## DIGITAL MARKETING

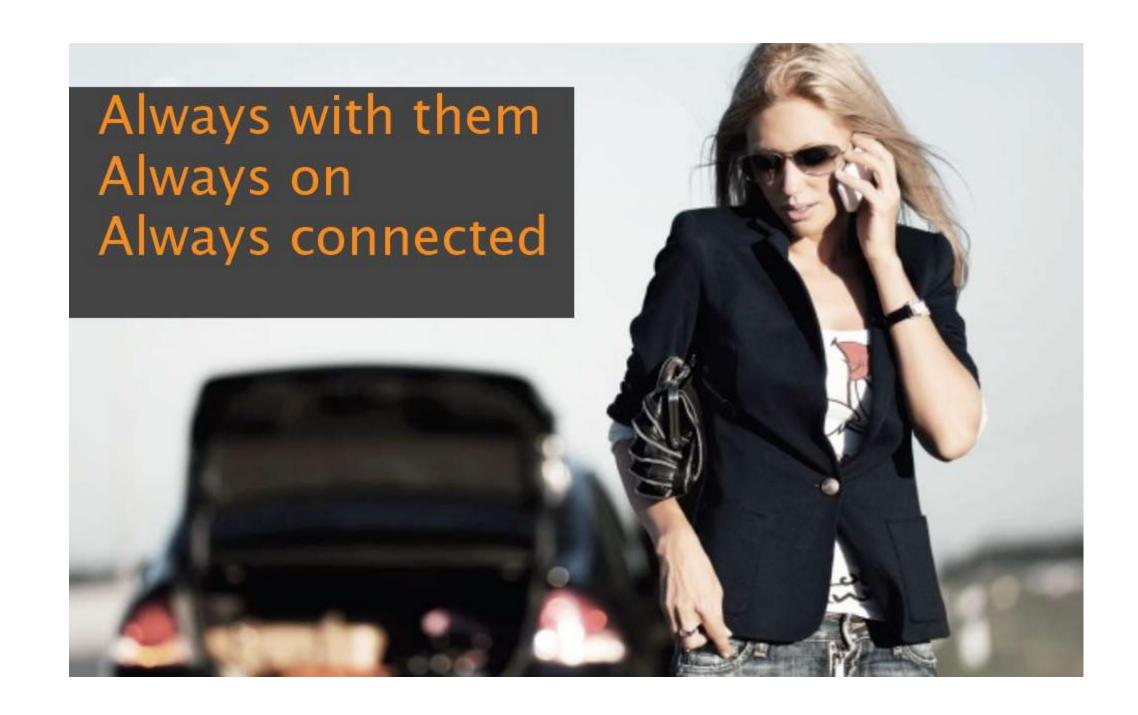


## Don't leave home without it!!!









## Mobile Marketing Tools

#### MOBILE MESSAGING





#### MOBILE WEB AND EMAIL





#### **APPLICATIONS AND GAMES**





MOBILE VIDEO AND TELEVISION (TV)





## Mobile Marketing Tools

#### PROXIMITY AND LOCATION BASED SERVICES



#### **QUICK RESPONSE CODES**





#### **CONTENT BASED MM TOOLS**



## Benefits & Challenges

- Personalisation
- Immediacy
- Interaction
- Targeting

- Permission
- Acceptance
- Content
- Privacy
- Strategy
- Infrastructure



## Mobile Marketing

"Advances in technology and corresponding shifts in consumer behavior and expectations point to elevated levels of customization, accessibility and convenience; thus mobile marketing must grow to be the number one marketing platform"

## Agenda & Key Terms

- Mobile Marketing
- Mobile Sites & Apps
- New Mobile Devices
- Geolocation
- QR Codes
- 4G
- Near Field Communication

## Smartphones



#### **BlackBerry**

- BBM Popular IM application available only to Blackberry
- Enterprise Email System
- Enhanced Security features
- Limited Applications



#### **Apple Iphone**

http://www.apple.com/iphone/features/

- Siri
- 1080P Video Recording





#### **Android -** Open source software

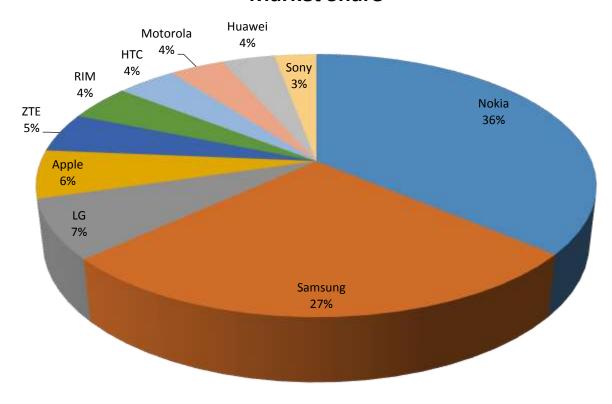
- 850,000 Devices activated everyday
- 450,000 Applications Available
- 300,000,000 Android devices worldwide

#### **Google Nexus S on Android**

http://www.google.com/nexus/#/features

# Mobile Devices – World Wide Market Share

#### **Market Share**



## Growth of Mobile Marketing

#### What is NOT Mobile?

Websites, Email, Radio... but is it?

#### **Advertising Spending Breakdown Infographic**

#### For

- Estimated growth: 1.56 billion in 2013 from 320 million in 2008
- Young consumer's perception
- Over 50% of all local searches from mobile
- Predict \$8.2 billion advertising in 2016 up 38%
- <a href="http://on.mash.to/igSelX">http://on.mash.to/igSelX</a> Microsoft Tag

#### Against

- Consumers are not always as receptive to Mobile Marketing as they are Traditional
  - Hanken Swedish School of Economics



The Future in Mobile Marketing

## Social & Mobile

- 1.7 billion users in 2016
- Android: 56%
- Text and Image posts
- Short and sweet
- Thursday Sunday Best days to post

Future of Mobile & SM



#### What is your #1 Activity?

#### TOP MOBILE ACTIVITIES IN CANADA

By share of total mobile audience, three-month average to Dec. 2011

//	Sent text message	69.2%
	Took photos	55.1%
	Used e-mail	35.9%
	Accessed social networking/blog	31.2%
	Accessed weather	29.8%
	Played games	30.8%
	Accessed search	25.6%
	Accessed maps	21.6%
	Accessed news	20.1%
	Listened to music	23%
	Accessed sports info	16%
Accessed financial news/stock quotes		11.4%
	Accessed online retail	6.1%

## Mobile Sites & Apps

- 33 billion apps offered by 2014
- "People need to be adopting mobile friendly sites and apps" Ms. Samy, FS Marketing & Harvard BR
- Over 5 million handsets, up from 2 in 2005

#### The Advertising

- Similar to Social Media no blasting
  - Engagement & Value Proposition
- Ad Revenue in US to reach \$4.2 Billion
  - Up from \$1 Billion 2010 (420% increase)

The Third Screen – Mobile Marketing Handbook



## Shrinking Costs & Usability

- Apple Iphone Apps to Android Apps
- Dropping App Costs
  - Entry level \$3000-8000
  - Highly Detailed \$50,000-150,000
  - Do it yourself models
- "Mobile sites need to increase usability" Naves, SEO Consultant

#### **Best Practice**

Heineken Star Player

## QR Codes

#### The Advocates

- More than just a redirect to a website
- Easy and inexpensive
- Becoming more and more mainstream
- B2B application
- Analytics

#### **The Challenges**

- Scott Stratten
- QR codes = traditional ads
- 5% of readers scanned



## Geolocation

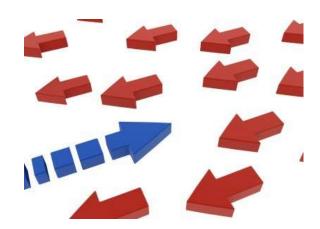
#### The Advocates

- 80% of disposable income is spent locally
- Right products to the right people at the right time
- The Evolution of Geolocation
- 51% give up location for tailored ads
- "Relevancy is King"
- "...as big as the Internet itself"

#### **The Opponents**

- Consumers are just going through a fad provides illusion that Geo-location is here to stay
- Generic ad campaigns
- Reliant on consumer willingness to give information
- Consumers want the benefits but not to have to give up their information





## How can we apply this?

#### **Scavenger Hunt Exercise**

- QR Code & Geo-location
- Find the QR Codes
- 'Check in' at the right place to WIN!



#### Geolocation – Best Practice

#### **Jet Blue**

- Encourages customers to check in at Jet Blue terminals with Facebook Places
- Offers special rewards as incentives
- Encourages customer loyalty
- Presents instantaneous interaction

#### **ShopKick**

- IPhone and Android devices can collect virtual rewards for walking in to a store.
- Stores can offer rewards and special offers for points as an incentive to draw people to stores.
- http://shopkick.com/

## Near Field Communication

- Virtual Wallet
  - Connects phone with payment terminal, etc.
- 34 million to 80 million users in 2013
- Google is a major player
  - Google Wallet

**USA Today** 



## Smartphone Purchases

- Users grew 10% to 33% of all Mobile
- 74% have made Mobile Purchase
- 31% influenced by Ad
- 50% of users indicate the will purchase on mobile for Holidays
- Mobile Gift Cards increased 1000% in 2011

National Retail Federation

Vancouver Sun

## Personal Information Safety

- 101 Popular Smartphone Apps Tested
  - 56 transmitted the phone ID to other companies
  - 47 shared geo-locations
  - 5 sent age, gender and personal information
  - All WITHOUT consent!
- Credit Card, Banking, & Personal Information
  - Customers may worry
  - New Safety Measures need to be taken

Wall Street Journal



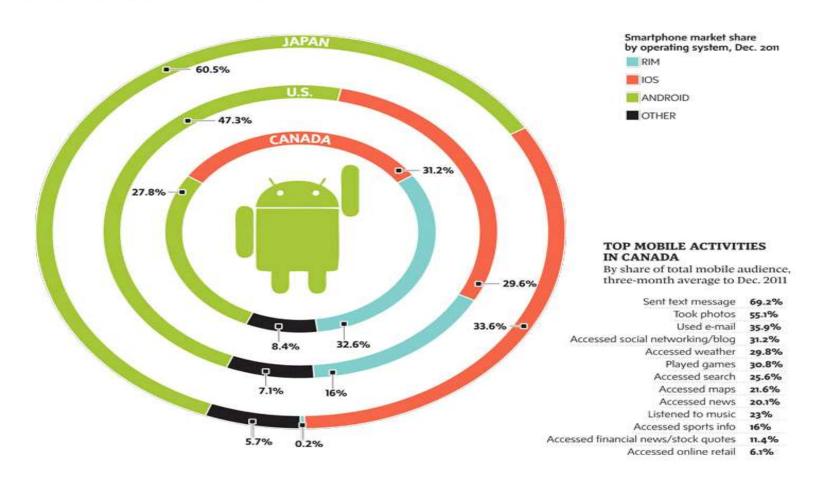
## New Technologies

- Mobile Phone Implants
  - Chip installed in tooth used to relay sounds
- Virtual Mirror Shopping
  - View clothes without actually undressing
  - Share with friends virtually

## Market Share in Canada

#### Smartphone use in Canada

Globe and Mail Update Published Friday, Feb. 24, 2012 3:32PM EST



## What is 4G?

- 4G is the fourth generation of cellular communication
- Data can be sent 10x faster than 3G technology

#### 4G & Apple Ipad 3

- Reports indicate Apple Ipad 3 will have 4G Technology
- Will take until the end of 2013 for 80% of the US to be covered by 4G Technology



# Sports and entertainment properties use the Internet for a host of marketing functions

- > Ticket sales
- > Sponsorship sales
- > Merchandise sales
- Additional revenue streams (banner advertising on team websites etc.)

- > Community relations
- Player/staff fan connection (blogs, chats etc.)
- > General promotion



Mobile Marketing

Mobile marketing refers to two different marketing means: one refers to marketing on or with a mobile device (such as a mobile phone) while the other (more traditional) is meant to describe marketing "on-the-go"



## Digital Marketing

# Mobile marketing represents an area of massive potential growth

- ➤In 2012, Americans alone sent over 2.2 trillion text messages (that's an average of 19 messages per American each day)
- Mobile advertising raked in \$8.9 billion in 2012, an 82.8 percent increase from 2011. One of the main drivers of this growth is the fact that most consumers have mobile devices on them nearly all the time, and the always-connected nature of the device.

# Digital Marketing Mobile marketing represents an area of massive potential growth

➤In a study conducted in 2013, researchers found that nearly 14 percent of smartphone and tablet owners used their devices to watch television.



Apps have recently gained a lot of popularity among consumers

#### "Apps"

Apps are individual software programs designed to run on the Internet, computer, phone or other electronic device typically designed to increase functionality or ease of use

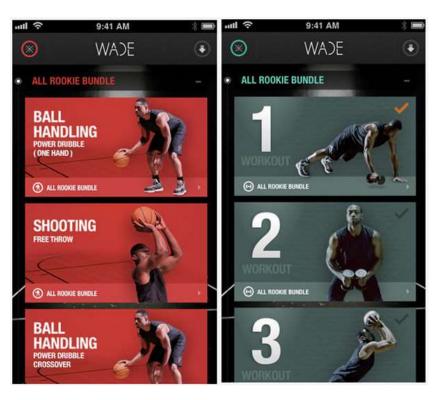
In June of 2013, Apple announced that 50 billion apps had been downloaded from their online "apps" store, up from 30 billion apps in June of 2012



The sports and entertainment industry has taken note of the apps trend and launched a number of sports and entertainment related apps



NBA star Dwyane Wade released a fitness app called "Dwyane Wade Driven" in 2013 (coincidentally the same day that the team was celebrating its third NBA championship with a parade and rally in downtown Miami) that offers customized training programs and videos for basketball players and other athletes



Perhaps the most commercially successful app developed by a major league sports property, Major League Baseball's "At Bat" app reached 6.7 million paid downloads for the 2012 season, shattering the previous record



With the "Fandango" app, users can watch film trailers, find showtimes, buy tickets and get directions to the theater, all from their mobile device



With apps like Zippo's "concert lighter", cell phones have become the new lighters for today's concert goers (the app has been downloaded over 15 million times)



Apps like ESPN's
Fantasy Football app
allow users to manage
their fantasy football
teams from the palm
of their hand



Nike Golf launched an app (called "Nike Golf 360 or NG 360") that allows users to track their rounds (including statistics), improve technique and view golf-specific workouts



In 2013, the NFL <u>re-launched its app</u>, providing fans with the ability to watch the NFL Network and NFL Redzone on their mobile devices, watch highlights and access other video clips (including videos on demand that had previously only been available to Verizon customers). Fans can now also listen to audio broadcasts from games (in English or Spanish), listen to NFL podcasts, manage and track their fantasy football teams, shop for NFL gear on NFL.com and purchase tickets to games through the NFL Ticket Exchange



#### Traditional Mobile Marketing

The NBA's Jam Van tour is an interactive basketball program that travels from the United States to China. The Jam Van is a 67-foot 18-wheeler that transforms into 8,000 square feet of basketball and interactive "off-court" activities



#### Traditional Mobile Marketing



The Green Bay Packers' annual "Tailgate Tour" visits five Wisconsin communities in five days during the summer while raising money for local non-profit organizations via tailgate parties at each stop. Along the way, the "Tour" also makes unannounced stops, often at schools.



#### Modern Mobile Marketing

The 2013 NBA Slam Dunk Champion was crowned based on fan votes via text message

Show's like Dancing with the Stars and American Idol often encourage fans to "text to vote"



Social Media

Social media describes the online technologies and practices that people use to share content, opinions, insights, experiences, perspectives, media and to otherwise interact



# Social media presents itself in the form of many variable applications



➤ Google+

YouTube





> Twitter

Digg





> Flickr

MiniClip





> Facebook

> foursquare



> Vine



### Digital Marketing

In today's digital marketing era, harnessing the power of social media has become a top priority of sports and entertainment properties of all shapes and sizes

Athletes, celebrities, leagues, teams, events and corporate sponsors are all shifting the focus to digital marketing strategies as they compete for attention in the social media space

## Digital Marketing



Among team sports internationally, the Los Angeles Lakers are the only non-soccer team to rank among the top five in most combined Twitter followers and Facebook fans in 2013 (as of August) (they rank fifth behind FC Barcelona, Real Madrid and Manchester United and Chelsea)

Click <u>here</u> for a slideshow featuring the top ten international sports teams

## Digital Marketing

Why is social media important to a sports or entertainment marketer?

- 1. In theory, social media is free
- 2. Allows an organization to reach a massive audience
- 3. Social media is still experiencing rapid growth, presenting unlimited potential for marketers

# Why is social media important to a sports or entertainment marketer?

Facebook: More than 1 active billion users

facebook

 Google+: 359 million active users, up 33 percent from the number of users in 2012



- Linkedin: 225 million professionals and growing at more than two members per second,
   representing every company on the Fortune 500 in over 200 countries
- Twitter: Over 555 million registered users, more than double the number of users in 2011 but users are actively engaged, "favoriting" more than 1.6 billion tweets in May of 2013 alone

# Why is social media important to a sports or entertainment marketer?

YouTube: According to their website, over 6
billion hours of video are watched each month
on YouTube—that's almost an hour for every
person on Earth, and 50% more than last
year

 Foursquare: 33 million users with nearly 5 new users signing up every six months



# Why is social media important to a sports or entertainment marketer?

Statistics from a 2013 report show the likelihood of a consumer making a purchase increases when the user has a social connection with a brand or its products (social activities such as sharing and recommendations drive sales, and fans of brands are 51 percent more likely to buy than non-fans)



# Digital Marketing Strategies Why is social media important to a sports or entertainment marketer?

According to a recent study, 29 percent of sports fans globally indicated they use social media to follow leagues, teams and players in 2013, up from just 15 percent in 2011

When the 2012 Summer Olympics began in Beijing in 2008, Facebook had 100 million users and Twitter had just 6 million users, compared with over a billion Facebook users and 555 million Twitter users when the Winter Games kick off in Sochi in 2014



# Digital Marketing Strategies Why is social media important to a sports or entertainment marketer?

Recently, several start ups like Phanoto and SportsFanLive have featured social networks specifically targeting sports fans





Click <u>here</u> to view a slideshow

# Digital Marketing Strategies Social Media Platforms

facebook























facebook Social Media Marketing

ESPN has expanded its presence on Facebook just prior to March Madness in 2012, adding the ESPN3 video player's streaming capabilities and launching a redesigned page featuring the SportsCenter brand



facebook Social Media Marketing

The Boston Celtics created the "3-Point Play", a Facebook game where fans picked three Celtic players and predicted a specific statistic for an upcoming game. Points were then awarded based on accuracy and the risk level of a fan's picks. After each game, the top-scoring fan won tickets to an upcoming home game.



#### Social Media Marketing

Twitter's popularity has exploded recently, in large part because it allows for the user to control the dialogue without any filter, creating a direct line of communication between the athlete, celebrity or sports/entertainment property and the fan

Approximately half of the NBA's players (220) and counting) are on Twitter, including almost all of the game's biggest stars



#### Social Media Marketing

arry Potter and the Deathly Hallows

The Miami Heat were voted "Team of the Year" on ESPN's ESPY award show, thanks to voting on Twitter, while Harry Potter was named "Best Hero" by fans on Twitter at the MTV Music Awards





#### Social Media Marketing

Many teams, like the NHL's New Jersey Devils, featured Twitter related messaging (from Twitter "handles" to "hashtags") on team merchandise

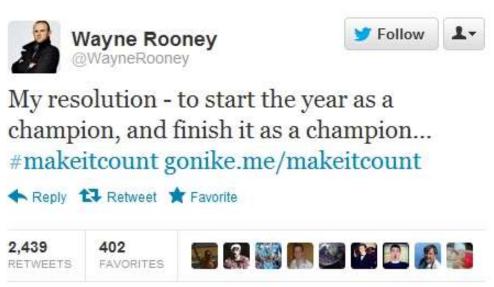




#### Social Media Marketing

In 2012, Nike debuted a Twitter campaign on New Year's Eve with the hashtag #makeitcount that was supported (via tweets) by Nike endorsed athletes all

over the world





#### Social Media Marketing

The campaign drew the ire of officials in the United Kingdom and Nike subsequently became the first company to have a social media advertising campaign banned when it was ruled that star soccer players Wayne Rooney and Jack Wilshere's tweets didn't clearly state they were advertising





#### Social Media Marketing

- 1. When in Doubt, Tweet
- 2. Respect the Fan
- 3. Use the Resources You Have
- 4. Follow Back and Listen
- 5. If it isn't Broken, Don't Fix it





#### Social Media Marketing

The Vancouver Whitecaps, MLS expansion team opening play in 2011, took full advantage of YouTube by launching a "30-Day Countdown" marketing initiative that featured thirty consecutive days of viral videos introducing the team to the city of Vancouver, decorating landmarks, interviewing celebrities, displaying 3D billboard projections, and more



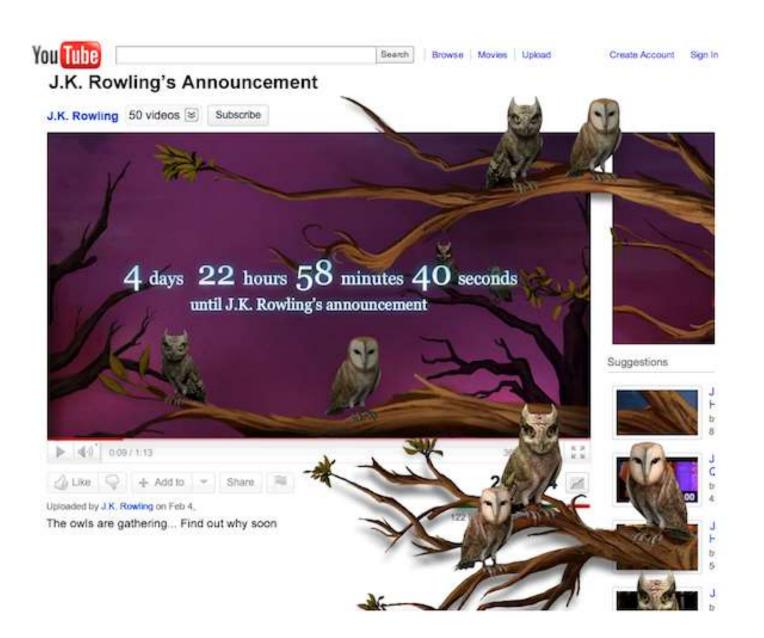


#### Social Media Marketing

JK Rowling took to YouTube to create buzz prior to her Pottermore announcement on the Harry Potter YouTube channel by placing an interactive placeholder which featured a collection of owls that refused to budge, shaking their heads if touched — referring to the teaser line, "The owls are gathering... Find out why soon."



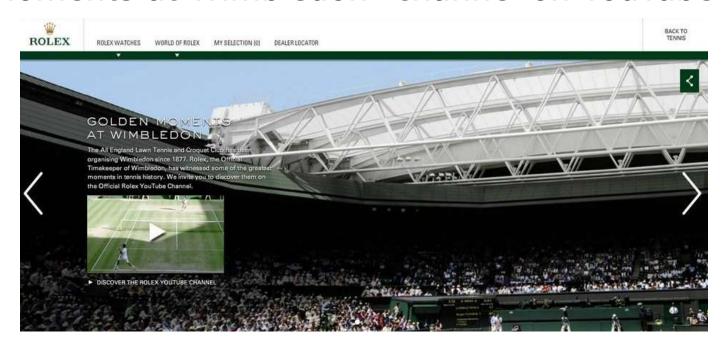






#### Social Media Marketing

Rolex, in support of its long and storied relationship with Wimbledon, launched a "Golden Moments at Wimbledon" channel on YouTube





#### Social Media Marketing

The Harlem Globetrotters have successfully created a connection with fans by creating memorable content on their You Tube channel, including a clip of one of their players dunking a basketball without jumping (which has garnered over 4 million views already). In 2012, they added an interactive element by challenging fans to the "World's Largest Game of H.O.R.S.E." Fans were encouraged to submit video of their best trick shots and would later be attempted by a Harlem Globetrotter player. "Letters" were awarded weekly, based on fan voting, and prizes were distributed accordingly.



Social Media Marketing

Many sports and entertainment business professionals utilize LinkedIn, not only as a networking and recruiting tool, but also as a means by for exchanging ideas and information and tracking current industry trends



flickr Social Media Marketing

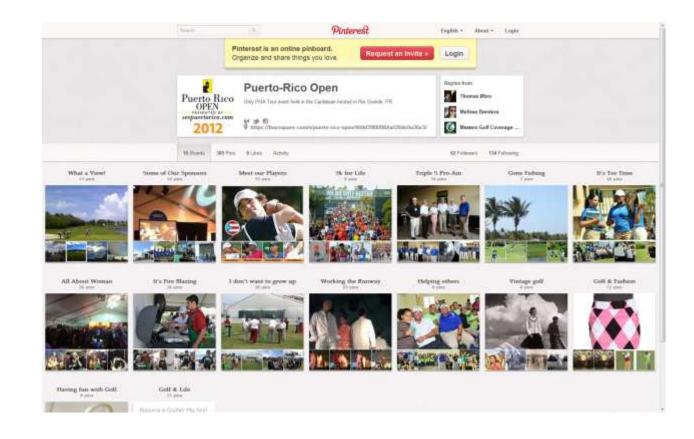
The Milwaukee Bucks post photos of the Bucks' gameday experience on their official Flickr page, providing fans with a behind the scenes look at the team





# Social Media Marketing

In 2012, the Puerto Rico Open became the first official **PGA** Tour event to actively use Pinterest during tournament as a promotional tool and means for engaging fans



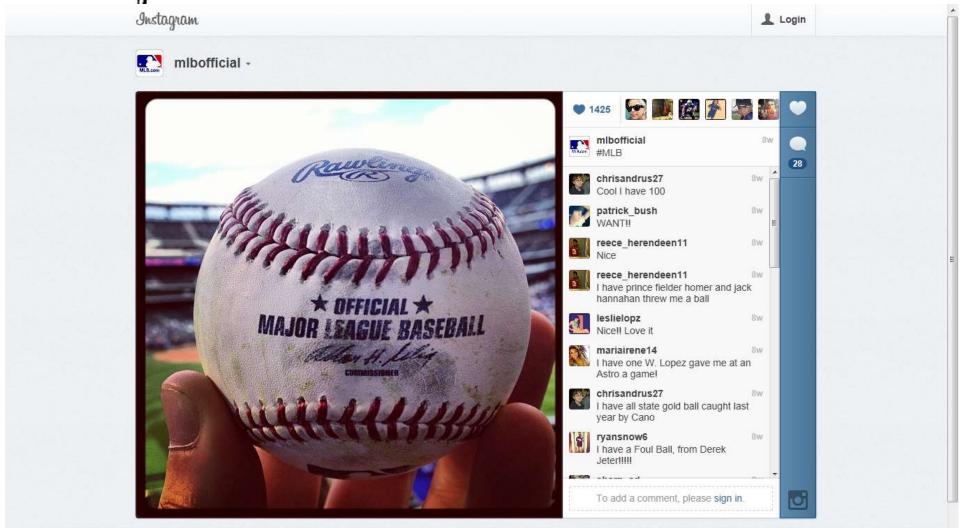
Instagram

Social Media Marketing

In 2012, Major League Baseball became the first professional sports league to have every single one of their franchises on Instagram while creating web-based versions of their Instagram feeds so fans could view photos from the league and their favorite teams online

Just one month into the 2012 season, there was already a 400% increase in Instagram photos posted from big league parks compared to the entire 2011 season when more than 40,000 photos of ballparks were posted

# Instagram





#### Social Media Marketing

To build buzz for the release of her "Burn" music video, Ellie Goulding enlisted her fans (via mashable.com) to create Vines inspired by their nearest and dearest friends. The short clips streamed in on Twitter and Vine using the hashtag #ellieburnvine, with the best ones mashed up in one video (below) before the official

release.



#### Social Media Marketing

In 2012, the Minnesota Timbewolves and Minnesota Lynx hosted a Google+ "hangout" with season ticket holders, allowing fans to interact directly with front office executives





#### Social Media Marketing

In 2013, Champs Sports included its Tumblr address in its TV commercials throughout the NBA playoffs, a move AdWeek suggest's was the first time a major brand featured its Tumblr page in an ad campaign



#### Social Media Marketing

The Boston Celtics created a customized, branded "Evite" for users of the popular evite.com website in an effort to help group leaders organize and promote a Celtics outing







#### USTREAM

Social Media Marketing

In 2013, UStream invested in the exclusive rights to broadcast the popular music festival, Bonnaroo (in 2012 YouTube had the rights and in 2011 Vevo was the festival's live stream partner).



#### Social Media Marketing

Many NHL teams have partnered with the website <a href="https://www.beardathon.com">www.beardathon.com</a> to help raise money for their team charity as a way to piggyback on a longstanding NHL tradition where players do not shave during the playoffs.

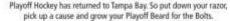
In 2012, the "beard-a-thon" began integrating a number of social media elements, including Twitter, Pinterest, Facebook and even a Facebook app that allowed those unable to grow facial hair the opportunity to participate through augmented reality (the beard-a-thon effort raised over \$520,000 for charities in 2012)

#### Social Media Marketing









It's simple to sign up, or to pledge a player or participant. And for every day you maintain your Playoff Beard, you raise money for the Lightning Foundation.

Because doing good will grow on you.

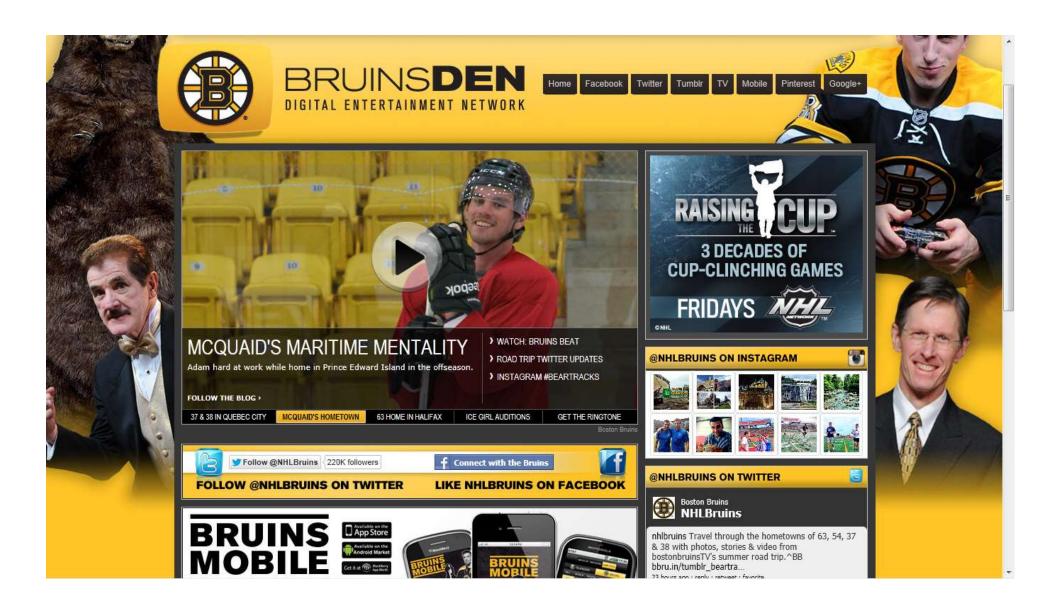




#### Social Media Marketing

Taking it a step further, the Boston Bruins launched a unique "network" (called the DEN page) to serve as a portal to all the team's social media efforts, from Facebook to Pinterest, a gateway to its mobile app, and a home for video and other digital content offerings (the site attracts more than 2.5 million fans every month)





# Digital Marketing Strategies Social Media Marketing



To promote the 2013 blockbuster film "Man of Steel", Walmart implemented a multi-platform digital marketing strategy that featured an augmentedreality mobile app that allowed fans to take photos with the caped crusader, a free digital comic book, and a social media campaign with the hashtag #SeeSteelFirst (part of the overall marketing campaign featured a promotion that provided Walmart customers with the opportunity to see the film a day before its official premiere)

Location-based Marketing

Location based social networking allows users to "check into" businesses at a physical location using a mobile device while alerting their friends and contacts know where they are and, in some instances, to receive coupons and discounts at the establishment at which they are visiting (think of it as the convergence of social media and mobile marketing)

#### Location-based Marketing

The MLB Fan Cave in New York is a customized Foursquare-linked smart phone vending experience that dispenses official MLB baseballs upon user command. Pedestrians on the streets of NYC who encounter the experience can use their smart phones to check into "THE FRANCHISE on SHOWTIME" via Foursquare, notifying the intelligent storefront to release a baseball.



#### Location-based Marketing

Leading up to the 2012 Olympic Games, Foursquare users were encouraged to check-in to Olympic venues around the world (the official Foursquare featured more than 40 historic sites and venues from past Olympic Games) for an opportunity to win a trip to London while GetGlue sports fans were able to collect stickers for watching all their favorite Olympics sports



Viral Marketing

Viral marketing describes any strategy that encourages individuals to pass on a marketing message to others, creating the potential for exponential growth in the message's exposure and influence

Viral marketing is the digital marketer's version of "word-of-mouth" advertising

#### Viral Marketing

Nike launched a video as a way to tie in with the 2012 Euro Cup (named "My Time is Now" featuring some of the biggest names in soccer) that racked up nearly 10 million views in just three days



# Digital Marketing Strategies Viral Marketing

Less than 24 hours after posting to YouTube, the Miami Heat's version of the "Harlem Shake" racked up more than 2 million views, ultimately amassing more than 1 billion views in just 40 days



# Digital Marketing Strategies Viral Marketing

In the summer of 2013, DirecTV released a <u>rap</u> <u>video</u> featuring Peyton and Eli Manning which generated over 7 million views in the first week of its release



#### Viral Marketing

Also in the summer of 2013, the band Mumford & Sons enlisted actors Jason Sudeikis, Jason Bateman, Will Forte, Ed Helms to play them in their 'Hopeless Wanderer' music video, attracting more than 5 million views in less than two weeks



# Ultimately, this shift in marketing trends creates new opportunities for the sports and entertainment industry

John Meindl, President of SPORTSBRANDEDMEDIA says on their website: "Sports, TV, movies and music each offer successful marketing models. But when sports and branded entertainment work in unison, the result can cut through the clutter of advertising messages and enable you to reach your target audience in a unique and effective way. Executives from sports and entertainment will share their insights and demonstrate how the power of sports can help you build your brand, engage your customers and sell your products."