

# 2Market Technical Report

By: Charles Garrod

## **Problem Statement**

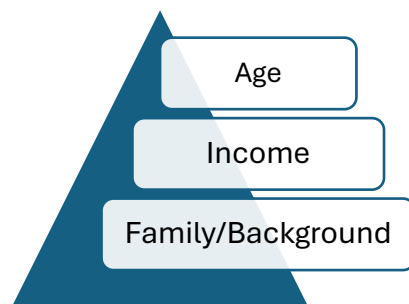
2Market is a global supermarket. The problem of customer demographics, advertising channels and sales affect the marketing, sales and procurement departments. Lack of a firm understanding of what drives these factors will result in ineffective marketing and product offerings.

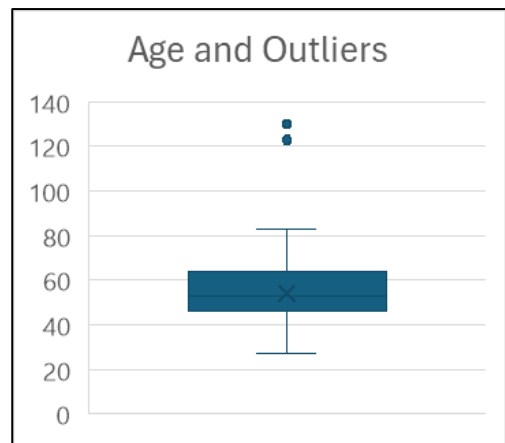
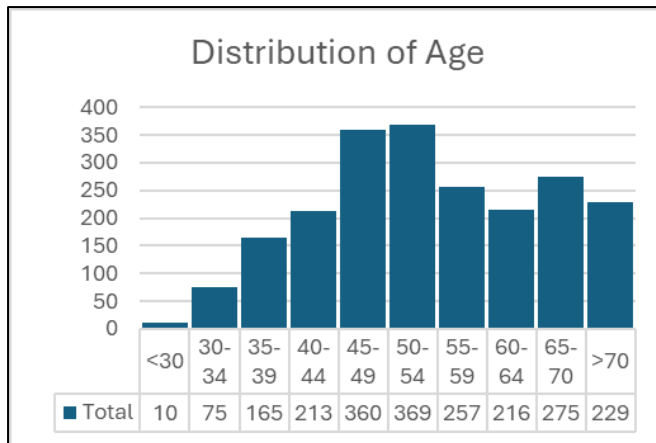
The impact of this is an expensive yet ineffective marketing campaign pushing undesirable products. A successful solution to this issue is to create a dashboard detailing the demographics of 2Market's customers, the products they purchase and the most successful marketing channels and any trends in this data. This will allow 2Market to efficiently deploy capital to effective marketing campaigns for popular or increasingly popular products.

## **Analytical Approach**

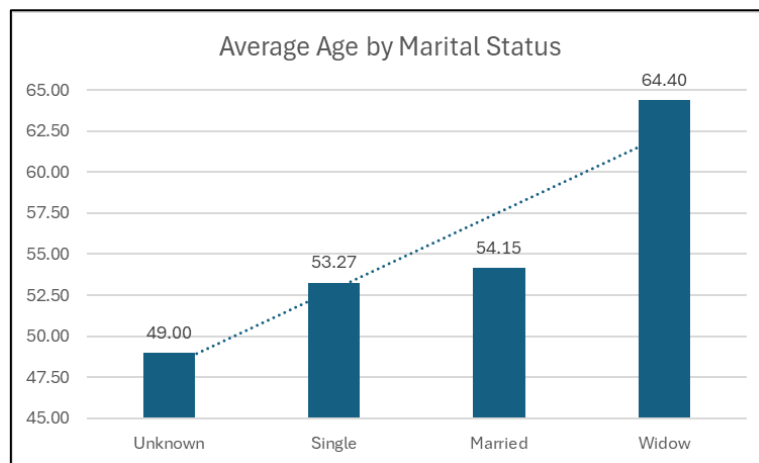
The aim of the data analysis is to gather actionable insights into 2Market's customers, namely demographics and purchasing behaviour. This will facilitate data led decision making with regards future marketing campaigns and avenues and will be presented through clear, concise dashboards and in-depth recommendations.

Excel was used for initial visualisations focused on demographics. Further details on the tools used and the data cleaning process are contained in the appendix. The following three categories were used to focus the demographic visualisations.

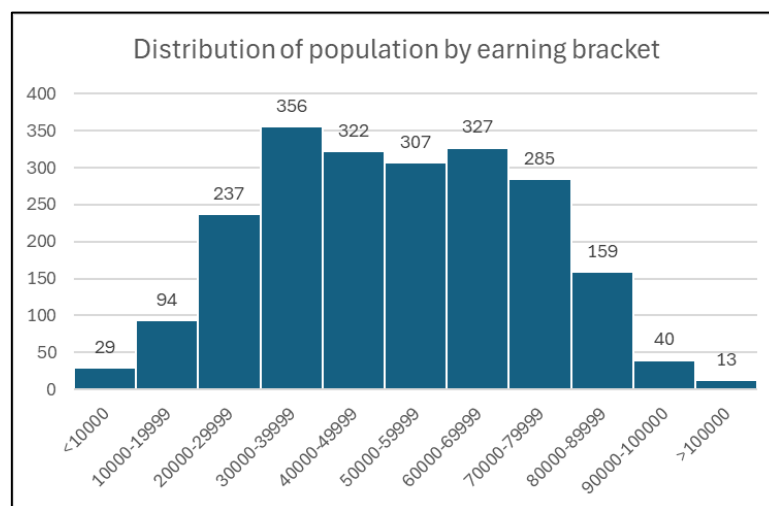




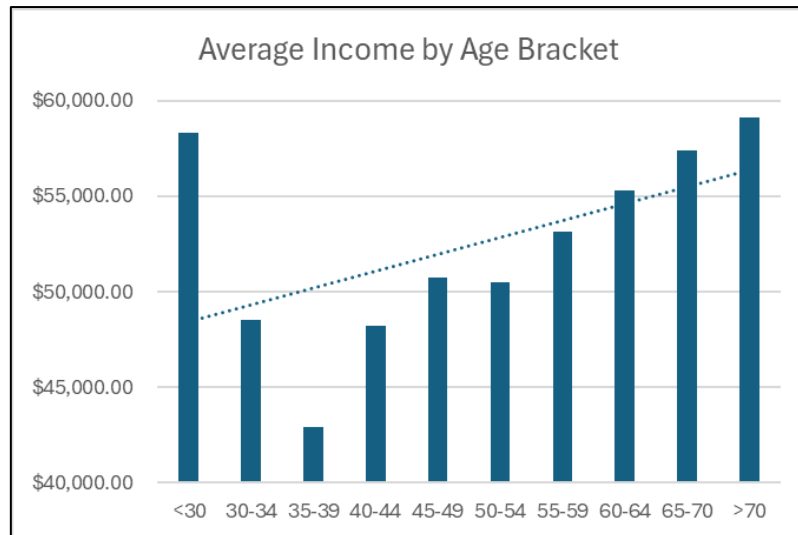
As seen in the above, most of the population is in the 50-54 age bracket and 62% of the population are above the age of 50. The average age is 54.



As one would expect, the average age of the population is the highest for those who have been widowed, with a clear trend in the average age.

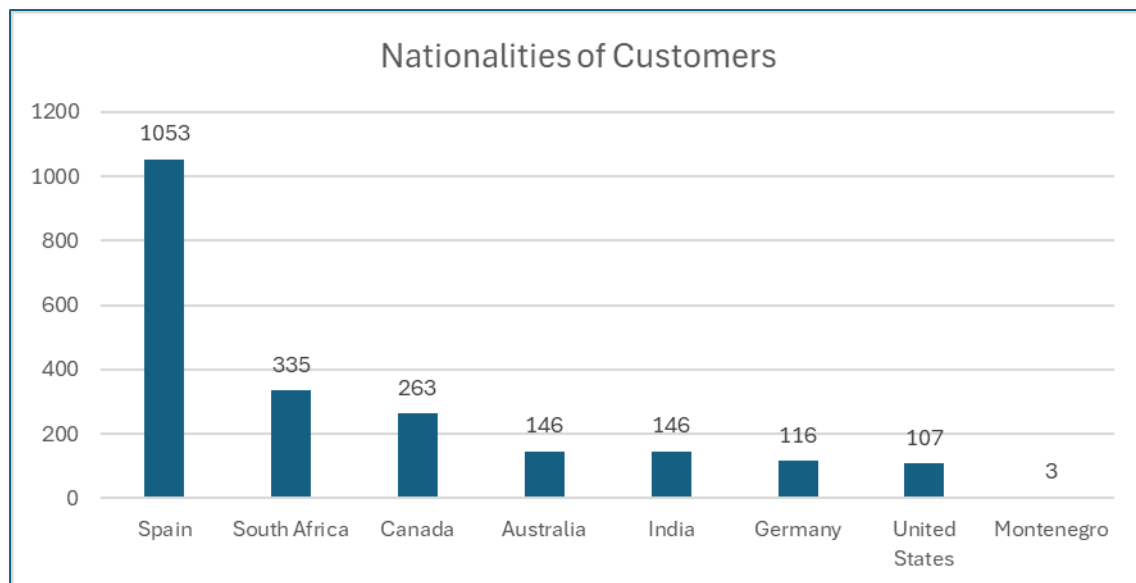


As seen in the above, most of the population earn between \$30,000 & \$40,000 with 67% of the population earning over \$30,000.

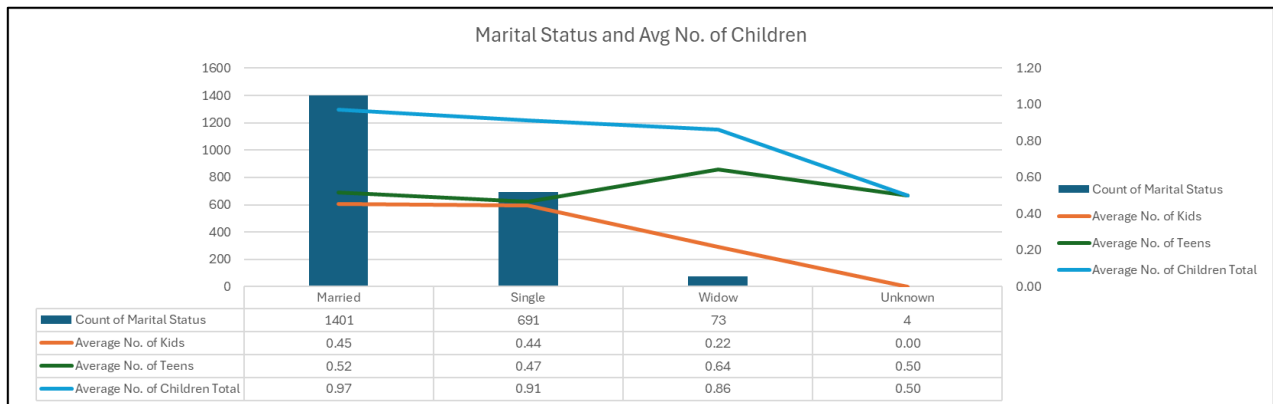


There is a clear trend in the income data with regards to age. As age increases so does income, with those over age 70 earning the most on average. What's intriguing, and perhaps requires further investigation, is the anomalous level of income for the under 30 age bracket.

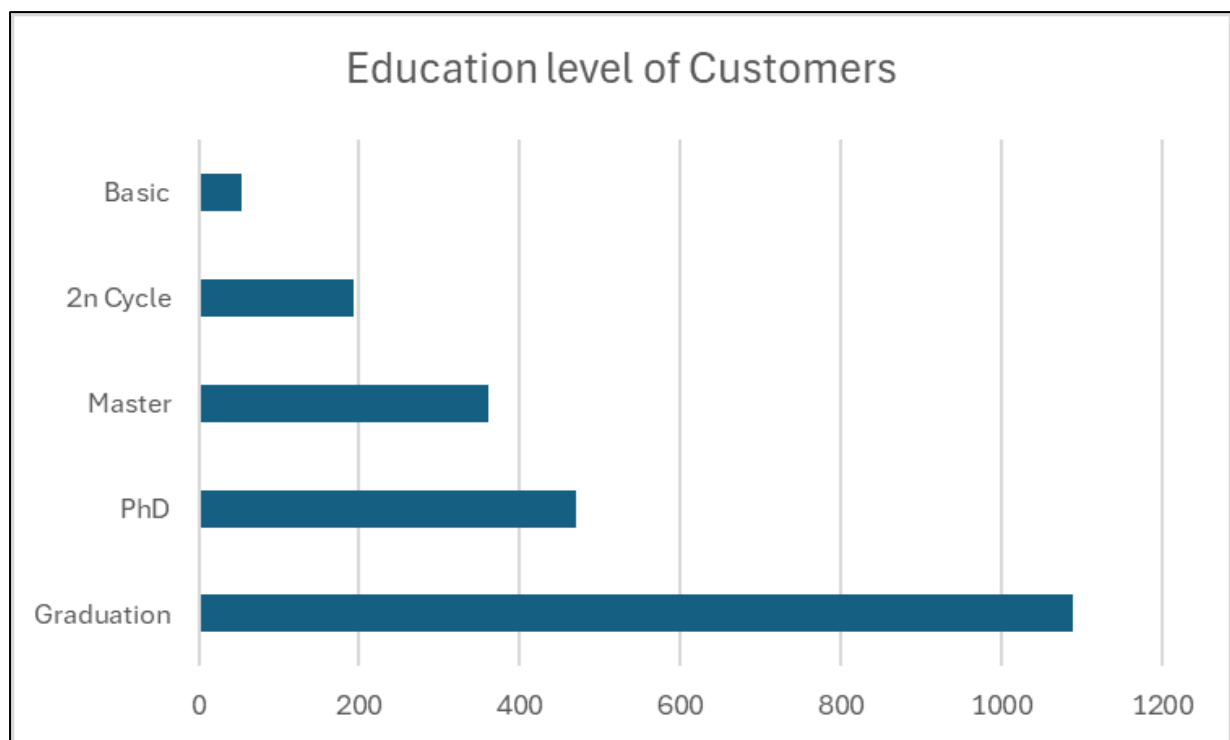
Of the countries represented by 2Market's customers, Spain has the largest population with almost 50% of customers residing in Spain.



Almost 72% of customers have at least one child, with 20% of customers having 2 or more children. Married customers make up 65% of the population and, as one might expect, have the greatest number of children on average.



Finally, most customers are educated to at least Graduate level with 50% having studied an undergraduate course.



SQL was then used to further probe the sales and marketing data. In the below, we can see that Spain has the greatest total spend, however this is expected considering it accounts for almost 50% of the population. On a per capita basis, Montenegro has the highest spend.

	country character varying (50)	total_spend bigint	total_spend_per_capita bigint
1	Montenegro	3122	1040
2	Canada	167077	635
3	United States of America	67546	631
4	Germany	73198	631
5	South Africa	209345	624
6	Spain	636151	604
7	Australia	84970	581
8	India	76572	524

Alcohol was, the most popular product across all geographies, followed by the non-vegetable products.

	country character varying (50)	alcohol bigint	vegetables bigint	non_vegetable_products bigint	fish bigint	chocolate bigint	commodities bigint	total_sales bigint
1	Spain	324299	27108	172348	38416	29069	44911	636151
2	South Africa	105034	8887	57982	13628	8921	14893	209345
3	Canada	83893	7678	45855	9963	7592	12096	167077
4	Australia	42424	3680	22204	5534	4105	7023	84970
5	India	35904	3594	23352	4669	3096	5957	76572
6	Germany	36776	2980	20272	4601	2801	5768	73198
7	United States of America	32214	3034	20185	4411	2863	4839	67546
8	Montenegro	1729	8	817	226	122	220	3122

Couples are the biggest spenders; however, it is couples with no children that spend the most amongst this group. This suggests that the number of children in the home doesn't necessarily correlate with level of expenditure.

To evaluate the success of different marketing channels, the ad data table was joined to the marketing data table and lead conversion used as a measure of the effectiveness of each channel. Social media channels were, generally, the most successful forms of media across geographies and marital statuses.

	country character varying (50)	social_media bigint	traditional_promotions bigint
1	United States of America	18	8
2	Spain	246	95
3	South Africa	61	25
4	Montenegro	0	1
5	Australia	25	9
6	Germany	26	12
7	Canada	63	23
8	India	23	15

	country character varying (50)	twitter bigint	instagram bigint	facebook bigint
1	United States of America	6	5	7
2	Spain	85	87	74
3	South Africa	20	21	20
4	Montenegro	0	0	0
5	Australia	6	12	7
6	Germany	11	8	7
7	Canada	24	21	18
8	India	10	6	7

Further analysis was conducted to show which social media platform was most effective in generating sales based on customer spend and their percentage attribution to total expenditure.

	country character varying (50)	total_insta bigint	total_twitter bigint	total_facebook bigint	total_bulkmail bigint	total_brochure bigint	total_all_channels numeric	percent_of_spend numeric	total_spend bigint
1	Spain	144397	99081	111175	51810	20626	427089	67	636151
2	South Africa	35738	26748	31211	13287	4282	111266	53	209345
3	Canada	30954	25261	27650	16199	6397	106461	64	167077
4	Australia	18505	7915	10480	9866	0	46766	55	84970
5	India	9444	8129	8963	9779	3736	40051	52	76572
6	Germany	12551	11538	9649	7949	3007	44694	61	73198
7	United States of America	7048	4698	8806	3986	0	24538	36	67546
8	Montenegro	0	0	0	874	0	874	28	3122

## **Dashboard Design**

Given the project spec, the dashboard focuses on 3 key areas: demographics, spending behaviour and advertising channels.

The rationale behind the dashboard design was simple, deliver useful, decision critical insights that are easy to understand. It uses simple, yet eye catching colour schemes which allow stakeholder to follow and work with the visualisations without difficulty. The visualisations were kept as user friendly as possible with consideration given to how they might be viewed. The maps on each start as the main focal point and as such are in the same position, allowing stakeholders to dive into each country's data immediately, acting as the primary filter for each dashboard.

## **Patterns, trends, and insights**

Spain is the most successful location across all KPIs, generating the greatest revenue, the greatest number of customers and most successful advertising strategy. 2Market should use Spain as the model for its other locations.

The most popular product across the population is alcohol followed closely by non-vegetable products (meat, pizzas, ready meals etc.). 2Market would be smart to offer meal deals that contain both a non-vegetable based main with alcohol. However, a blanket deal may not be wise - while married couples are the best customers, it is married couples with no children that spend the most across 2Market. It would be optimal to focus the meal deals on meals for two adults and offering child options separately. Considering seasonal sales differ quite considerably, it may also be wise to focus the offerings on the meal deals based on the time of year it is offered.

Twitter and Instagram were the most successful advertising channels across 2Market, generating the most conversions. Social media channels outperformed their traditional counterparts by 2.5x across most demographics. Couples responded particularly well to Instagram ads, using Instagram to push the meal deals would be the most effective strategy. Brochures were almost useless therefore it would be recommended to eliminate that channel and reallocate the brochure budget into the other channels.

Montenegro and the USA offer incredible opportunities for 2Market. They both rank amongst the lowest with regards to overall spend and advertising spend, despite them being amongst the highest spend per capita and customer loyalty. 2Market should review the current marketing strategy and then align it with Spain's in these two locations. Given their customer loyalty numbers the initial spend on advertising would be repaid with repeat business in the years to come.

To increase the revenue generated from their advertising strategies, given the results of the above analysis, 2Market should broaden their social media advertising campaigns across other platforms. YouTube, TikTok and LinkedIn offer fantastic opportunities for 2Market to generate revenue across all demographics globally.

### **Technical Recommendations**

With regards to the collected data, it was interesting to see that, despite the clear trend in income, the under 30 age bracket had amongst the highest earners. It would be useful to have more insight into the employment details of 2Market's customers to be able to validate the income data. It would also be ideal to have sight of the clicks on ads without conversions. With this data it would be possible to review the ads in question and see if there are any patterns in the most successful ads (time of ad, location, medium, interactivity etc.)

In terms of next steps, 2Market would benefit from a more granular dive into the sales data. Perhaps it's only certain alcohol lines that make it the most popular product. By having this insight 2Market may be able to roll out its most successful products across all locations and remove product lines that don't sell well.



# Appendices

## **Assumptions**

When calculating the age of the population (calculated in Excel) the current year (2024) was assumed.

## **Tools and Reasons for Use**

Excel was used for the initial data cleaning and exploratory analysis. The reason for this is twofold, Excel is very simple to use and the 2Market data would be considered low volume. Excel could quite easily handle the volume of data provided by 2Market.

SQL was used to carry out additional data analysis and minor data cleaning. The reason for SQLs use is it can better present data in tabular form, given certain parameters, than Excel is able to. With SQL, simple yet informative tables were created that gave a more useful picture of 2Market's sales and advertising channel data.

Finally, Tableau was used to create attractive and informative visualisations that will help 2Market stakeholders better understand the breakdown of their customer's demographics, spending habits and responsiveness to certain marketing campaigns. In order to analyse the seasonality of the sales data and advertising effectiveness, additional columns were added to the data used in tableau to reflect the season in which the sale was made.

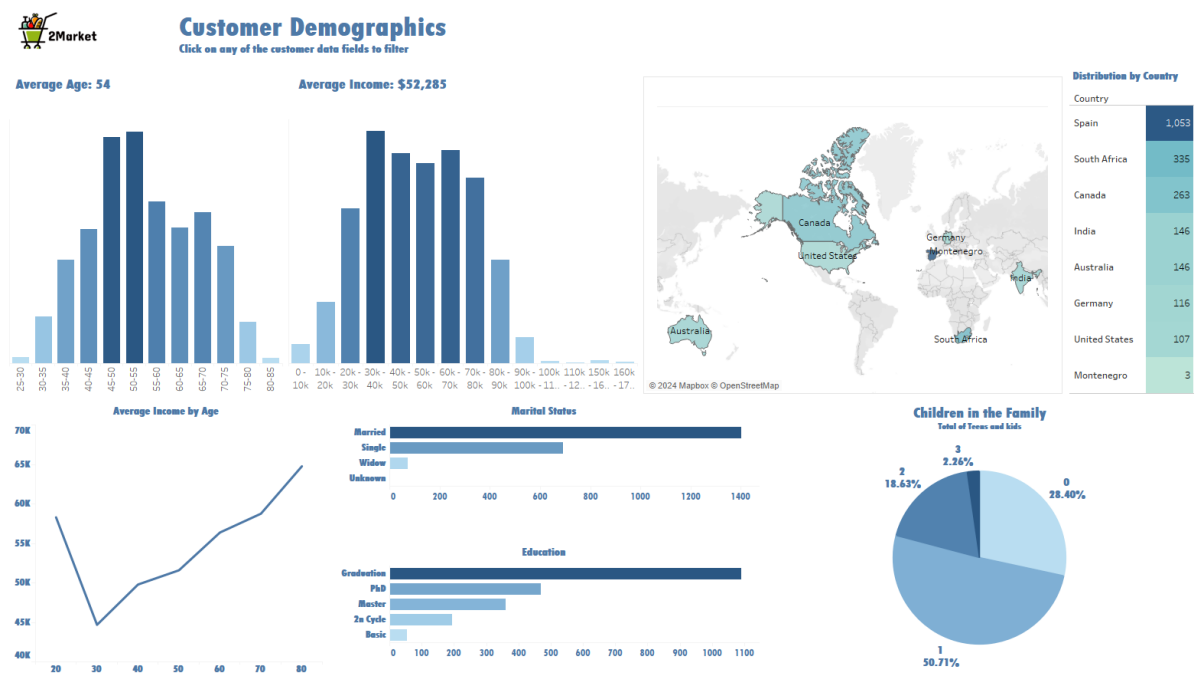
## **Data Cleaning Process**

Data type columns were created to ensure all data type columns were as expected. Anomalies were identified and a decision was taken whether to include them. Anomalies included inconsistent marital statuses (Absurd and Yolo replaced with Unknown) and outliers included improbable ages (123, 124 and 130 years of age) these weren't removed from the population as they didn't significantly impact the data. Marital statuses of 'Divorced' and 'Alone' were updated as 'Single', and for the purposes of this analysis, 'Together' was changed to 'Married'. Finally, 47 duplicate records were removed from the data. While these records could have been considered individual records given their unique IDs, the decision was taken that their inclusion looked erroneous and would significantly alter the interpretation of the data.

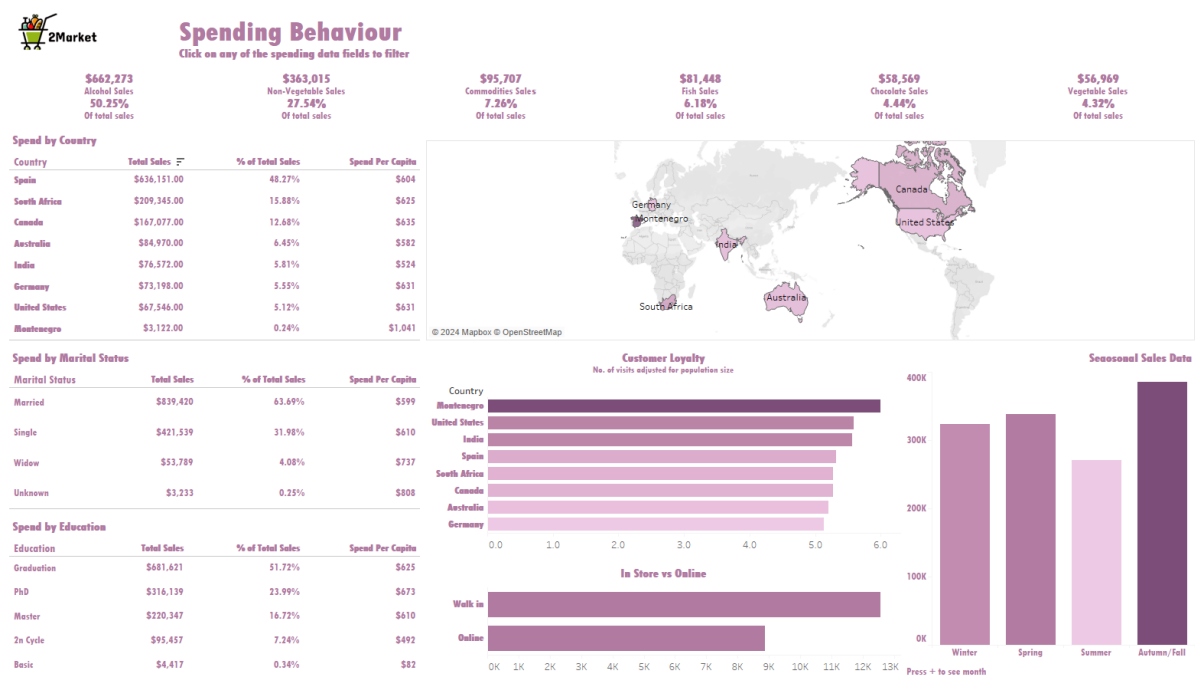
In SQL, the country codes were transformed into long form names to make the data more readable. The same full names were used in Tableau to be able to create the map visualisations.

Dashboard

The demographics dashboard focuses on 3 areas, age, income and family/background, giving stakeholders detailed information on the makeup of 2Market’s customer base.



The income dashboard dives deeper into where revenue was generated across 2Market’s product offering by location, education level, marital status and season.



The advertising dashboard allows stakeholders to investigate the success of the ad channels utilised by 2Market by region and giving insight into where different ad types are more effective.



# Advertising Channels

Click on any of the ad data fields to filter

\$113,750  
Bulkmail Spend  
14.19%  
Of total ad spend

\$38,048  
Brochure Spend  
4.75%  
Of total ad spend

\$183,370  
Twitter Spend  
22.87%  
Of total ad spend

\$258,637  
Instagram Spend  
32.26%  
Of total ad spend

\$207,934  
Facebook Spend  
25.94%  
Of total ad spend

## Ad Spend by Country

Country	Brochure Spend	Bulkmail Spend	Facebook Spend	Instagram Spend	Twitter Spend	Total Ad Revenue	Ad Spend as % of T.	Total Sales
Spain	\$20,826	\$51,810	\$111,175	\$144,397	\$99,081	\$427,089	32.40%	\$636,151
South Africa	\$4,282	\$13,287	\$31,211	\$35,738	\$26,748	\$111,266	8.44%	\$209,345
Canada	\$6,397	\$16,199	\$27,650	\$30,954	\$25,261	\$106,461	8.08%	\$167,077
Australia	\$0	\$9,866	\$10,480	\$18,505	\$7,915	\$46,766	3.55%	\$84,970
India	\$3,736	\$9,779	\$8,963	\$9,444	\$8,129	\$40,051	3.04%	\$76,572
Germany	\$3,007	\$7,949	\$9,649	\$12,551	\$11,538	\$44,694	3.39%	\$73,198
United States	\$0	\$3,986	\$8,806	\$7,048	\$4,698	\$24,538	1.86%	\$67,546
Montenegro	\$0	\$874	\$0	\$0	\$0	\$874	0.07%	\$3,122



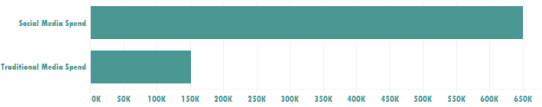
© 2024 Mapbox © OpenStreetMap

## Conversion Revenue



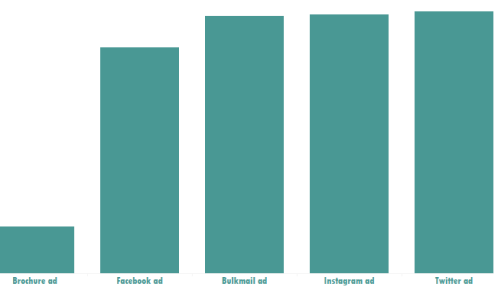
Conversion Revenue = Total ad spend / Conversions per customer

## Social Media vs Traditional Media



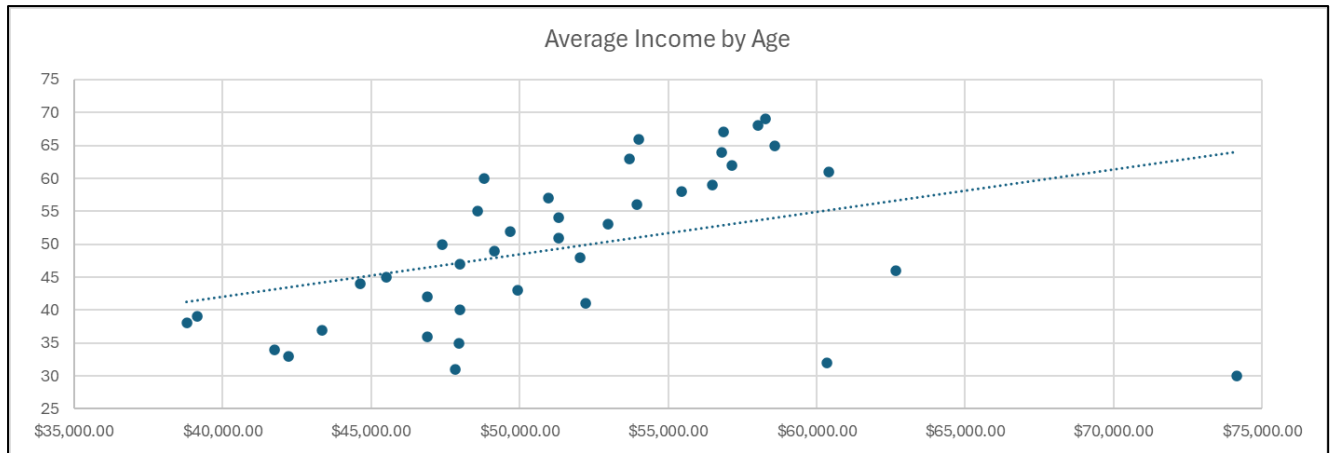
Social Media (Twitter, Facebook & Instagram)  
Traditional Media (Brochure & Bulkmail)

## Ad Channel Conversions

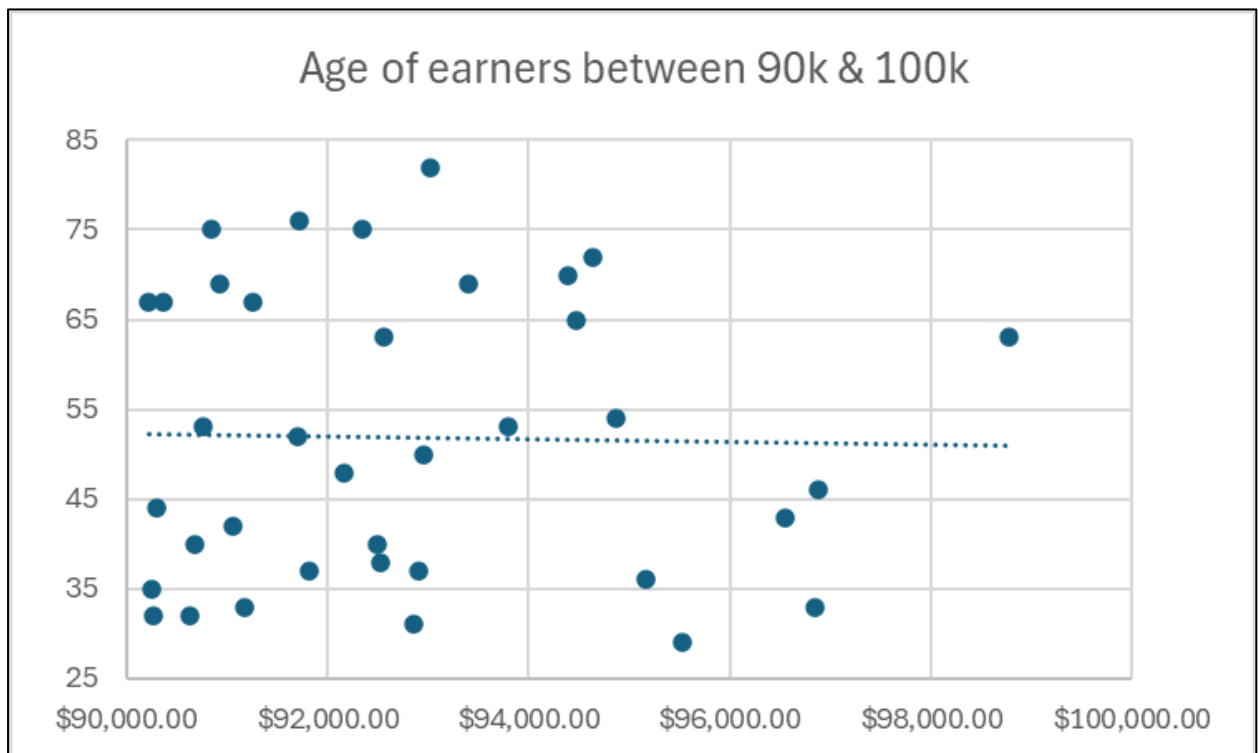


## Additional Excel Visualisations

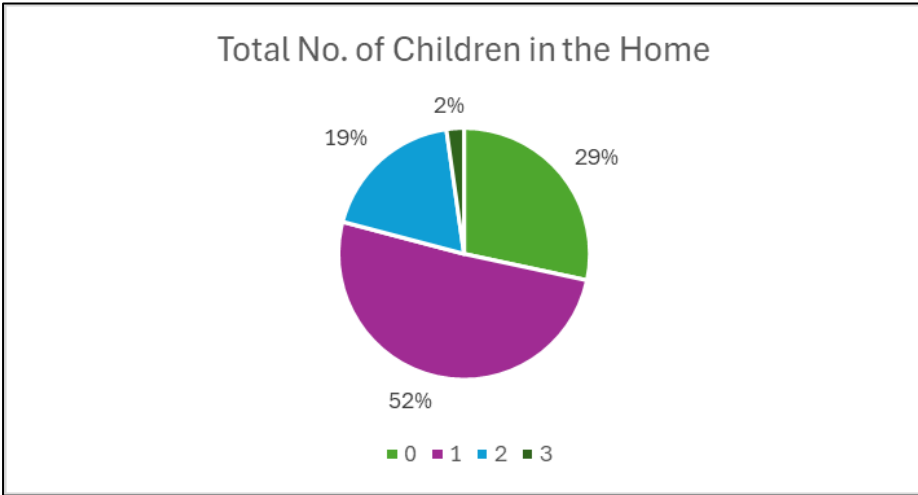
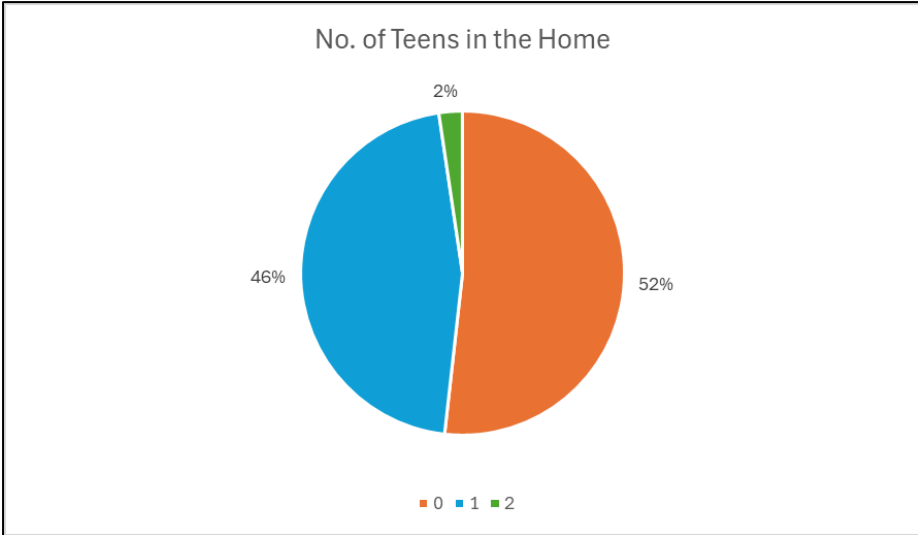
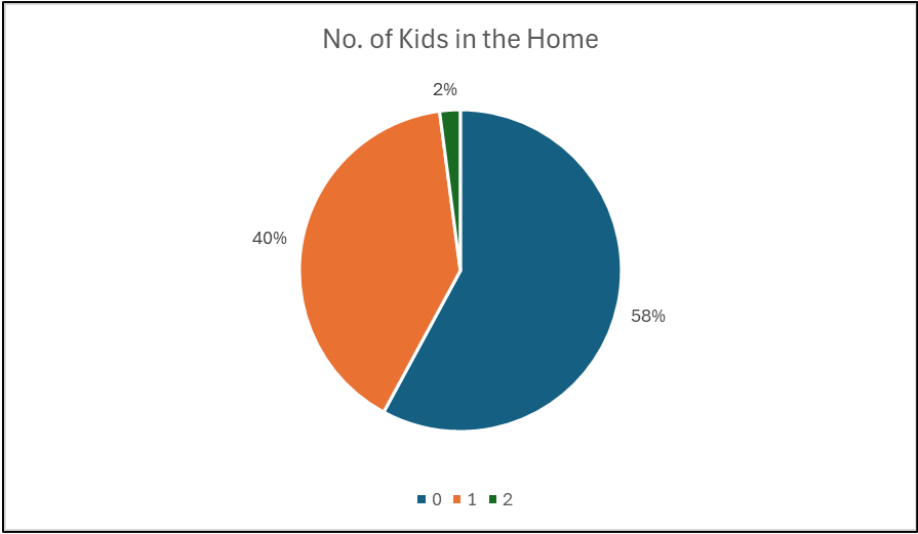
### Scatter Chart of the Average Income by Age



### Age of Customers Earning Between \$90,000 and \$100,000



Children in the Home



## SQL Syntax & Output

### Creation of Marketing Data table

Query	Query History
1	▼ create table marketing_data( 2     id integer, 3     year_birth integer, 4     age integer, 5     education varchar(100), 6     marital_status varchar(100), 7     income numeric, 8     kidhome integer, 9     teenhome integer, 10    totalchildhome integer, 11    date_customer date, 12    recency integer, 13    amount_liquids integer, 14    amount_veg integer, 15    amount_nonveg integer, 16    amount_fish integer, 17    amount_choc integer, 18    amount_commodities integer, 19    num_of_deals integer, 20    num_web_buy integer, 21    num_store_buy integer, 22    num_web_visits integer, 23    response integer, 24    complaints integer, 25    country varchar(50), 26    count_lead_conv integer 27    );

### Creation of ad data table

```
30 -- Creating the ad data table
31 v create table ad_data(
32     id integer,
33     bulkmail_ad integer,
34     twitter_ad integer,
35     insta_ad integer,
36     fb_ad integer,
37     brochure_ad integer
38 );
```

### Additional data cleaning, changing country codes to reflect full country names

Query	Query History
41	-- Updating the country codes to reflect the full names of the country
42 v	update marketing_data
43	set country = 'Spain'
44	where country = 'SP';
45	
46 v	update marketing_data
47	set country = 'South Africa'
48	where country = 'SA';
49	
50 v	update marketing_data
51	set country = 'Canada'
52	where country = 'CA';
53	
54 v	update marketing_data
55	set country = 'Australia'
56	where country = 'AUS';
57	
58 v	update marketing_data
59	set country = 'India'
60	where country = 'IND';
61	
62 v	update marketing_data
63	set country = 'Germany'
64	where country = 'GER';
65	
66 v	update marketing_data
67	set country = 'United States of America'
68	where country = 'US';
69	
70 v	update marketing_data
71	set country = 'Montenegro'
72	where country = 'ME';

### Syntax for total spend by country per capita

```
82 -- Total spend by country and per capita
83 v select country,
84     sum(amount_liquids + amount_veg + amount_nonveg
85         + amount_fish + amount_choc + amount_commodities) as total_spend,
86     sum(amount_liquids + amount_veg + amount_nonveg
87         + amount_fish + amount_choc + amount_commodities)/count(*) as total_spend_per_capita
88 from marketing_data
89 group by 1
90 order by total_spend_per_capita desc;
```

### Total Spend by country across products

```
114 -- Total spend by country
115 v select country,
116     sum(amount_liquids) as alcohol,
117     sum(amount_veg) as vegetables,
118     sum(amount_nonveg) as non_vegetable_products,
119     sum(amount_fish) as fish,
120     sum(amount_choc) as chocolate,
121     sum(amount_commodities) as commodities,
122     sum(amount_liquids + amount_veg + amount_nonveg +
123         amount_fish + amount_choc + amount_commodities) as total_sales
124 from marketing_data
125 group by country
126 order by total_sales desc;
```

### Total spend by marital status

```
128 -- Total spend by product category by marital status
129 v select marital_status,
130     sum(amount_liquids) as alcohol,
131     sum(amount_veg) as vegetables,
132     sum(amount_nonveg) as non_vegetable_products,
133     sum(amount_fish) as fish,
134     sum(amount_choc) as chocolate,
135     sum(amount_commodities) as commodities,
136     sum(amount_liquids + amount_veg + amount_nonveg +
137         amount_fish + amount_choc + amount_commodities) as total_sales
138 from marketing_data
139 group by 1
140 order by total_sales desc;
```



### Total spend by education level

```
142 -- Total spend by product category by education level
143 v select education,
144     sum(amount_liquids) as alcohol,
145     sum(amount_veg) as vegetables,
146     sum(amount_nonveg) as non_vegetable_products,
147     sum(amount_fish) as fish,
148     sum(amount_choc) as chocolate,
149     sum(amount_commodities) as commodities,
150     sum(amount_liquids + amount_veg + amount_nonveg +
151         amount_fish + amount_choc + amount_commodities) as total_sales
152 from marketing_data
153 group by 1
154 order by total_sales desc;
```

### Total Spend by age bracket

```
92 -- Product sales by age bracket
93 v select
94     case
95         when age between 20 and 30 then '20-30'
96         when age between 31 and 40 then '31-40'
97         when age between 41 and 50 then '41-50'
98         when age between 51 and 60 then '51-60'
99         when age between 61 and 70 then '61-70'
100        else ' Over 70'
101    end as age_bracket,
102    sum(amount_liquids) as alcohol,
103    sum(amount_veg) as vegetables,
104    sum(amount_nonveg) as non_vegetable_products,
105    sum(amount_fish) as fish,
106    sum(amount_choc) as chocolate,
107    sum(amount_commodities) as commodities,
108    sum(amount_liquids + amount_veg + amount_nonveg +
109        amount_fish + amount_choc + amount_commodities) as total_sales
110 from marketing_data
111 group by age_bracket
112 order by total_sales desc;
```

## Product sales by number of children in the home

```

156 -- Product sales by number of children
157 select
158 case
159     when totalchildhome = 0 then 'No Children'
160     when totalchildhome = 1 then '1 Child'
161     when totalchildhome = 2 then '2 Children'
162     when totalchildhome = 3 then '3 Children'
163 end as no_of_children,
164 sum(amount_liquids) as alcohol,
165 sum(amount_veg) as vegetables,
166 sum(amount_nonveg) as non_vegetable_products,
167 sum(amount_fish) as fish,
168 sum(amount_choc) as chocolate,
169 sum(amount_commodities) as commodities,
170 sum(amount_liquids + amount_veg + amount_nonveg +
171     amount_fish + amount_choc + amount_commodities) as total_sales
172 from marketing_data
173 group by no_of_children
174 order by total_sales desc;

```

## Total spend grouped by marital status and number of children

	marital_status character varying (100)	no_of_children text	alcohol bigint	vegetables bigint	non_vegetable_products bigint	fish bigint	chocolate bigint	commodities bigint	total_sales bigint
1	Married	No Children	182492	19623	139210	29182	19772	24001	414280
2	Single	No Children	107051	11149	80864	15474	11524	13594	239656
3	Widow	No Children	12219	1256	9286	2091	1479	1971	28302
4	Unknown	No Children	711	169	625	411	61	408	2385
5	Married	3 Children	6142	195	1960	212	121	603	9233
6	Single	3 Children	1900	104	1013	54	133	301	3505
7	Married	2 Children	39871	2171	13448	3048	2332	6257	67127
8	Single	2 Children	15533	868	6362	1172	869	3598	28402
9	Widow	2 Children	2039	166	1116	416	184	455	4376
10	Married	1 Child	196299	13877	74987	19272	15014	29331	348780
11	Single	1 Child	84229	6579	30800	8984	5998	13386	149976
12	Widow	1 Child	13143	806	3244	1124	1076	1718	21111
13	Unknown	1 Child	644	6	100	8	6	84	848

## Spend by various demographics

Alcohol is the most popular product across all demographics, again, followed by non-veg products.

	marital_status character varying (100) 🔒	alcohol bigint 🔒	vegetables bigint 🔒	non_vegetable_products bigint 🔒	fish bigint 🔒	chocolate bigint 🔒	commodities bigint 🔒	total_sales bigint 🔒
1	Married	424804	35866	229605	51714	37239	60192	839420
2	Single	208713	18700	119039	25684	18524	30879	421539
3	Widow	27401	2228	13646	3631	2739	4144	53789
4	Unknown	1355	175	725	419	67	492	3233

	education character varying (100) 🔒	alcohol bigint 🔒	vegetables bigint 🔒	non_vegetable_products bigint 🔒	fish bigint 🔒	chocolate bigint 🔒	commodities bigint 🔒	total_sales bigint 🔒
1	Graduation	312568	33777	197872	47609	34310	55485	681621
2	PhD	190034	9228	79680	12375	9511	15311	316139
3	Master	120383	7783	58718	11368	7480	14615	220347
4	2n Cycle	38897	5581	26127	9175	6614	9063	95457
5	Basic	391	600	618	921	654	1233	4417

	age_bracket text 🔒	alcohol bigint 🔒	vegetables bigint 🔒	non_vegetable_products bigint 🔒	fish bigint 🔒	chocolate bigint 🔒	commodities bigint 🔒	total_sales bigint 🔒
1	51-60	185220	15603	92828	20576	15190	26846	356263
2	61-70	169363	12601	82842	19192	13272	21465	318735
3	41-50	147515	13835	86885	20946	14790	22809	306780
4	Over 70	89984	6626	46309	10040	6799	12008	171766
5	31-40	64834	7655	49024	9288	7827	11537	150165
6	20-30	5357	649	5127	1406	691	1042	14272

	no_of_children text 🔒	alcohol bigint 🔒	vegetables bigint 🔒	non_vegetable_products bigint 🔒	fish bigint 🔒	chocolate bigint 🔒	commodities bigint 🔒	total_sales bigint 🔒
1	No Children	302473	32197	229985	47158	32836	39974	684623
2	1 Child	294315	21268	109131	29388	22094	44519	520715
3	2 Children	57443	3205	20926	4636	3385	10310	99905
4	3 Children	8042	299	2973	266	254	904	12738

## Syntax for ad channel effectiveness

```
176 -- Traiditional media vs social media channels
177 v select marital_status,
178       sum(ad.twitter_ad + ad.insta_ad + ad.fb_ad) as social_media,
179       sum(ad.bulkmail_ad + ad.brochure_ad) as traditional_promotions
180 from marketing_data
181 join ad_data ad
182 using (id)
183 group by marital_status;
184
185 -- The most effective social media ad campaigns by country
186 v select country,
187       sum(ad.twitter_ad) as twitter,
188       sum(ad.insta_ad) as instagram,
189       sum(ad.fb_ad) as facebook
190 from marketing_data md
191 left join ad_data ad
192 using (id)
193 group by country;
```

## Ad channel effectiveness by marital status

	marital_status character varying (100) 🔒	social_media bigint 🔒	traditional_promotions bigint 🔒
1	Unknown	2	0
2	Married	305	117
3	Widow	22	4
4	Single	133	67

	marital_status character varying (100) 🔒	twitter bigint 🔒	instagram bigint 🔒	facebook bigint 🔒
1	Unknown	0	1	1
2	Married	103	109	93
3	Widow	10	7	5
4	Single	49	43	41

## Syntax for ad revenue per ad channel by country

```
195 -- Which social media channel generated the most ad revenue in the form of customer spend by country
196 v with ad_revenue as (
197     select
198         md.country,
199         sum(case when ad.insta_ad > 0 then md.amount_liquids + md.amount_veg + md.amount_nonveg + md.amount_fish + md.amount_choc + md.amount_commodities else 0 end) as total_insta,
200         sum(case when ad.twitter_ad > 0 then md.amount_liquids + md.amount_veg + md.amount_nonveg + md.amount_fish + md.amount_choc + md.amount_commodities else 0 end) as total_twitter,
201         sum(case when ad.fb_ad > 0 then md.amount_liquids + md.amount_veg + md.amount_nonveg + md.amount_fish + md.amount_choc + md.amount_commodities else 0 end) as total_facebook,
202         sum(case when ad.bulkmail_ad > 0 then md.amount_liquids + md.amount_veg + md.amount_nonveg + md.amount_fish + md.amount_choc + md.amount_commodities else 0 end) as total_bulkmail,
203         sum(case when ad.brochure_ad > 0 then md.amount_liquids + md.amount_veg + md.amount_nonveg + md.amount_fish + md.amount_choc + md.amount_commodities else 0 end) as total_brochure,
204         sum(md.amount_liquids + md.amount_veg + md.amount_nonveg + md.amount_fish + md.amount_choc + md.amount_commodities) as total_spend
205     from ad_data ad
206     join marketing_data md
207     using (id)
208     group by md.country
209 )
210
211 select ar.country,
212        ar.total_insta,
213        ar.total_twitter,
214        ar.total_facebook,
215        ar.total_bulkmail,
216        ar.total_brochure,
217        sum(ar.total_insta + ar.total_twitter + ar.total_facebook + ar.total_bulkmail + ar.total_brochure) as total_all_channels,
218        round(cast(sum(ar.total_insta + ar.total_twitter + ar.total_facebook + ar.total_bulkmail + ar.total_brochure)/ar.total_spend * 100 as numeric),0) as percent_of_spend,
219        ar.total_spend
220 from ad_revenue ar
221 group by ar.country, ar.total_insta, ar.total_twitter, ar.total_facebook, ar.total_bulkmail, ar.total_brochure, ar.total_spend
222 order by ar.total_spend desc;
```