

# How inbound marketing helps B2B companies grow and nurture leads

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## Marketing and sales have changed



20 years ago the efficiency of marketing was a function of a budget. Now it is a function of the brain.

### What is inbound marketing?

Outbound marketing:

traditional methods that intrude and push a message

Inbound marketing:

pulls customers with sharing relevant information, creating useful content and generally being useful.



### How?

- Solve problems
- Help
- Create interesting content

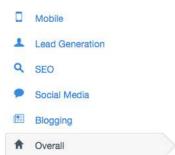


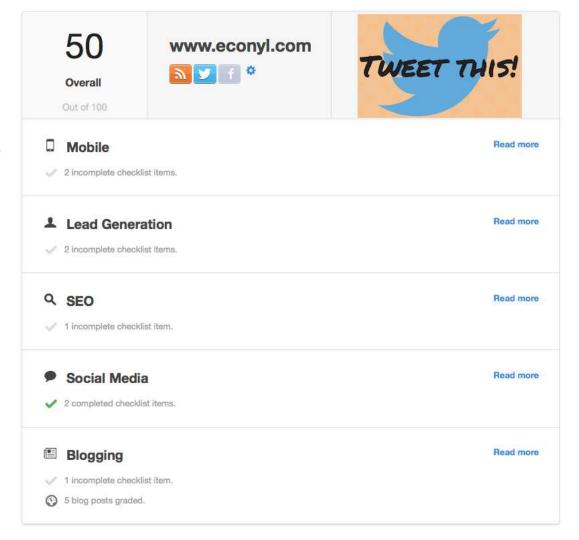
### 75% of your focus about brand, industry and competition should be outside of your web site.

#### Marketing Grader Overall report for www.econyl.com

Marketing Library

(S) Last updated 9/24/2015 Update now



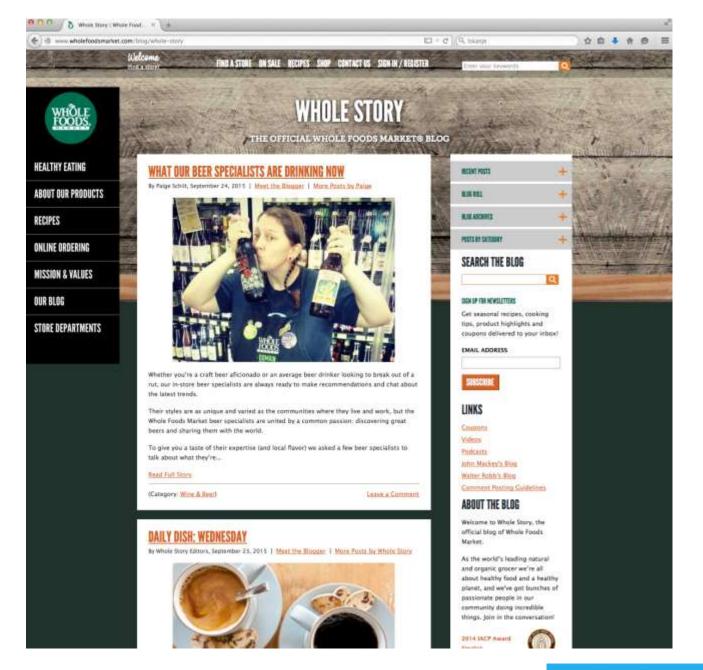




### Inbound marketing tools

- Web site/blog
- SEO
- Social media
- Video
- Visual content
- E-books, white papers
- Email, newsletters
- Podcasts
- Webinars





### **SEO**

- Relevancy keywords used by your target audience
- Estimated search volume
- Difficulty: our web site's ranking for this keyword (start with low!)
- Technical on site SEO
- Content SEO



### SEO outside your web site

- Links to your web site
- Creating excellent, useful and interesting content
- Guest blogs, LinkedIn long-form posts
- No follow links in comments
- 4 factors:
  - Authority of the web site
  - No/do follow
  - Nr. of links
  - anchor text links (keywords)



### Social media



























### Social media

- bio: short and effective
- SEO: usually no follow links, good for traffic
- Facebook pages are relevant due to reach
- Own LinkedIn groups: choose a relevant name
- Don't use automatic follow on Twitter (not a productive relationship)
- On YouTube: create customer's stories, interview with experts, how-to videos



### Visual content



Traffic driver



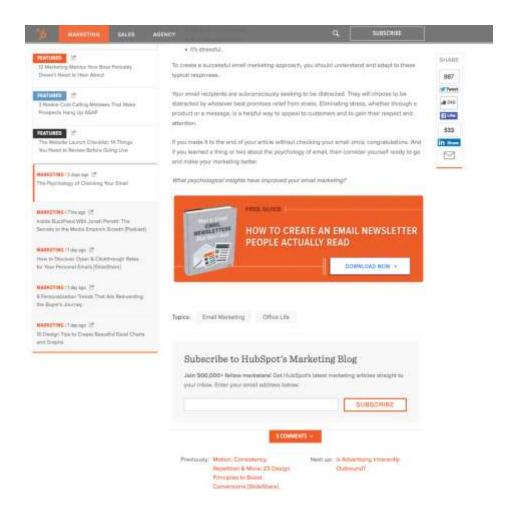
Visual content for emphasizing messages



• B2C, young target audience



### E-books & whitepapers



### **Newsletters**

extors Beauty trainer early Tir. Automobili beauty and now your tis #1 bissury secret?

THE REAL PROPERTY AND PER

Starting present plays for many design for which features \$100.0000

#### FREE 3-DAY SHEPPING ON ORDERS OVER \$50.

#### SEPHORA

MAKEUP EKIN CARE PRAGRANCE GIFTE SALE STORES

#### We Don't Keep Beauty Secrets

The best beauty secret? Don't glow it alone, Our PRO Artists are here to help you learn tricks of the shade with simple step-by-step tutorials.

Petp://beauty.com/enc.com/T/ \_c0000000; efficials/cfurt.pe04ssac/846/site Ossat/Sec-6188000002; effschore

#### Brushes 101

Beffed by brushes? Learn overything you need to brove about obening, using, and framcaining molecus brushes.

#### Watch the Video .



Tip:
Want to control flow much product you're applying to you're hate! Procepts to some flow.

"The close you hold the brook to she mend on that holds the brooks also stronger the application only be." —Hore, Septora NO

#### Close up:

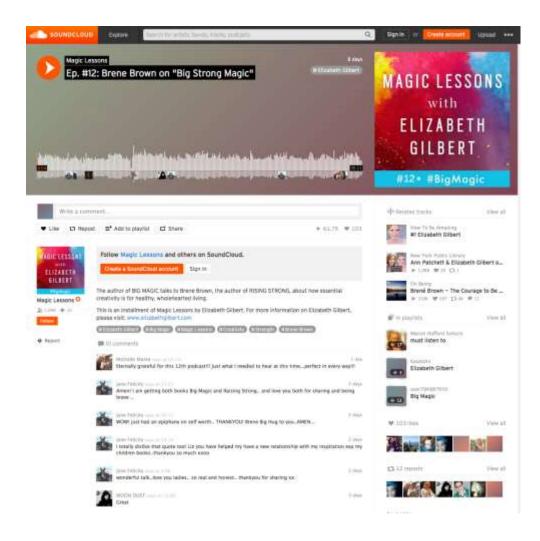
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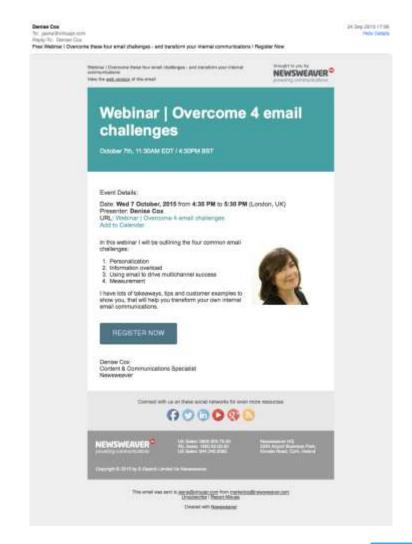
#### Watch the Video >



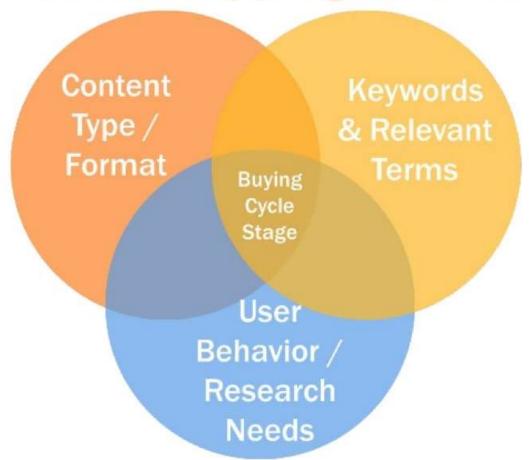
### **Podcasts**



### **Webinars**



## Content Mapping Methodology: 3 Key Content Mapping Fundamentals





### Company & Industry

- Is there anything about your product or company that will lend credibility to your sales pitch? This might include awards you've won, your experience in the industry, customer testimonials ...
- Do you have any existing sales brochures or other material/documents?
- Who at your company can be used as the "face of the company" - for content creation and sending newsletters.



### **Prospects & Customers**

- Who is your ideal prospect or customer? Describe their properties: gender, profession, age, position...
- What keeps them awake at night? What are the goals they want to achieve? What are they afraid of? Which challenges can you help them solve?
- Which content/offers are you currently using to acquire new customers? What are you going to offer as an incentive to your prospects?
- Why would your prospects NOT buy from you? (Price? Lack of trust? List all reasons.)
- Why should they buy from you and not from your competitors?
- How do you keep in touch with leads that are not ready to buy yet?



### Sales & Marketing

- What are your goals for your inbound marketing campaign (specific desired outcome)?
- What is your overall marketing budget for 2016?
- Who are your existing key customers/vendors/allies?
- What are you doing to impress your existing customers?
- What are you doing to encourage existing customers to buy more from you?



### **Products & Services**

• What are all the features of your product/service?

 What are the major benefits that your customer gets from your product or service?

What makes your product/service unique?



### Buyer personas

- Made-up generalized examples of ideal buyers
- To understand better (potencial) buyers and to prepare content for them that is adjusted to their needs, behaviour and pain points
- negative buyer personas
- Research, questionnaires, interviews with current buyers, potential buyers and the ones outside our database



### **Personas**



. . . . .

#### Agency Owner/Founder

nternal Notes		
Roles	Creative Director, graphic designer, babysitter of staff, HR, marketing and janitorial services. I am a husband, father and friend.	
Goals	I started and run my own creative design agency. We are a small company, but have reached profitability and stability. I am the owner and founder and chief bottlewasher, value creativity, speed and loyalty. With those traits, I can create almost anything. I am trying to create an inspirational environment for myself and my employees, a place where good work done on time for the right budget is the rule and not the exception. I would like to reach a point where we are not just financially stable, but thriving. I would like to be known for our quality and creativity, and I would like my services to be scalable nationally.	
Challenges	I can't offer all services to all people because we are a small shop. My deadlines sometimes slip due to freelancers. I spend so much time working my business that I don't have much time to work on my business -there are just so many hats to wear. And I spend all my awake time thinking about what I need to do next. I'd just like to have a vacation. A real vacation.	
Demographics		
Age	38-50	
Income	150K	
Education	BA	
Location	Urban or Suburban area	
Story		
Story	My objection to Visual Creatives is that we are fundamentally competitors, offering many of the same services (branding, design work). When it comes to inbound marketing, I don't know if I can afford to outsource it yet and if it will yield the results I am looking for.	
	If I were to engage Visual Creatives I would want to look at them as an extension of my own product line and staff. I'd like their work to feel like my work, and I'd need to have confidence in their ability to deliver ahead of my deadlines. I don't need any more stress in my life.	
	My day is filled with client calls, outsourcing calls and running the business. I have to fight for the time that keeps me creative, but I find it. For information I go to the web and whatever TV news shows my wife has on in the mornings. At night I unplug to watch to or read or rent a movie and play with the kids.	



### **Personas**

- What is their demographic information?
- What is their job and level of seniority?
- What does a day in their life look like?
- What are their pain points? What do you help them solve?
- What do they value most? What are their goals?
- Where do they go for information?
- What are their most common objections to your product/service?



#### **PERSONA NAME:**

Sample Sally

**SECTION 1: WHO?** 

BACKGROUND
Job? Career path? Family?

2

- Head of Human Resources
- Worked at the same company for 10 years; worked her way up from HR Associate
- Married with 2 children (10 and 8)

DEMOGRAPHICS

Male or female? Age? Income? Location?

Skews female

Age 30-45

Dual HH Income: \$140,000

Suburban

**IDENTIFIERS** 

Demeanor? Communication preferences?

Calm demeanor

Probably has an assistant screening calls

Asks to receive collateral mailed/printed

GOALS
Primary goal? Secondary goal?

5

- Keep employees happy and turnover low
- Support legal and finance teams

CHALLENGES

Primary challenge? Secondary challenge?

6

- Getting everything done with a small staff
- Rolling out changes to the entire company

WHAT CAN WE DO

... to help our persona achieve their goals?

... to help our persona overcome their challenges?

- Make it easy to manage all employee data in one place
- Integrate with legal and finance teams' systems

REAL QUOTES About goals, challenges, etc.

8

- "It's been difficult getting company-wide adoption of new technologies in the past."
- "I don't have time to train new employees on a million different databases and platforms."
- "I've had to deal with so many painful integrations with other departments' databases and software."

COMMON OBJECTIONS

Why wouldn't they buy your product/service?

I'm worried I'll lose data transitioning to a new system.

I don't want to have to train the entire company on how to use a new system.

10

MARKETING MESSAGING

How should you describe your solution to your persona?

Integrated HR Database Management

**ELEVATOR PITCH** 

Sell your persona on your solution!

11

 We give you an intuitive database that integrates with your existing software and platforms, and lifetime training to help new employees get up to speed quickly.



BUYER STAGES	AWARENESS	CONSIDERATION	DECISION
User Behavior	Have realized and expressed symptoms of a potential prob- lem or opportunity	Have clearly defined and given a name to their problem or oppor- tunity	Have defined their solution strategy, method, or approach
Research & Info Needs	Research focused on vendor neutral 3rd party information around identifying problems or symptoms	Committed to researching and understanding all of the available approaches/methods to solving their defined problem or oppor- tunity	Researching supporting docu- mentation, data, benchmarks or endorsements to make or recom- mend a final decision
Content Types	Analyst reports Research reports eGuides & eBooks Editorial content Expert content White papers Educational content	Comparison white papers Expert Guides Live interactions  Webcase/podcast/video	Vendor comparisons Product comparisons Case Studies Trial Download Product Literature  Live Demo
Key Terms	Troubleshoot Upgrade Issue Improve Resolve Optimize Risks Prevent	Solution Tool Provider Device Service Software Supplier Appliance	Compane Pros and Cons Vs. Benchmarks versus Review comparison Test
Example	There a some throat, feeler, and the published over, what wrong with next	Abart have error throat. What are my appoint for reflexing or caring my symptoms.	Fram see a primary care physician. Els, rouse or clinic. This is come of clinic. This is considered to the come of the constant to the factors to the constant

BUYER STAGES	Have realized and expressed symptoms of a potential prob- lem or opportunity	
User Behavior		
Research & Info Needs	Research focused on vendor neutral 3rd party information around identifying problems or symptoms	
Content Types	Analyst reports Research reports eGuides & eBooks Editorial content Expert content White papers Educational content	
Key Terms	Troubleshoot Upgrade Issue Improve Resolve Optimize Risks Prevent	
Example	I have a sore shreet, feel and the poly of over. What arong with red	

User Behavior	Have clearly defined and given a name to their problem or oppor- tunity	
Research & Info Needs	understanding approaches/m	researching and g all of the available nethods to solving problem or oppor-
Content Types	Comparison white papers Expert Guides Live Interactions Webcase/podcast/video	
Key Terms	Solution Provider Service Supplier	Tool Device Software Appliance
Example		Ahat I have steep throat. What are my options for whening or curing my spreasured.





BUYER STAGES	DECISION	
User Behavior	Have defined their solution strategy, method, or approach	
Research & Info Needs	Researching supporting docu- mentation, data, benchmarks or endorsements to make or recom- mend a final decision	
Content Types	Vendor comparisons Product comparisons Case Studies Trial Download Product Literature  Live Demo	
Key Terms	Compare Pros and Cons Vs. Benchmarks Versus Review Comparison Test	
Example	(tall see a primary state projection, EE, name or clinic. The ER cont SEE, but see the factor E i have incorporate	



### Sales Funnel



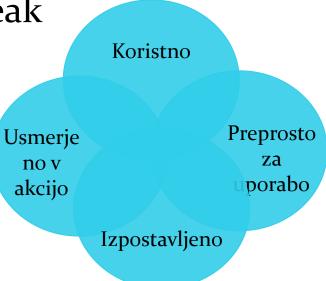




### **Conversions**

• CTA should be VEPA (Valuable, Easy to Use, Prominent, Action Oriented)

Contact us is weak
 CTA





# **Conversions Prospect > Leads**



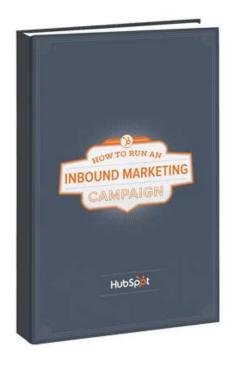
virtua.pr

# Landing pages

- CTA and landing page need to match
- Trust building
- Key: filled out form
- Graphic is important support
- Simple
- Test
- Don't observe just the conversion, but also the traffic/reach



## This is a test landing page



A great landing page conveys the value that a visitor will receive in exchange for filling out your form. What's in it for them?

Your landing page should be:

- Short
- Concise
- O Clean

Bullets work great. So does header text.

In HubSpot, the Landing Pages tool is closely linked with the Forms and Call-to-Action tools. Create a call-to-action to get visitors from your website and emails to your landing page. Use a form that generates leads and asks the right questions at the right time.

Need help? The landing pages user guide is a great place to start.

First Name		
Last Name		
Email*		
Email		

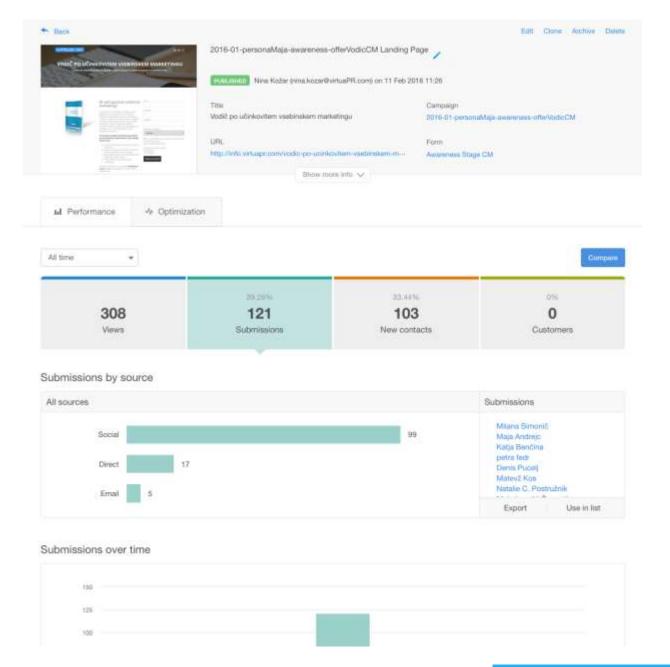
Submit



## **Conversions Leads> Customers**

- Different lifecycle length
- Lead score > grade
  - refferal (2 years)
  - Web site visits (when, how often, what)
  - CTA (which, how many)
  - Answers in the forms (qualifying minimum)
- Lead nurturing for the ones not ready to buy (useful content + CTA)







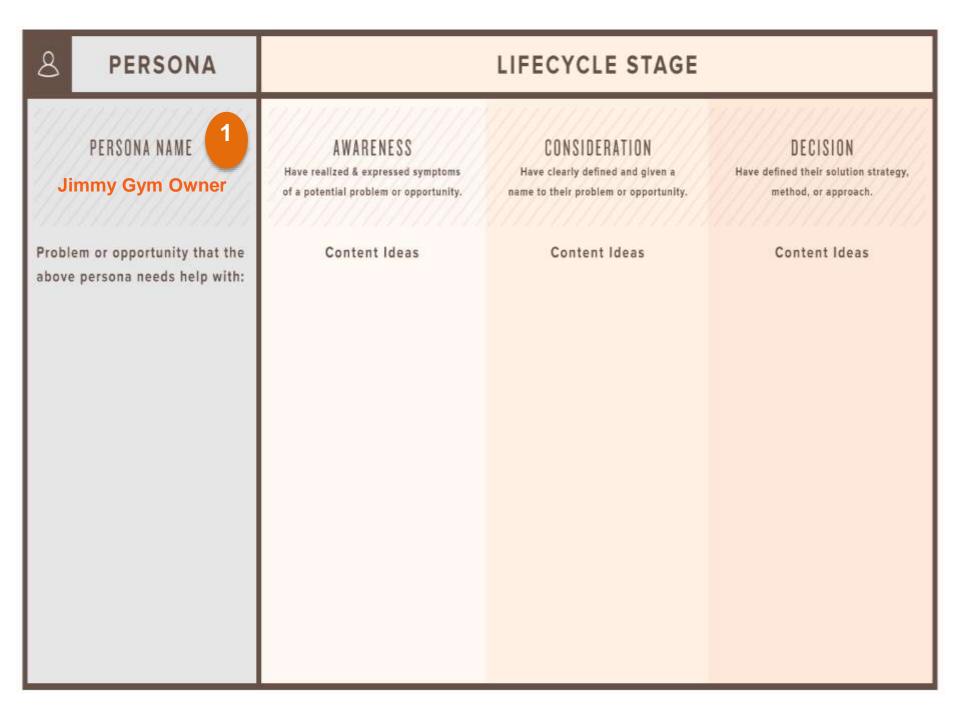
## **Content**



## **Content tools**

- blogs + Medium
- videos (snackable + premium)
- e-books
- visuals (photo + infographics)
- webinars
- podcasts
- newsletters







### LIFECYCLE STAGE

### PERSONA NAME

**Jimmy Gym Owner** 

Problem or opportunity that the above persona needs help with:

Jimmy is new to gym ownership. He needs to buy some gym equipment, but is unsure where to begin, how much he should spend, etc.

#### AWARENESS

Have realized & expressed symptoms of a potential problem or opportunity.

Content Ideas

#### CONSIDERATION

Have clearly defined and given a name to their problem or opportunity.

#### Content Ideas

DECISION

Have defined their solution strategy, method, or approach.

#### Content Ideas



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#### AWARENESS

Have realized & expressed symptoms of a potential problem or opportunity.

#### Content Ideas

3

- Beginner's Guide to Buying Gym Equipment [Ebook]
- New or Used: When to Stretch Your Gym Equipment Budget & When to Splurge [Infographic]

#### CONSIDERATION

Have clearly defined and given a name to their problem or opportunity.

#### Content Ideas

DECISION

Have defined their solution strategy, method, or approach.

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### LIFECYCLE STAGE

## PERSONA NAME

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- Beginner's Guide to Buying Gym Equipment [Ebook]
- New or Used: When to Stretch Your Gym Equipment Budget & When to Splurge [Infographic]

#### CONSIDERATION

Have clearly defined and given a name to their problem or opportunity.

#### Content Ideas

- Gym Equipment Budget
- Purchasing Timeline for Gym Equipment: What Should You Buy First? [PowerPoint worksheet]

Template [Excel

spreadsheet]

#### DECISION

Have defined their solution strategy, method, or approach.

#### Content Ideas

### LIFECYCLE STAGE

# PERSONA NAME Jimmy Gym Owner

Problem or opportunity that the above persona needs help with:

Jimmy is new to gym ownership. He needs to buy some gym equipment, but is unsure where to begin, how much he should spend, etc.

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- New or Used: When to Stretch Your Gym Equipment Budget & When to Splurge [Infographic]

#### CONSIDERATION

Have clearly defined and given a name to their problem or opportunity.

#### Content Ideas

- Gym Equipment Budget Template [Excel spreadsheet]
- Purchasing Timeline for Gym Equipment: What Should You Buy First? [PowerPoint worksheet]

#### DECISION

Have defined their solution strategy, method, or approach.

#### Content Ideas

5

- Request a quote
- Phone assessment of equipment needs

8	PERSONA	LIFECYCLE STAGE		
	PERSONA NAME	AWARENESS  Have realized & expressed symptoms of a potential problem or opportunity.	CONSIDERATION  Have clearly defined and given a name to their problem or opportunity.	DECISION  Have defined their solution strategy, method, or approach.
	m or opportunity that the persona needs help with:	Content Ideas	Content Ideas	Content Ideas

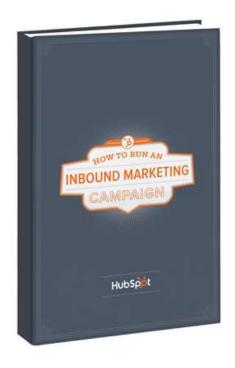
# Marketing automation

# **Marketing Automation**

- More content
- Omni-channel approach (multiple devices at the same time)
- More focus on marketing to deliver results
- More focus on tracking the lifecycle of customers in marketing funnel
  - The need for integrated tools



## This is a test landing page



A great landing page conveys the value that a visitor will receive in exchange for filling out your form. What's in it for them?

Your landing page should be:

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First Name		
Last Name		
Email*		

Submit

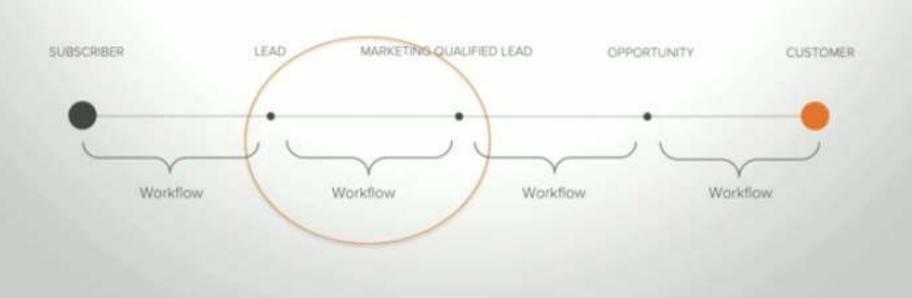
## **Smart content**



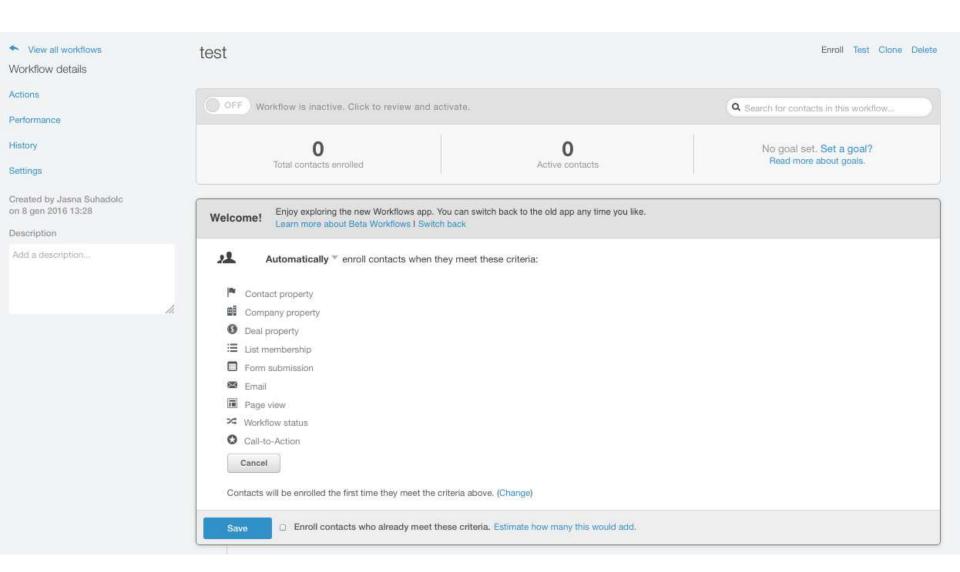
emails to your landing page. Use a enerates leads and asks the right the right

# Marketing automation

### SET WORKFLOWS GOALS SPECIFIC TO LIFECYCLE STAGES



# Workflow in Hubspot



# Who visited?



Hi Jasna,

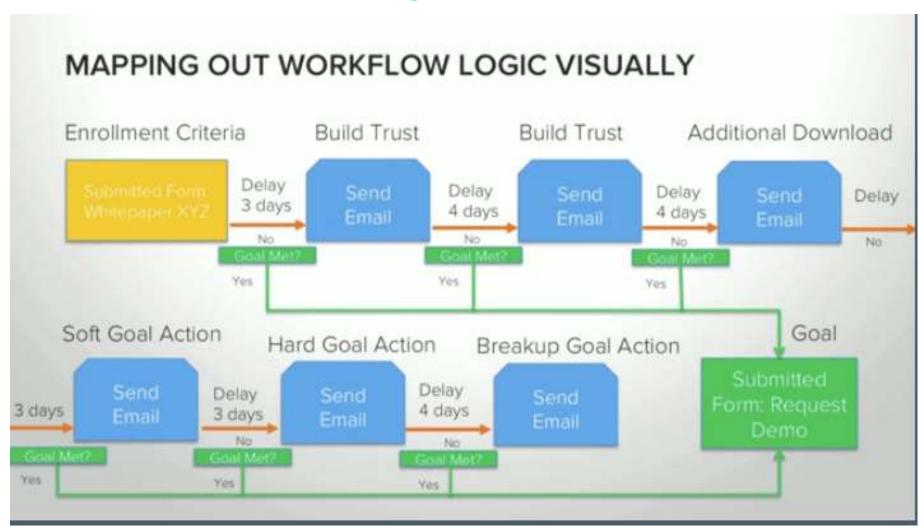
Here's your Daily Prospects Digest for 05/14/2016

Folks from these companies visited your site in the past day.

All		

	Villa Flora Artist's R	PAGE VIEWS	UNIQUE VISITORS
	Arz	PAGE VIEWS	1 UNIQUE VISITORS
	Sberbank banka d.d., S Ljubljana	PAGE VIEWS	1 UNIQUE VISITORS
	SGN	PAGE VIEWS	1 UNIQUE VISITORS
	Delo Ljubijana	PAGE VIEWS	1 UNIQUE VISITORS
	Kabelnet	1 PAGE VIEWS	1 UNIQUE VISITORS
~	DigitalOcean Inc. New York, NY	1 PAGE VIEWS	1 UNIQUE VISITORS
	Deutsche Telecom AG Bonn	1 PAGE VIEWS	1 UNIQUE VISITORS

# Marketing automation



# Advertising

# What about advertising?

- Welcome as support 53% Hubspot's clients use ads to increase activities of inbound marketing
- Search engines ads and social media ads enable targeting qualified audience with the right content
- Google, Facebook, Twitter and LinkedIn have quality/relevance score > the most quality content is shown to the most relevant users
- Landing pages and ads that are helpful are cheaper and have a higher position than the ones that don't do that.



# Thank you!



## More information

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