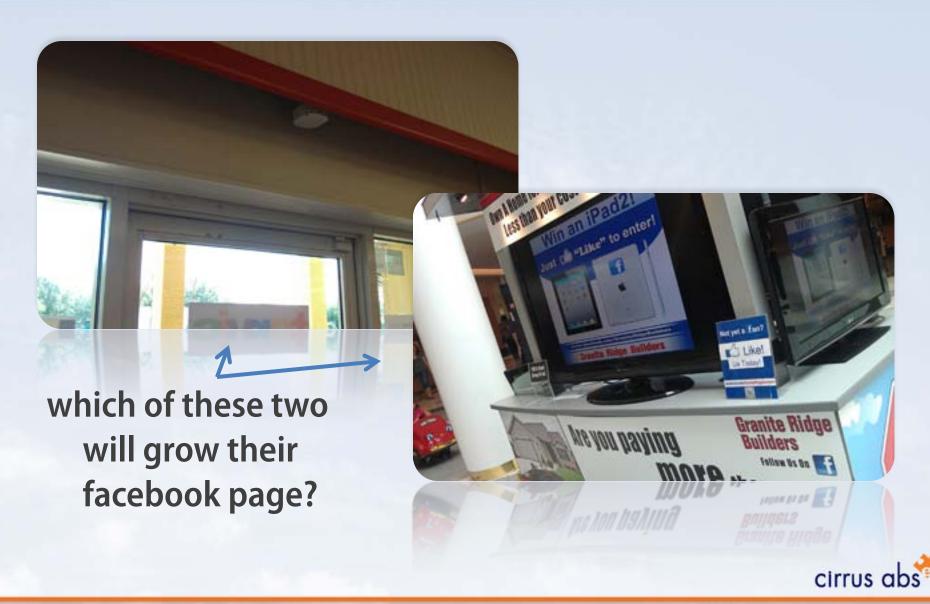
### //action 1



 name, address, phone should normally match (these are called citations, exceptions for campaigns/tracking)



# // social media at my physical location?





#### success is in the details

- make signage
- educate EVERYONE



cirrus abs

# // a click is not a blood oath or promise

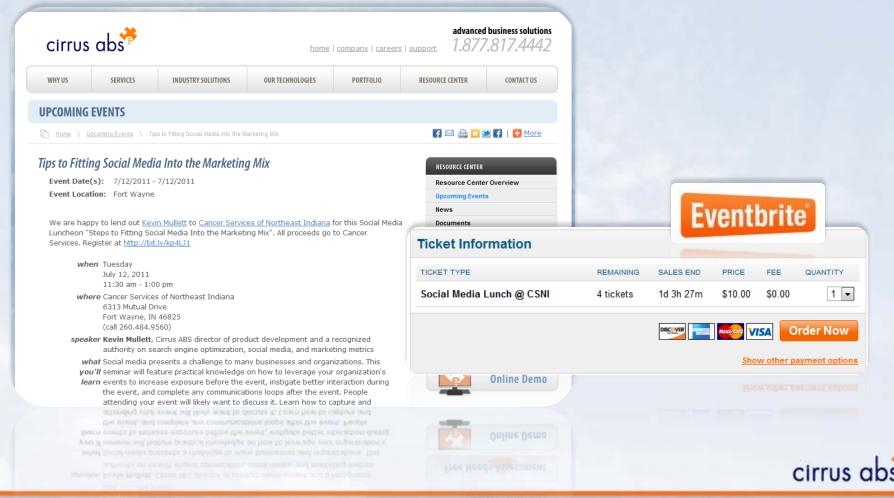
#### facebook events

- no formal signup
- no info gathering
- no commitment
- not for everyone
- lost traffic & SEO



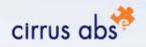
### //action 3

embed signup capability via services like <u>eventbrite</u>



# // think you can ignore social media?

business who are still trying to avoid social media or who are being overly selective may not be getting the entire picture. less discussed are the SEO, visibility, and traffic value that social media can provide.

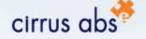


### // social is now in SERPs



# how will it change social participation? how will it change where we click on a SERP page?

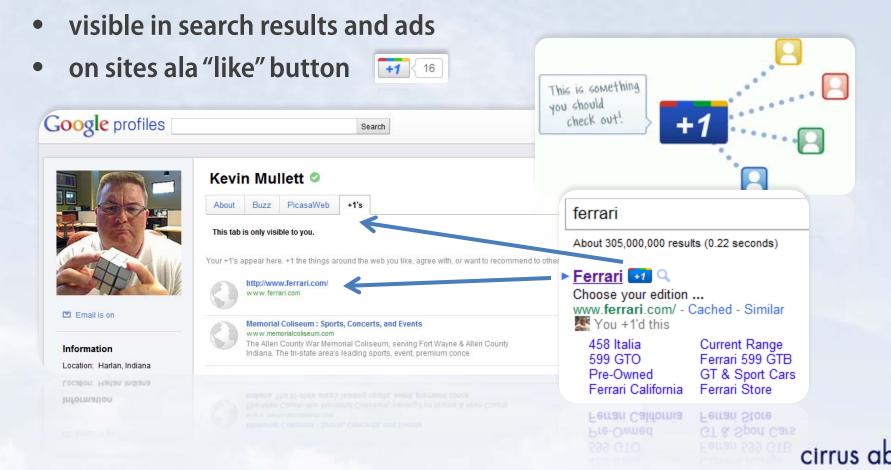
(flickr, friendfeed, gmail, facebook, buzz, reader, google social connections)



### // what is google +1

### google +1

will be used as "A" signal for google search to fight web spam



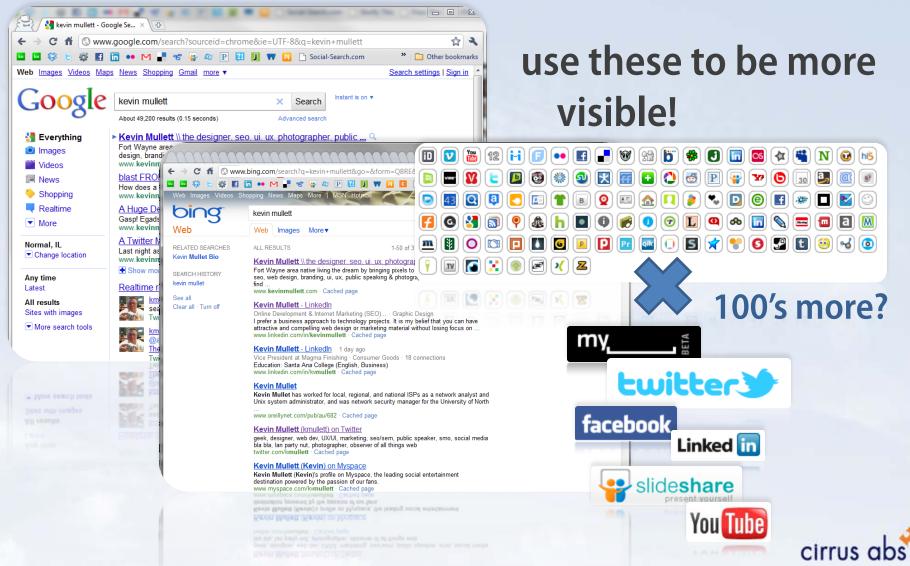
### // what is google+

### google+ is a social network (June 28th, 2011)

- currently an invite only "field trial"
- business accounts not allowed yet (Ford and others as test clients)
- public google+ posts are showing up in search results



# // what if you could be more visible?



### //action 4

- develop your elevator pitch
- optimize your "what we do" paragraph then adapt it to fit in various profile areas.
   (160 characters in twitter for example)

Name Cirrus ABS
Location Fort Wayne, Indiana
Web http://www.cirrus...
Bio Web Development,
NetCentered Marketing,
Business Process Innovation,
SEO, SEM, SMO

SEO, SEM, SMO

 photos for personal accounts, logos for businesses (generally speaking. in some instances you want to use photos)

Website:

http://www.cirrusabs.com

General Information:

Web Development / Design, NetCentered Marketing, Business Process Innovation, SEO (Search Engine Optimization), SEM (Search Engine Marketing), SMO (Social Media Optimization), Print, Branding, Online Learning Modules, Custom Programming

Cirrus ABS Indianapolis 47 S. Pennsylvania St. Indianapolis, IN 46204

Cirrus ABS Atlanta 1230 Peach Tree St., Suite 1900 Atlanta, GA 30309

Cirrus ABS Atlanta 1230 Peach Tree St., Suite 1900 Atlanta, GA 30309

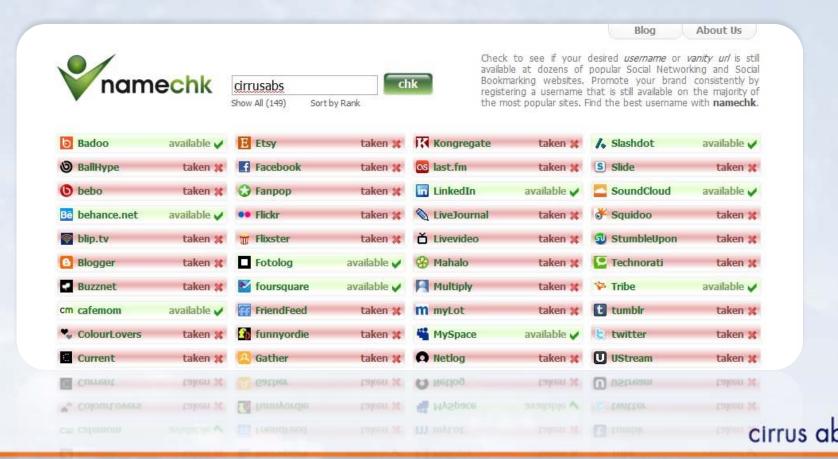




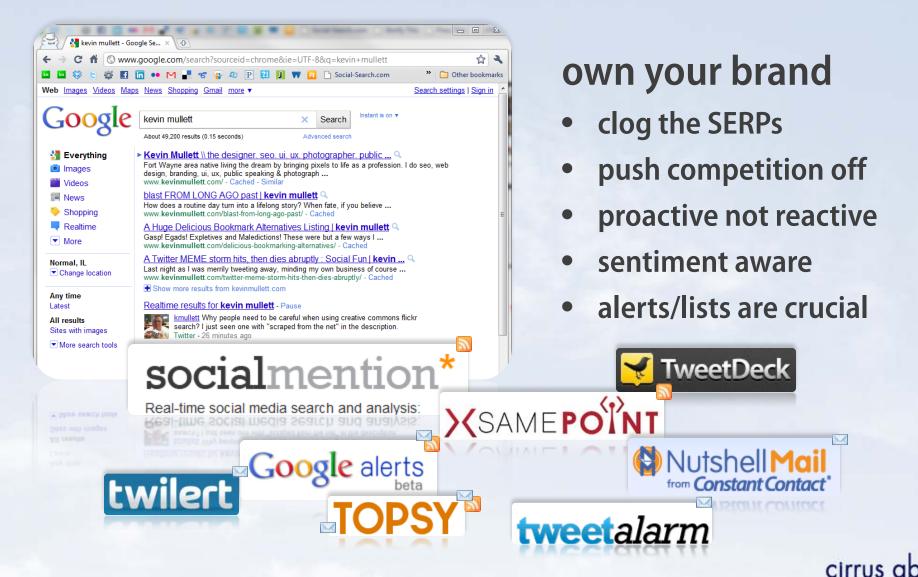


### grab your brand

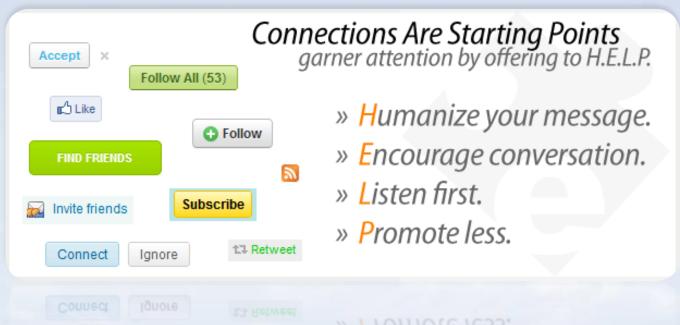
mass id check with <a href="mailto:namechk.com">namechk.com</a>



### // online reputation management



### // earn attention in addition to permission



- who enjoys a pushy sales person?
- spammy-ness & tricks require churn.
- what is your comfort level?
- wiifm?



### // but nobody comments or converses?

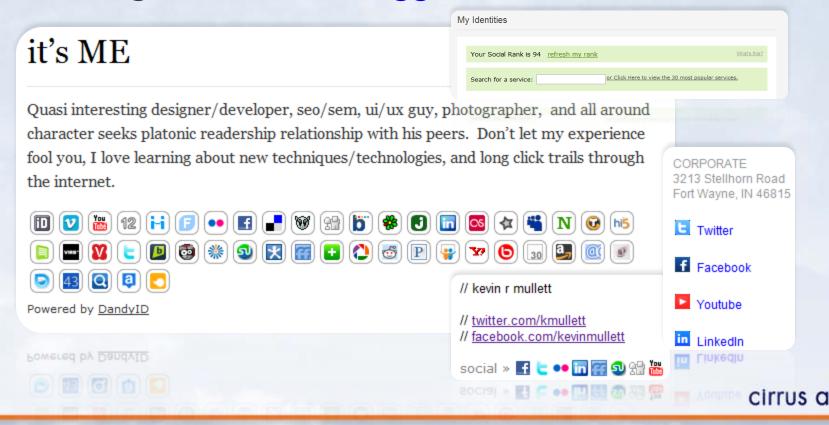
How many of you who desire comments and amplification take the time to provide it?



### //action 6

### centralize & promote your brand id's

- mass id listing (like <u>dandyid.org</u>)
- email signitures (like <u>retaggr.com</u>)



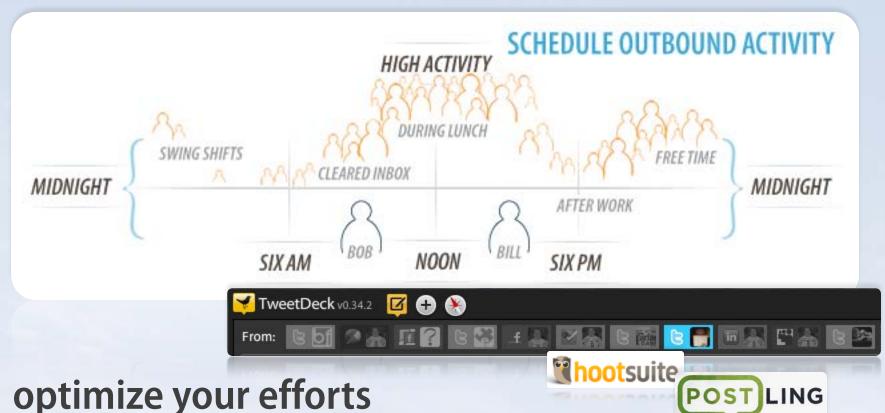


### network your brand via forums, chats, etc

join groups/add events on <a href="milling.com">ning.com</a> & <a href="linkedin.com">linkedin.com</a>



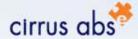
### // social activity optimization



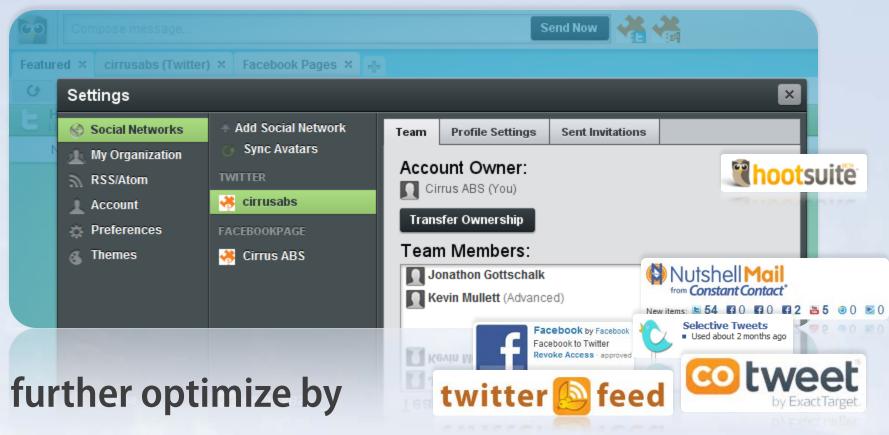
schedule activity during peak times



use tools for consolidation, tracking, & alerts



# // social team optimization



- delegating responsibility & automate (w/caution)
- monitor keywords, brands, hashtags (twitter)
- create and follow an editorial calendar (try)

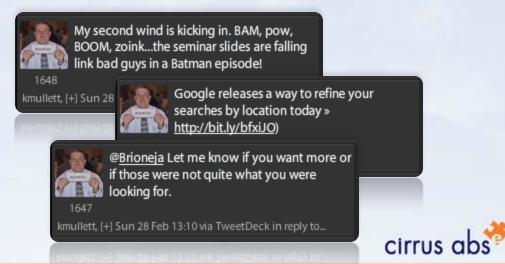


# // i've nothing to say & no one cares



we hear it all the time. i don't have anything to say & no one would care anyway. how do i attract followers / fans.

- friendly & upbeat
- avoid sensitive issues
- be helpful (H.E.L.P)
- listen first
- engaging & funny
- careful with i, me, versus us, we



### posting tips

- use keywords & keyword phrases sparingly
- keywords should be relevant to subject
- avoid spammy words
   make money, MLM, work from home, get rich...
   unless that is what you do!
- avoid hyperbole
- look informative
- appear conversational



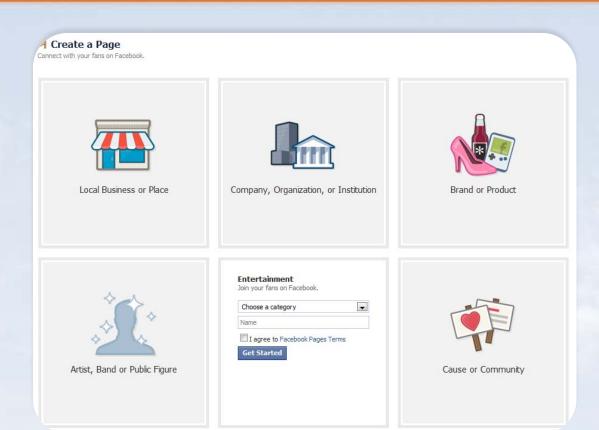
Mentoring for Free provides 100% Free Generic MLM Network

Marketing training to help you grow

# // where are you sending them?



- will your social profile(s) or website support conversion best
- which are they more likely to visit daily, amplify message from
- are you sending them to just another link



- select the category & follow the steps
- now complete your profile & promote it
- once you get 25 followers get your vanity URL

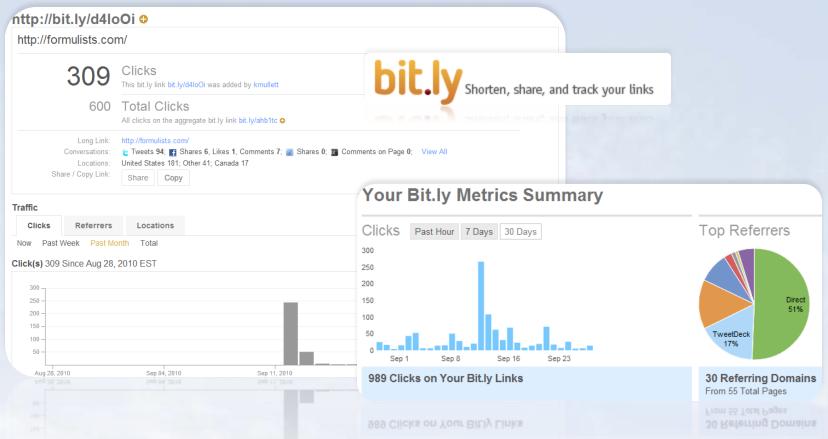




// it's as measurable or more so...

if talking to me about defining ROI of social media you best be prepared with examples from your other marketing efforts.

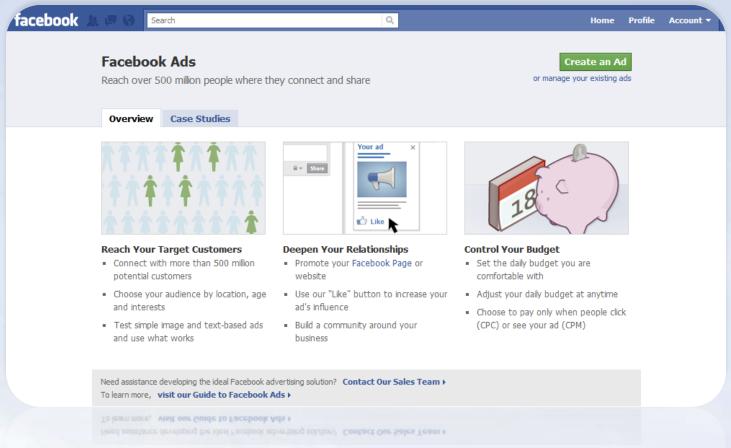




### setup a bit.ly URL shortener account

(i know of over 30 other url-shorteners, but bit.ly is trusted & widely used)





### http://www.facebook.com/advertising

or click

Sponsored

Create an Ad





#### **Engage Your Audience**

As people discover your content, you can prompt them to continue to explore the content of your site. powered by StumbleUpon recommendation technology.

Solution: StumbleThru, Widgets

Case Study: After implementing StumbleThru. 1x.com was able to lift time on site by 2.6x compared to other inbound traffic sources.

Seed Virality

Seed



#### Solutions: Badges, Paid Discovery

Case Study: On average, sites increase traffic from StumbleUpon between 20% to 25% upon installing Badges.

### Grow



#### **Grow Your Audience**

Your pages are matched by StumbleUpon's recommendation technology to find people who are interested in your content related to your brand, bringing new users.

#### Solutions: Paid Discovery

Case Study: GrilledCheeseAcademy.com used less than 10% of their budget to drive traffic and yielded over 50% of page views at an average of 3 minutes per user.

http://www.stumbleupon.com/audiencetools



### Create your showcase of recommendations

Linked in a Ads Kedln to attract, showcase and curate

recommendation from your clients and customers..

#### Add your products and services

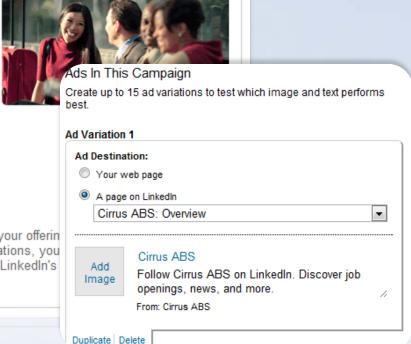
Showcase what your company does via our easy to use, self serve interface. You control and update the content.

#### Get recommendations

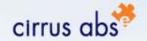
Ask your current clients and customers to visit your page on LinkedIn to recommend your products and services

#### Benefit from the Buzz

When a LinkedIn member comment favorably on your business or your offerin recommendations. When their connections see those recommendations, you recommendations get curated and shared, you benefit again. With LinkedIn's lot of buzz.



- setup products & services (will show as tab)
- http://www.linkedin.com/advertising



# setup google profiles for you & your business

google.com/profiles

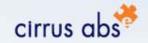


article awareness, social visibility and distributing RSS tumblr.



tell potential visitors and the search engines you have new content

StumbleUpon



# // social analytics & measurement

### am i popular and important yet?

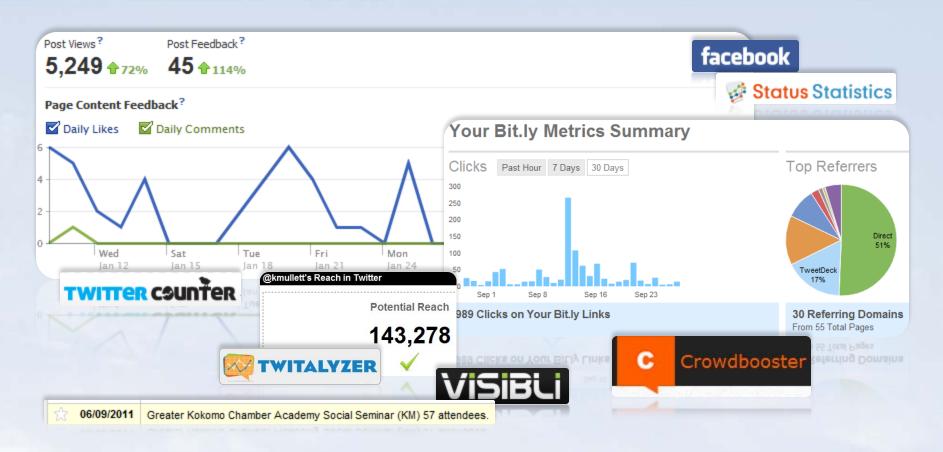


## // don't look at "the score"

People constantly talk about 'the score'. The score isn't where it is at. Look at the metrics. Good, do again. Bad, change.



# //amplification? clues? trends?



measuring brand visibility, engagement, reach, connections, and yes ROI.

(twitter announces analytics Sept. 13th 2011)



# // good, better, best approach

- good = know where your competition is, start there, start small, but start
- better = watch alerts & filters, hashtags jump in when you can offer help
- best = be an active & responsive participant with custom posts



be willing to pay professionals for assistance & advice.



### // remember to H.E.L.P.

HELP = Humanize message, Encourage conversation, Listen first, Promote Less.



### // other webinars in the series

#### Analytics:

Measuring the Right Things Matter



Sep. 21, 2011

#### Starting at 12:00 PM EDT

We'll demonstrate "hands-on" techniques for successfully measuring your online & offline marketing efforts.



Click here to add.

#### **Key Points Covered:**

- Measuring ROI from your online & offline advertising
- How visitors are finding you vie key search words & offline sources
- Understanding what visitors do while on your site - & why they leave
- Improving your site for better customer conversion

#### **NetCentered Marketing:**

Creating a Winning Web-Oriented Strategy



Sep. 28, 2011

#### Starting at 12:00 PM EDT

Here we'll show you how companies like yours are leveraging the internet to drive business results.

### Click here to add.



#### **Key Points Covered:**

- Why the Web is were you need to be in today's economy
- Proven real-world online/offline marketing strategies
- Key steps to take in developing a comprehensive marketing approach of your own

#### Search Engine Optimization:

SEO for Visibility, Action & Conversion



Oct. 05, 2011

#### Starting at 12:00 PM EDT

Learn the "secrets" to getting found online - by search engines and your intended audience.

### Click here to add.



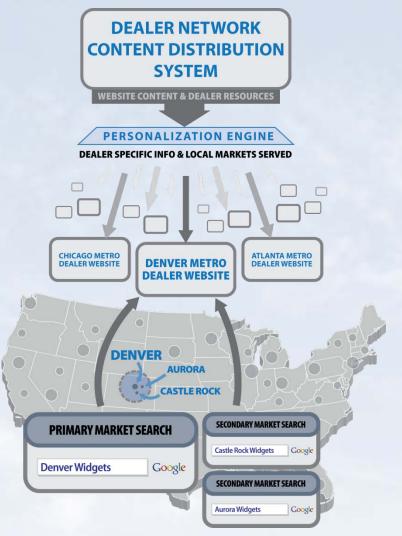
#### **Key Points Covered:**

- How to capture the right audience with the right media
- How the new Bing + Yahoo! + Facebook deals are likely to change search
- What new Google changes such as Google Instant, Caffeine & Mayday mean to you

http://netcentered-webinars.cirrusabs.com



# Cirrus ABS // channel management program





turn your dealer network into an online marketing powerhouse

For Businesses and Other organizations with Networks of Dealers, Franchises, Distributors, Affiliates, Chapters, More!

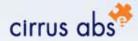


### // bonus action

### twylah, a custom brand page for your tweets

for priority access. request invite at <a href="mailto:twylah.com">twylah.com</a>, then email kellykim@twylah.com and add "Kevin Mullett sent me!"





# // Questions?







# Fitting Social Media Into Your Marketing Strategy // Kevin Mullett



kevinmullett.com
twitter.com/kmullett
facebook.com/kevinmullett
linkedin.com/in/kevinmullett
just google <u>"kevin mullett"</u>

director of product development

<u>cirrusabs.com</u> <u>twitter.com/cirrusabs</u>

facebook.com/cirrusabs

youtube.com/user/cirrusabs

linkedin.com/companies/cirrus-abs

cirrus abs

Sign up: http://netcentered-webinars.cirrusabs.com