

What are Your Customers' Demographics?

BABY BOOMERS

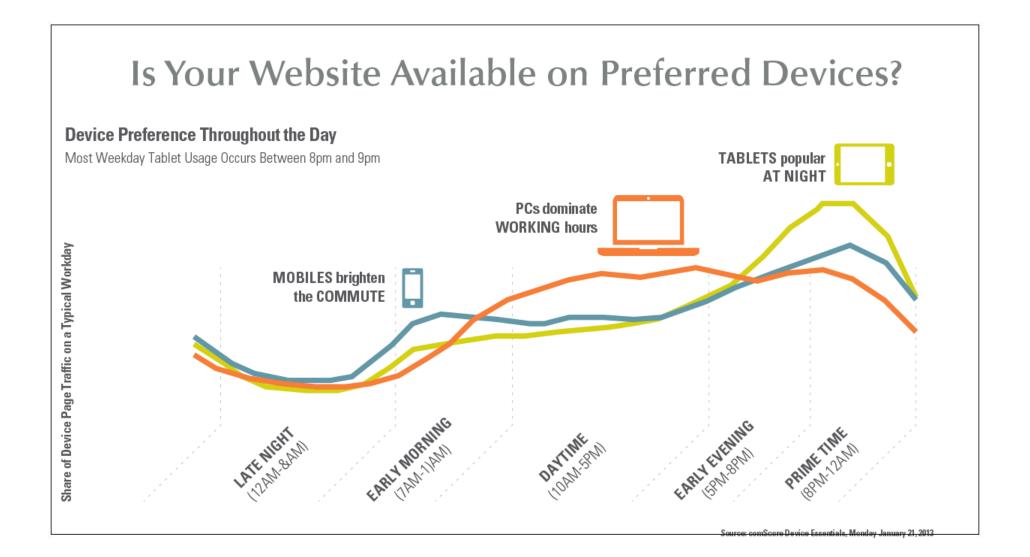
ARE OVER THE AGE OF 65. HALF OF THEM ARE ONLINE.

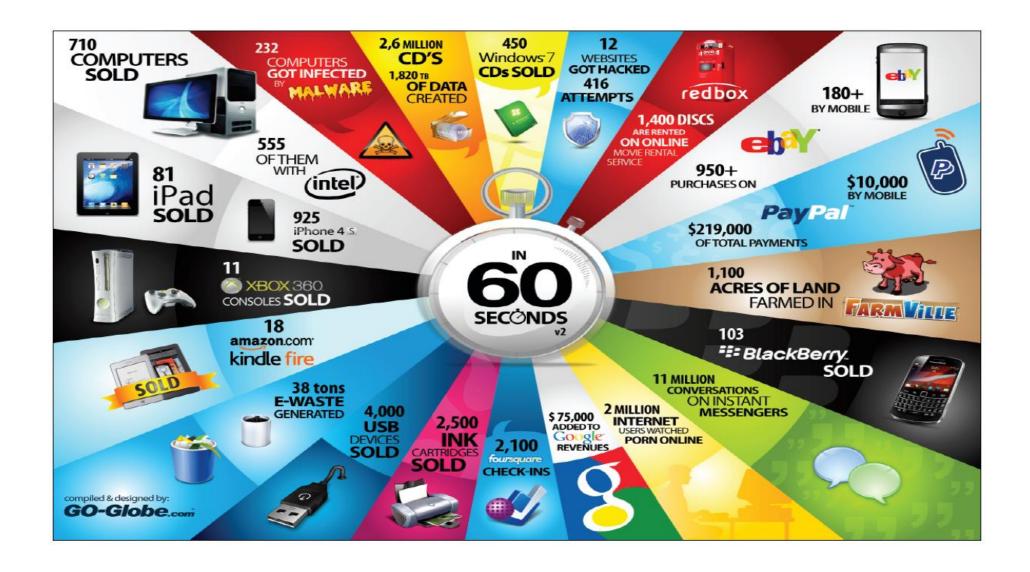
GEN X

WAS BORN BETWEEN 1963 AND 1980 AND IS NOT INTERESTED IN RECEIVING MAIL OR PHONE CALLS.

MILLENIALS

GO BEYOND TRADITIONAL COMPUTER USE AND RESPOND TO ONLINE MARKETING VIA THEIR SMARTPHONES AND TABLETS.







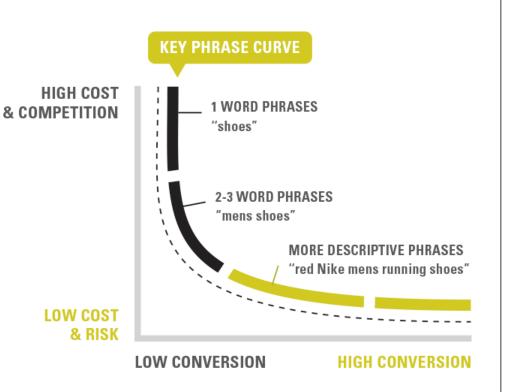
MORE THAN

11,944,000,000

SEARCHES MONTHLY ON Google

Keywords





Mobile Consumer Expectations

70%

OF MOBILE SEARCHES RESULT IN AN ACTION ON A WEBSITE

50%

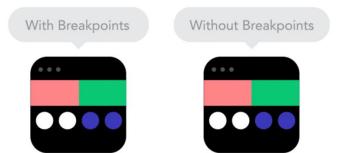
OF MOBILE CONSUMERS
WON'T RETURN TO A WEBSITE
IF IT ISN'T MOBILE-FRIENDLY

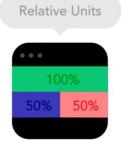
Create Unique Content



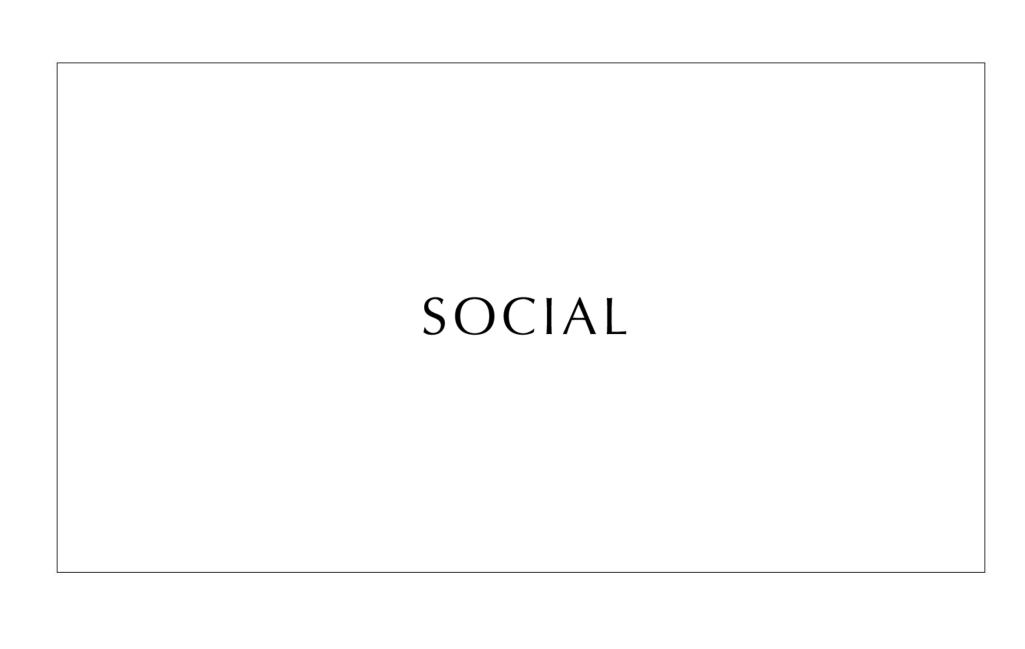


Responsive Websites









Connecting Social to Web









SOCIAL SHARING

SITE ALL AROUND

AND NOW 15 SECOND

VIDEOS

MANY BRANDS ARE PARTICIPATING

THROUGH THE USE OF

HASHTAGS

AND POSTING





SOCIAL SITE THAT IS ALL ABOUT DISCOVERY

MICRO BLOGGING **SOCIAL SITE** THAT LIMITS EACH POST TO 4 CHARACTERS

LARGEST

PENETRATION

US 13

BUT SPREADING

SLOWLY AND STEADILY

5.700 TWEETS

HAPPEN EVERY SECOND

SOCIAL SHARING SITE THAT HAS 1+BILLION **USERS WORLDWIDE**

> LARGES **OPPORTUNITIES**





BILLION



MILLION

















Statistics as of 4.25.2014 Designed by: Leverage - leveragemenagemedia.com

What Exactly Should You Be Looking For?

1

2

3

4

5



Referring Traffic



Your Content's Quality and Relevance



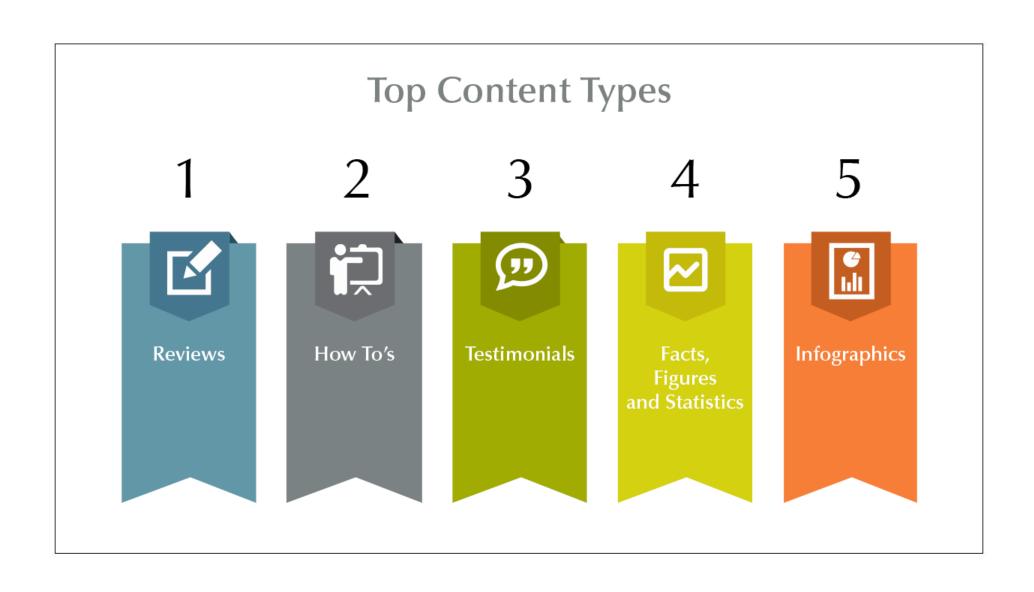
Share of Voice



Size and Engagement



Sentiment



How to Influence Social Sharing

- **11** APPEAL TO CUSTOMERS' MOTIVATION TO CONNECT WITH EACH OTHER NOT JUST YOUR BRAND
- TRUST THE COST OF ENTRY OF GETTING SHARED
- **(3)** KEEP IT SIMPLE AND IT WILL GET SHARED
- 4 EMBRACE A SENSE OF URGENCY

Reputation Management

IT'S EASY FOR A MISTAKE OR MISUNDERSTANDING TO BECOME A DISASTER

TO HEAD OFF A CRISIS BEFORE IT STARTS:

- **1** UTILIZE TOOLS TO MONITOR FOR NEGATIVE MENTIONS
- 2 IMPLEMENT A PRACTICED SOCIAL MEDIA CRISIS RESPONSE
- **(3)** EVALUATE THE SITUATION AND COMMUNICATE APPROPRIATELY
- O CORRECT MISINFORMATION
- **(3)** TRY TO RESOLVE THE SITUATION BEFORE IT DEVELOPS INTO A CRISIS

IF THE CRISIS ESCALATES:

- **10 RESPOND QUICKLY AND DECISIVELY**
- **2** TAKE RESPONSIBILITY FOR THE SITUATION
- **(3)** BE HONEST AND TRANSPARENT
- **4** CORRECT MISINFORMATION
- **(5)** DON'T OVER-INFORM
- **(6)** REMEDY THE SITUATION CREATIVELY
- 10 BEGIN THE PLAN TO REBUILD YOUR REPUTATION

Authenticity in Social Interactive



We Can Help



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