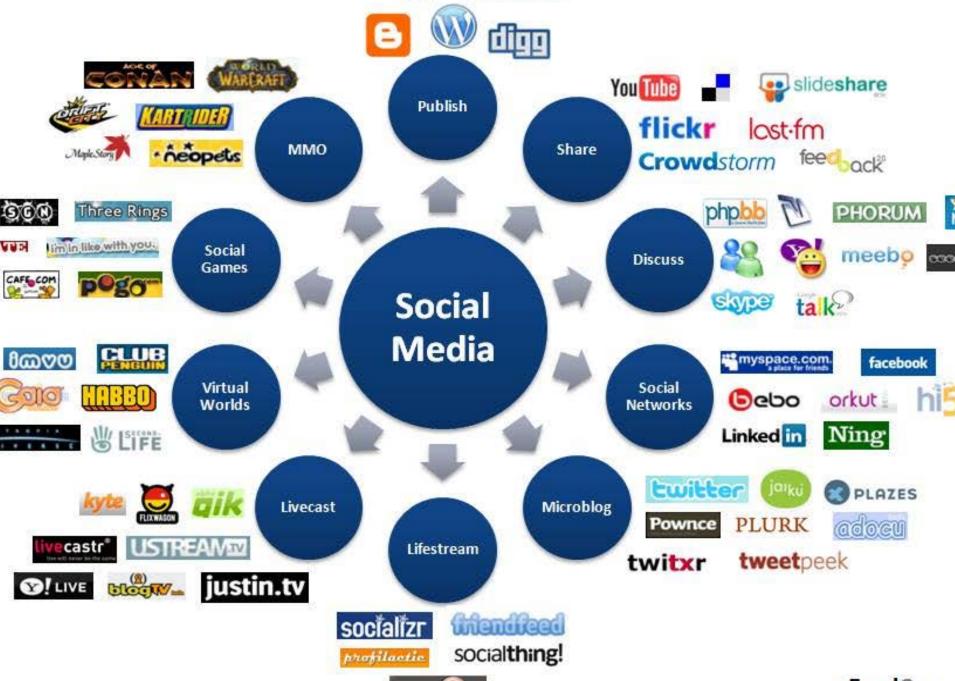
# What is Social Media





## BECAUSE TIME SPENT ON SOCIAL NETWORKS IS GROWING AT 3X THE OVERALL INTERNET RATE, ACCOUNTING FOR 10% OF ALL INTERNET TIME

Nielsen, Global Faces & Networked Places, 2009



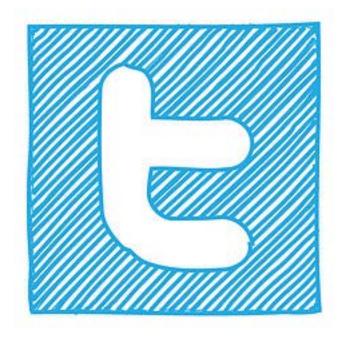


100,000,000 - the number of YouTube videos viewed per day

Search

175,000,000 Twitter users

155 million tweets per day









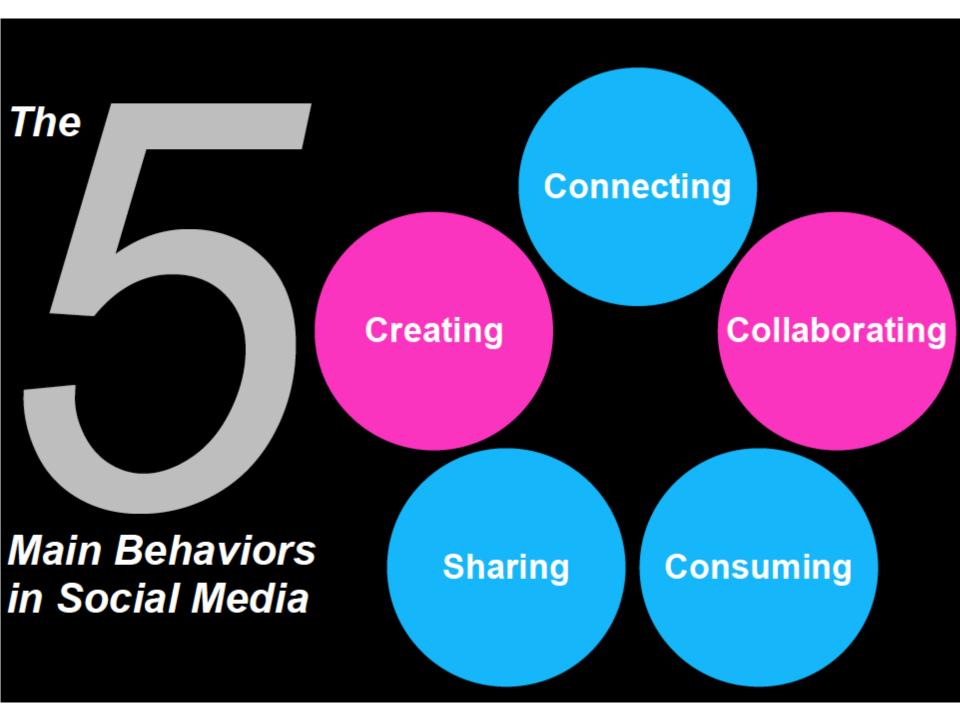
Over 600,000,000 users





Shared Interests

Shared Beliefs



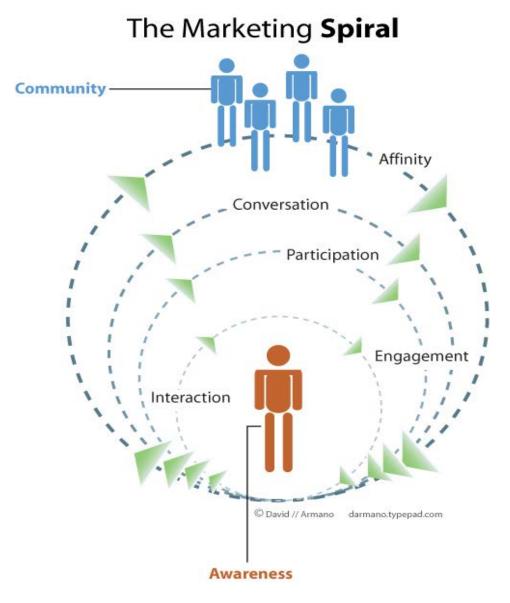
## The Main Goals For Any Social Media Campaign Are:

- Increased Brand Awareness
- To Build Authority
- To Learn More About Target Audience
- To Educate and Inform Customers
- To Improve Customer Service
- Monitor Brand Reputation
- Improve Sales



#### **Groundswell is about**

- 1. Listening to customers
- Talking to customers
- 3. Energizing customers
- 4. Helping support customers
- 5. Embracing customers



#### **Social Media Best Pratcice**

Start with a plan, not tactics.

"Give to get" New Paradigm - Giving value before expecting anything in return.

Commit resources & time to be successful or you may very well fail.

Be transparent with intentions & your identity or you may alienate the very audiences you're trying to connect with.

Understand, you do not control the message. What happens in Vegas...ends up on Google

Welcome participation, feedback and co-creation. Encourage participation with communications, especially with brand evangelists.

Metrics should roll up to objectives and objectives should be relevant to the channel.

#### **Social Media Worst Practice**

Being FAKE in any way

Not listening

Being oblivious to formal social rules

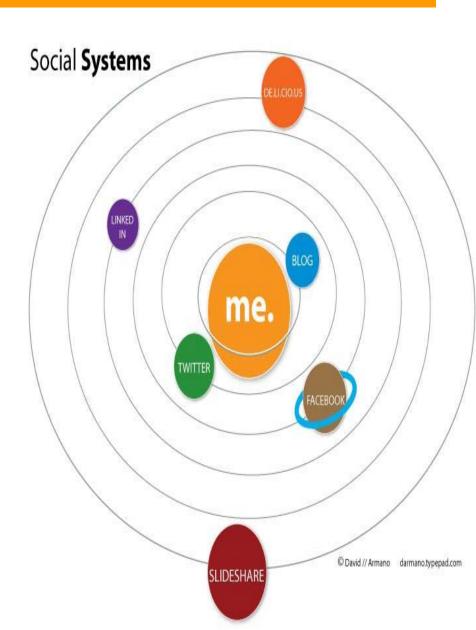
Being pushy in messaging

Approaching social media channels as SILOS

Lack of personalisation

**Inconsistent Participation** 

Digitally unsavvy team



#### Define your success metric

Assessed by number of:

people who filled in the "get more info" form

influential people tweet something about us

influential blogs that linked to us

repeating, unique visitors

new customers / sales

people used a specific coupon associated with this campaign

features suggested by users that we actually implement

people in a specific location who follow us on twitter



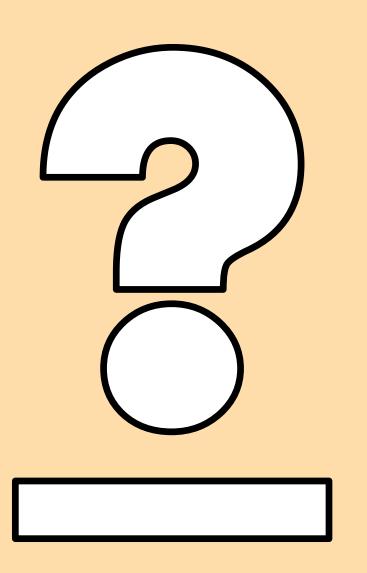
# **Characteristics of Highly Effective Social Media Campaigns**

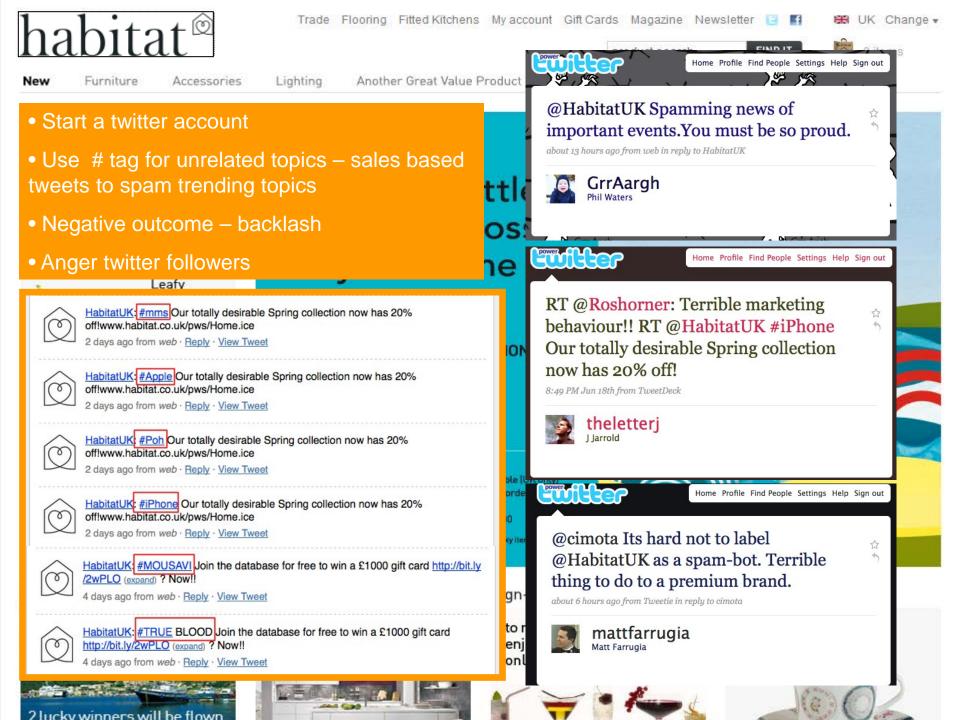
- 1) They spread like wildfire.
- 2) They are not spammy.
- 3) They don't 'sell'.
- 4) They build relationships.
- 5) They are innovative.
- 6) They have ears.
- 7) They have humor.
- 8) They are measured.
- 9) They use photos and videos.
- 10) They have a call to action.

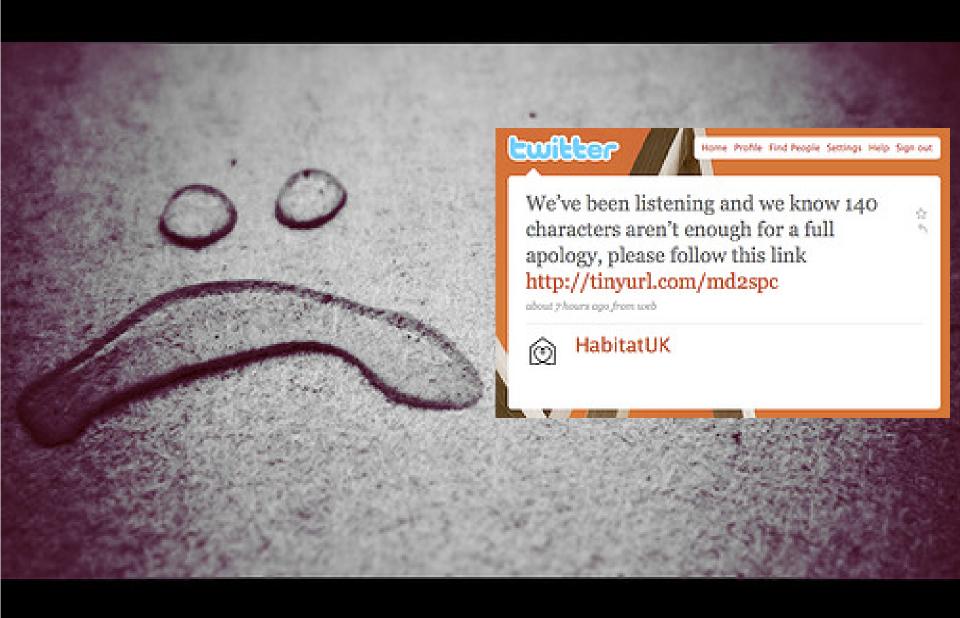


Clarity

How can social media do wrong









How you can #SupportJapan http://binged.it/fEh7iT. For every retweet, @bing will give \$1 to Japan quake victims, up to \$100K.

about 7 hours ago via CoTweet Retweeted by 100+ people



bing Bing

Twitter backlash

PR disaster





For every RT, @bing will Google the meaning of "donation." #fuckyoubing

12 Mar via web ☆ Favorite ★ Retweet ♠ Reply

Mentioned in this Tweet



Try Bing. A new way to search, explore, & decide

Retweeted by darthkamran and 32 others





















@peterbyrnes Peter-john Byrnes

To be fair, @bing is seeing the Japan quake as a branding opportunity because they're both considered horrible disasters. #fuckyoubing

12 Mar via TweetDeck ☆ Favorite ★ Retweet ★ Reply

Mentioned in this Tweet



bing Bing 📀 · Follow

Try Bing. A new way to search, explore, & decide

Retweeted by CilindroX and 46 others





















- •\_2010 Gap launched their new logo. After launching the logo they asked for feedback from their customers via social media sites.
- The response was negative.
- At the end Gap reverted back to their original logo.
- "We recognise that we missed the opportunity to engage with online community", said Marka Hansen, president of Gap in the US







• Fashion designer Kenneth Cole's (Chairman and Chief Creative Officer) tweeted

"Millions are in uproar in #Cairo. Rumor is they heard our new spring collection is now available online at http://bit.ly/KCairo -KC"

• The tweet lead to a huge uproar and backlash, with him quickly deleting the tweet and apologising.





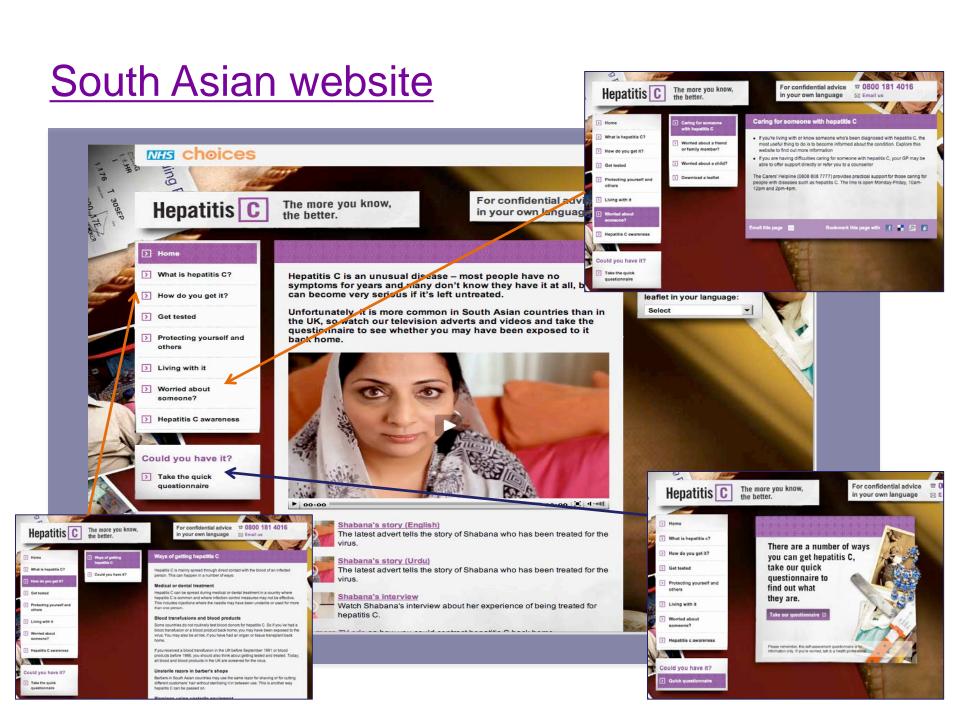
## [Ryan Babel]



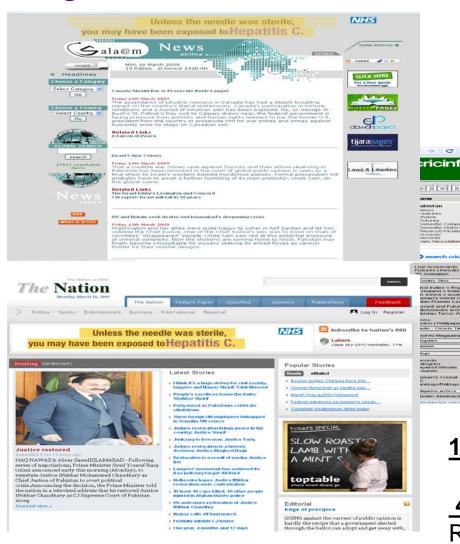
- Fined £10,000
- Received a warning







#### **Digital banners**





#### 1.5 million impressions

400,000 extra impressions were served Reached over 150,000 Muslims in UK

There were 1,365 clicks recorded







#### DIGITAL BANNERS:



#### **Results**

Target 2 – 2.1 million impressions 2,000 CTR's

Delivered 314, 261 impressions delivered 4,253 CTR's delivered

## UK online coverage









## International online coverage









## Led to...

#### **Twitter**

Hrithik Roshan getting waxed at Madam Tussauds Museum | News http://t.co/1ADlrYP #wax #museum #hrithik #uk #britain #london #tussauds #srk

9:04 AM Jan 12th via Tweet Button Retweeted by 3 people



Metromasti

Hrithik's statue at Tussauds to be daring: Hrithik Roshan's statue at Madame Tussauds to strike a...

http://bit.ly/hJmTVz

11:09 AM Jan 14th via Gravity Retweeted by 2 people



HrItHiK\_FaNcLuB
HrItHiKRoShAnFaNcLuB

#### **Facebook**





# IT'S NOT WHAT

# YOU SAY THAT

MATTERS, IT'S

WHAT YOU DO.

#### It is not what you say that matters.. Its what you do





