COMPREHENSIVE DIGITAL MARKETING PROJECT WORK





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Part 1: Brand study, Competitor Analysis & Buyer's/Audience's Persona

Research Brand Identity: Study the brand's mission, values, vision, and unique selling propositions (USPs).

✓ <u>Logo</u>:



- ✓ Mission/Values:
- ✓ HDFC mission is to be "World Class Indian Bank", benchmarking ourselves against international standards and best practices in terms of product offerings, technology, service levels, risk management and audit & compliance. The objective is to build sound customer franchises across distinct businesses so as to be a preferred provider of banking services for target retail and wholesale customer segments, and to achieve a healthy growth in profitability, consistent with the Bank's risk appetite. They are committed to do this while ensuring the highest levels of ethical standards, professional integrity, corporate governance and regulatory compliance.
- ✓ <u>USP</u>: The bank is committed to maintaining the highest level of ethical standards, professional integrity, corporate governance and regulatory compliance. HDFC Bank's business philosophy is based on five core values: Operational Excellence, Customer Focus, Product Leadership, People and Sustainability.
- ✓ <u>Tagline</u>: "We Understand Your World"

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✓ Analyze Brand Messaging:

that our regulator, The Reserve Bank of India (RBI), has partially lifted the embargo



s://content.indiainfoline.com/_media/iifl/img/misc/2015-04/08/full/hdfc-bank-1428473904-2028300.jpg

✓ Examine the brand's tagline:

The Housing Development Finance Corporation Limited or HDFC Ltd was among the first financial institutions in India to receive an "in principle" approval from the Reserve Bank of India (RBI) to set up a bank in the private sector. This was done as part of RBI's policy for liberalization of the Indian banking industry in 1994.

Part 1: Brand study, Competitor Analysis & Buyer's/Audience's Persona

☐ Competitor Analysis: Select three competitors operating in the same industry or niche as the chosen brand, examine their USPs and online communication.

✓ Competitor 1: UNION BANK

As of my last update in September 2021, Union Bank is a financial institution based in the United States.

- 1.JPMorgan Chase: JPMorgan Chase is one of the largest and most prominent banking institutions in the United States, offering a wide range of financial services, including retail banking, investment banking, asset management, and more.
- 2.Bank of America: Bank of America is another significant player in the banking industry, providing various banking and financial services to individual consumers, businesses, and institutions.
- 3. Wells Fargo: Wells Fargo is a major American bank that offers retail, commercial, and corporate banking services, as well as investment products and insurance.

		of Baroda, State Bank of India and Score on Comparably vs its com		See Un	ion B	ank of India Culture vs Competitors	
below how Union Bank of Ind	ia compares to its	competitors with CEO Rankings,	Product &	Tst	92	Union Bank of India	89 / 100
Scores.	ier services, over	all Culture Score, eNPS, Gender a	and Diversity	2nd		thank of thanoda	HI / 100
STO B W	2md	Chine public	1st	3rd		State Bank of India	82 / 100
CEO Rank	2nd	eNPS Rank	150	4(1)	.10.	HDFC Bank	70 / 100
Gender Rank	N/A	Diversity Rank	N/A				
Product Quality	3rd	NPS Rank	3rd				
Pricing Rank	2nd	Customer Service	3rd				

✓ Competitor 2: CANARA BANK

Establishment: Canara Bank was established in 1906 in Mangalore, Karnataka, India.

Nationalized Bank: It was nationalized by the Government of India in 1969 along with several other banks to bring about better control and regulation of the banking sector.

Branches and Presence: Canara Bank has a widespread presence across India and operates thousands of branches and ATMs, serving millions of customers.

Products and Services: Canara Bank offers a wide range of banking products and services, including savings accounts, current accounts, fixed deposits, loans (personal, home, vehicle, etc.), credit cards, and various digital banking facilities.

International Presence: Canara Bank has a global presence with overseas branches, subsidiaries, and representative offices to cater to the banking needs of Non-Resident Indians (NRIs) and foreign customers.

Canara Bank Cor	npetitors						
그리아 아이들은 그리아 아이들은 아이들이 가는 사람들은 얼마나 아이들이 가지 않는데 다른데 다른데 다른데 다른데 다른데 다른데 다른데 다른데 다른데 다른		ate Bank of India and HDFC Bank		See Ca	nara	Bank Culture vs Competitors:	
Canara Bank compares to its o	competitors with	comparably vs its competitors. Se CEO Rankings, Product & Service , Gender and Diversity Scores.		lst		ICIC3 Bank	84/100
		, 66,140, 61,6		2nd	irea.	State Bank of India	82 / 100
CEO Rank	2nd	eNPS Rank	1st	3rd		Canara Bank	74 / 100
Gender Rank	N/A	Diversity Rank	N/A	4th	202	HDFC Bank	70 / 100
Product Quality	3rd	NPS Rank	3rd				
Pricing Rank	3rd	Customer Service	2nd				

\checkmark

Competitor 3: BANK OF BARODA

Establishment: Bank of Baroda was founded on July 20, 1908, in Baroda (now Vadodara), Gujarat, India.

Merger: In April 2019, Bank of Baroda completed a three-way merger with Vijaya Bank and Dena Bank, making it the third-largest bank in India after State Bank of India and Punjab National Bank.

Services: Bank of Baroda offers a wide range of banking and financial services, including personal banking, corporate banking, international banking, wealth management, and treasury operations.

Global Presence: Bank of Baroda has a significant international presence with branches and subsidiaries in various countries, making it a prominent player in the global banking arena.

Technology Initiatives: The bank has been actively involved in adopting modern technologies and digital banking solutions to enhance customer experience and streamline operations.

Bank of Baroda (
		State Bank of India, HDFC Bank, F		See Ba	nk of	Baroda Culture vs Competitors:	
Score on Comparably vs its co	impetitors. See be	ration, Bank of Baroda ranks 1st i flow how Bank of Baroda compare ices, NPS, Pricing, Customer Servi	es to its	ter		ICICI Dank	84/100
Culture Score, eNPS, Gender			ces, overan	2nd		Bank of Baroda	83 / 100
	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	WALL STREET, STREET	2002	3rd	-	State Bank of India	82 / 100
CEO Rank	2nd	eNPS Rank	3rd	460	100	HDFC Bank	70 / 100
Gender Rank	1st	Diversity Rank	1st	5th	153	Farmers & Merchants Bancorp	68 / 100
Product Quality	3rd	NPS Rank	3rd				
Pricing Rank	2nd	Customer Service	3rd				

Part 1: Brand study, Competitor Analysis & Buyer's/Audience's Persona

Buyer's/Audience's Persona: Clearly define the target audience for the chosen brand. Consider demographics,

psychographics, behaviours, and interests.

HDFC:

26

Female

High quality, strong coffee

Quiet atmosphere for studying

On or close to the college campus

She needs information on the type of coffee a cafe

Servers in order determine the quality.

She want to find the mena and the daily specials as

quickly and easyly as possible

She want to order with her smartphone ,avoid the usual line up and experience minimal distractions.



Julia's Cafe / Ideal User Persona

Janelle Robinson

Status: Undergraduate

Customer Profile: A busy PhD Student who needs a quiet place to study and read without distractions. She spends a lot of time on campus, refuels often and is a major coffee lover. She is the ideal customer for Julia's Cafe. She wants to receive quick and professional service: order online from her smartphone to avoid lineaps, and not deal with over-conversational staff members.

- · High quality, strong coffee.
- + Quiet atmosphere for studying
- . On or close to the college campus

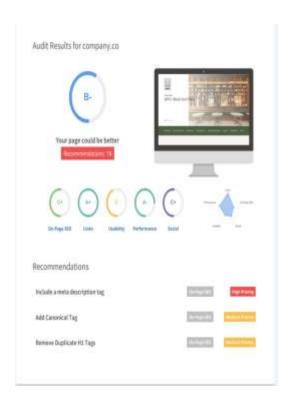
- . Hates waiting too long for her coffee.
- . Doesn't want to be bothered by the staff while studying.
- . Actually relies on strong coffee to help her concentrate later in the day.

- . She needs information on the type of coffee a cade serves. In order to determine the quality.
- . She wants to find the menu and the daily specials as quickly and easily au possible.
- . She wants to order with her smartphone, wood the usual lineup, and experience minimal distractions.

- . Ithiopian Virgacheffe Coffee
- . Sumatra Mandheling Coffee · Ethiopia Cherbanta Natural

Part 2: SEO & Keyword Research

□ SEO Audit:





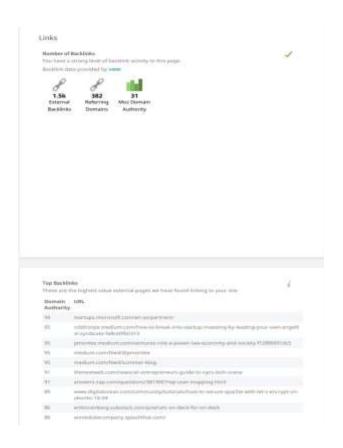
Top Keyword Rankings

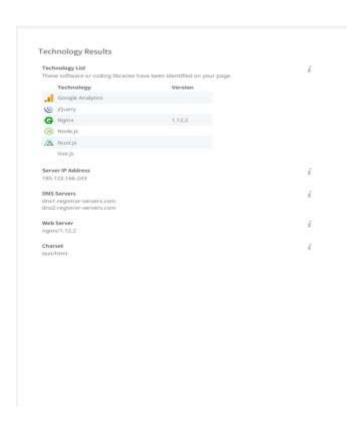
This shows your top 10 Keyword Rankings in the specific location. The lot is ordered by the keywords that drive the most traffic to your page.

Keyward	Country	Position	Total Searches	Estimated Traffic	
company new york.	■ EN	1	74,000	1394	
company	1 15	12	135,000	1,012	
ny company	₩ ES	10	74,000	.636	
company	₩ EN	16	135.000	580	
tompany to	I EN	1	800	267	
сотрату со	■EN	1	880	267	
company building	€in	1	400	145	
nyc company	■ B	7	3,600	52	
company ventures	■ IN	į.	1,300	15	
company ventures	■ 85	4 :	1,300	8	



SEO AUDIT OF HDFC BANK





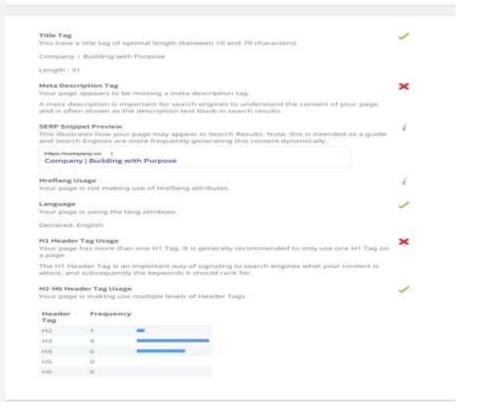
- **Keyword Research: HDFC**
- ✓ HDFC NET BANKING
- ✓ HDFC PAYZAPP
- ✓ SMARTHUB HDFC
- ✓ HDFC CREDIT
- ✓ HDFC BILL DESK
- ✓ FASTAG HDFC
- ✓ HDFC FINANCE
- ✓ HDFC LOAN
- ✓ HDFC BANK SHARE VALUE
- ✓ HDFC LIFE NSE
- On page Optimization:

On-Page SEO Results



Your On Page SEO could be better

Your page has some been of On-Page 56th agrimmation but could be improved. Burther, Chi-Page SEO in Important to ensure Search Engines can understand your contant appropriately and help in rank file released keywerds. You should ensure that MIAI, Tay Content is completed correctly and align tear content to larget keywords.



Part 3: Content Ideas and Marketing Strategies

□ Content Idea Generation & Strategy :

Create a content calendar for the remaining month of August by brainstorming content themes, exploring various formats like blog posts, videos, infographics, podcasts, and interactive quizzes, and scheduling publication dates mainly on Facebook & Instagram.

And include the strategy, aim and the idea behind these posts and story



Part 3: Content Ideas and Marketing Strategies



☐ CONTENT IDEAS :-

- ✓ Overview of HDFC Bank: Provide a comprehensive overview of HDFC Bank, including its history, mission, and vision. Highlight its position as one of India's leading private sector banks and mention any recent milestones or achievements.
- ✓ **Digital Banking Services**: Explore the various digital banking services offered by HDFC Bank, such as internet banking, mobile banking, and virtual payment options. Explain how customers can benefit from these services in terms of convenience, security, and accessibility.
- Personal Finance Tips: Create a series of articles or blog posts that offer practical personal finance tips and advice, such as budgeting, saving, investing, and managing debt. Tailor the content to suit the bank's customers' needs and financial goals.
- ✓ **Credit Card Guides**: Write informative guides about HDFC Bank's credit card offerings, their features, rewards programs, and how to choose the right card based on individual preferences and spending habits.
- Home Loans and Mortgages: Provide a detailed guide on HDFC Bank's home loan and mortgage products.

 Explain the eligibility criteria, the application process, and the benefits of choosing HDFC Bank for home

Part 3: Content Ideas and Marketing Strategies

Marketing Strategies :-

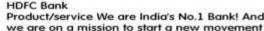
- As of my last update in September 2021, HDFC Bank is one of the largest private sector banks in India and is known for its strong marketing strategies. Please note that marketing strategies may have evolved since then, so it's a good idea to check for more recent information. Here are some key marketing strategies that HDFC Bank has employed.
- ✓ **Digital Marketing**: HDFC Bank has heavily invested in digital marketing to reach its tech-savvy customer base. They use various online channels such as social media, search engine marketing, display advertising, and email marketing to promote their products and services.
- ✓ **Customer-Centric Approach**: HDFC Bank focuses on understanding its customers' needs and preferences. They tailor their marketing messages to address specific customer segments, offering personalized products and services.
- ✓ Branding and Sponsorships: HDFC Bank has engaged in extensive branding activities to create a strong brand image. They have sponsored major events, sports tournaments, and cultural activities to enhance brand visibility and connect with a wider audience.
- Cross-Selling and Up-Selling: The bank promotes cross-selling and up-selling of its products to existing customers. By analyzing customer data, they identify opportunities to offer relevant additional services and products.
- ✓ Customer Referral Programs: HDFC Bank has run referral programs where existing customers are incentivized to refer new customers to the bank. This helps them expand their customer base through word-of-mouth marketing.

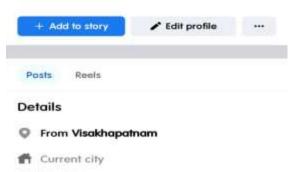
Part 4: Content Creation and Curation (Post creations, Designs/Video Editing, Ad Campaigns over Social Media and Email Ideation and Creation)

Hdfc Bank

Format 1 Facebook account & post creation:







Workplace

School





hdfcbank Enjoy your overseas student life by letting HDFC Bank seamlessly manage your tuition fee payments.

Enjoy a paperless, online payment experience while saving on foreign bank charges and more.... See more



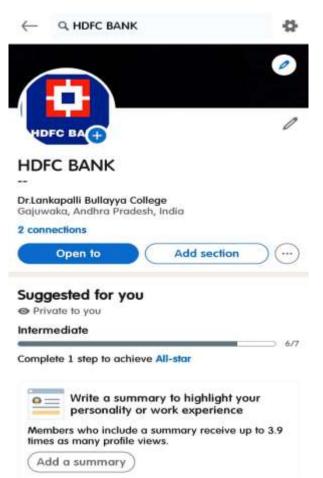








Format 2 linkedIn Account & Post Creation:





The key to unlocking your financial potential – HDFC Bank Gold Loan.... see more



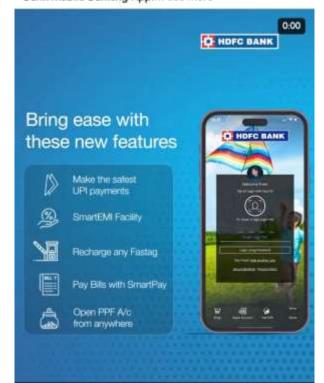
Comment

Send

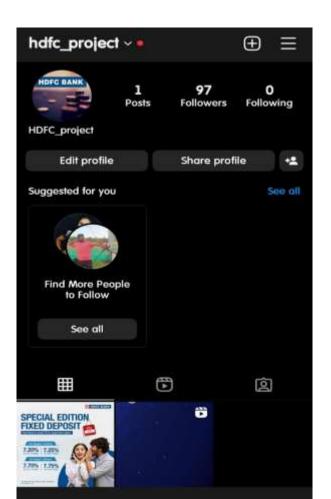
Repost



Banking, made even more convenient! Do a lot more safely and seamlessly on the same but improved HDFC Bank Mobile Banking App.... see more



Format 3 Instagram Account & Post Creation:







Part 4: Content Creation and Curation (Post creations, Designs/Video Editing, Ad Campaigns over Social Media and Email Ideation and Creation)



Instagram Story





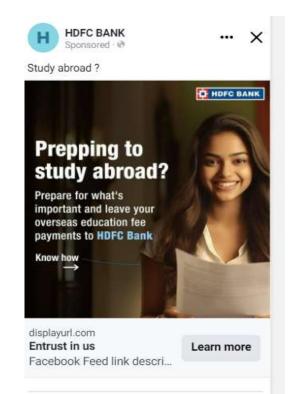
Part 4: Content Creation and Curation (Post creations, Designs/Video Editing, Ad Campaigns over Social Media and Email Ideation and Creation)

Designs/Video Editing



Part 4: Content Creation and Curation (Post creations, Designs/Video Editing, Ad Campaigns over Social Media and Email Ideation and Creation)

Social Media Ad Campaigns







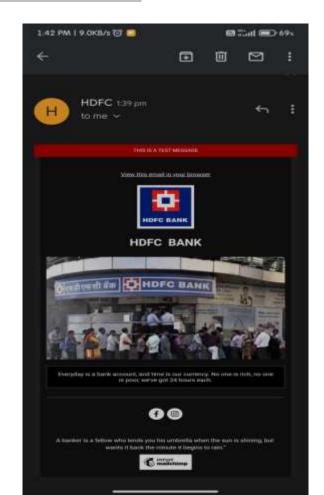
Email Ad Campaign 1 - Brand Awareness

At HDFC, we are committed to enhancing your financial journey and empowering you to achieve your dreams. As a token of our appreciation for your continued trust in us, we have curated a series of exciting offers and services tailored just for you!

Unravel Unbeatable Credit Card Offers: Enjoy unmatched rewards, cashback, and discounts on your daily spends with our wide range of credit cards. Whether it's travel, shopping, dining, or fuel, we have a credit card to complement your lifestyle.

★ Experience Superior Banking Services: Upgrade your banking experience with HDFC's premium banking solutions. Benefit from personalized assistance, priority services, and access to exclusive events. Our dedicated relationship managers are always ready to assist you.

Mortgage and Personal Loans Made Easy: Realize your dreams faster with our competitive interest rates on mortgage and personal loans. Be it your dream home or a special event, our hassle-free loan process ensures you achieve your goals with ease.



THANK YOU