

Transaction Printing

Developing a Marketing Plan



Topics

- Your Value Proposition
- Reaching Your Target/Promoting Your Business
- The Bottom Line
- Why Canon Solutions America?

Your Value Proposition... Regardless of Segment (1)

To support marketing objectives and grow business

- Transaction documents get opened by consumers; they cut through the clutter in a complex media environment
- CMOs need to do more with less...
 transaction documents are going in
 the mail anyway, so this customer
 touchpoint should be optimized
- TransPromo is an ideal mechanism for engaging a client in a multichannel conversation



Your Value Proposition... Regardless of Segment (2)

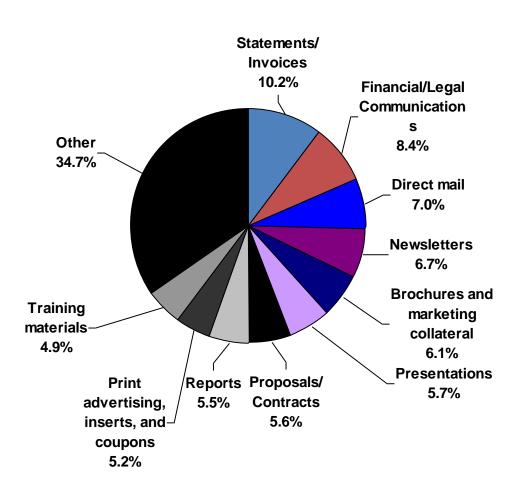
To support operational objectives and reduce overall costs

- TransPromo saves money by reducing operational expenses, including postage and call center costs
- TransPromo supports a migration to electronic presentment and payment
- Technology is available to affordably integrate color and personalization, yielding improved results
- Software solutions are readily available



Spending by Print Application

How much of your total print spend does each application account for?



Key Findings

- Statements/invoices and financial communications are top two in print spend
- Marketing applications (direct mail, newsletters, brochures) represent a solid category for print spending
- TransPromo: An opportunity to "consolidate" spending

N = 1,026

Source: Understanding Vertical Markets: Enterprise Communication Requirements, InfoTrends 2012

Top Print Spend by Vertical

Rank by Print Spend	Education	Financial	Healthcare	Hospitality	Insurance	Manufacturing	Retail	Utilities
#1	Training materials	Financial/ Legal	Brochures, marketing collateral	Direct Mail	Financial/ Legal	Packaging	Print Advertising, inserts, coupons	Presentations
#2	Books	Statements /Invoices	Packaging	Brochures, marketing collateral	Statements /Invoices	Magazines, periodicals, journals	Direct Mail	Print Advertising, inserts, coupons
#3	Presentations	Proposals/ Contracts	Financial, legal	Print Advertising, inserts, coupons	Proposals/ Contracts	Newsletters	Office Stationery	Brochures, marketing collateral

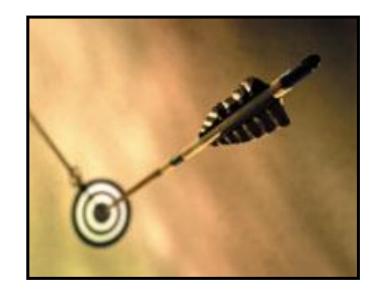
- Top print applications for financial and insurance are also most likely to move to electronic delivery
- Top print applications for hospitality, retail, and utilities are more marketing-focused and are more likely for channel integration

Primary Digital Printing Applications by Vertical

	Financial	Insurance	Utilities	Retail	Manufacturing	Hospitality	Healthcare	Education
#1	Point-of- purchase	Training materials	Presentations	ID Cards	Accounting, payroll, inventory	Accounting, payroll, inventory	Presentations	Packaging
#2	Marketing Collateral	Print advertising	Books	Financial/Legal Communications	Financial/Legal Communications	Forms	Proposals/ Contracts	ID Cards
#3	Statements/ Invoices	Accounting, payroll, inventory	Catalogs	Proposals/ Contracts	Office stationary	Investor publications	Reports	Catalogs

- Top 3 are either exclusively or mostly produced on digital equipment
- Marketing collateral only appears within Financial a sign of an opportunity to migrate from offset to digital
- Statements/Invoices and Financial/Legal communication have a high likelihood to move to electronic format

Target Markets Defined



- Target markets are defined segments of the market that are the strategic focus of a business or a marketing plan
- They represent the prospect base for your specific product/solution offering
- B2B vs. B2C; horizontal vs. vertical

Benefits of a Target Market Approach

- You get more attention in your market space
- You are viewed as an expert within the segment
- You can market more effectively to a targeted client and prospect base
- Your selling process becomes more productive
- You can develop "business acumen"



Business Acumen: Essential for Book Manufacturers

- Business acumen is defined as an understanding of a business' economic forces, the market dynamics surrounding it, and the unique set of needs that arise from the combination of the two
- It is not enough to understand the customer's needs and recommend a product or solution
- Successful book manufacturers combine a deep understanding of the industry and market conditions linked with practical sales strategies and tactics that drive revenue growth, increase margins, and decrease costs



FSSI: Reducing Costs, Boosting Profits, and Building Customer Loyalty



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What's New

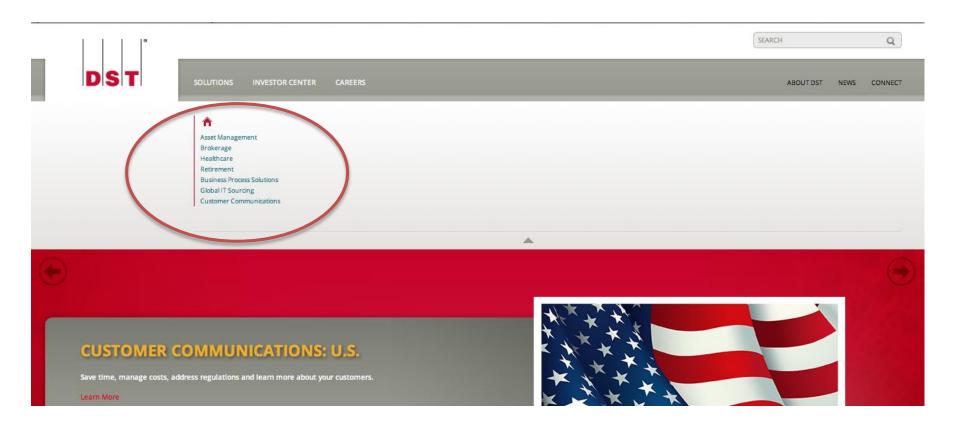
Video Tour



REDUCE COSTS, BOOST PROFITS AND BUILD CUSTOMER LOYALTY
WITH A PRINT AND MAIL OUTSOURCING SOLUTION FROM FSSI

High-volume print and mail outsourcing, electronic invoice and statement presentment and more

DST Output: Market-Focused



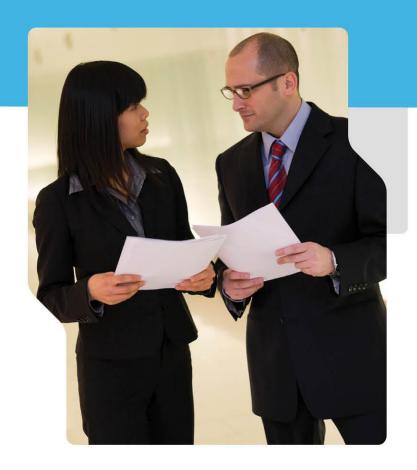
NBS: Making a Difference for Community Banks



Community Banks Hit Home Run Outsourcing Statement Printing

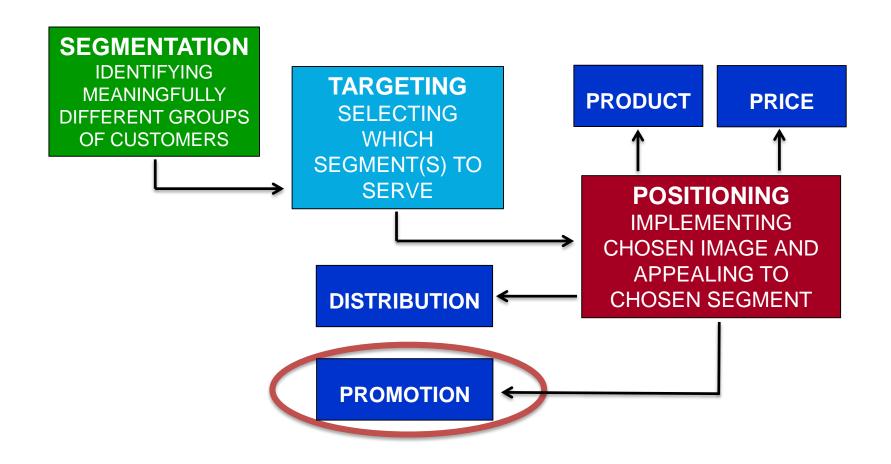
National Business Systems, Inc. has achieved success by focusing on Print-Mail solutions to Community Banks for DDA, Savings, Daily Notice and Tax Statement Outsourcing.

Reaching Your Target and Promoting Your Business





The Process

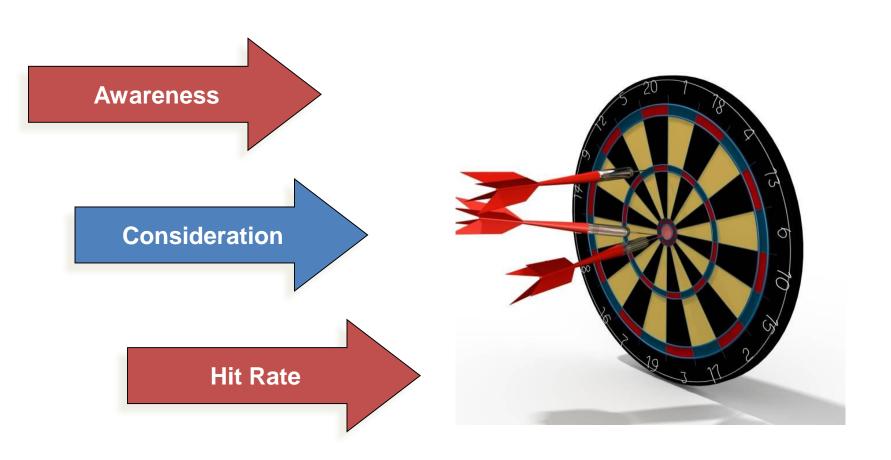


Who Are You? What Value Do You Deliver?





A Simple Model



Awareness in a Multimedia World















Building Awareness: The Right Marketing Mix

- Shameless Self-Promotion
 - Public Relations
 - Customer/Press Conferences
 - Event Marketing
- Networking
 - Tradeshows, Conferences
- Social Media

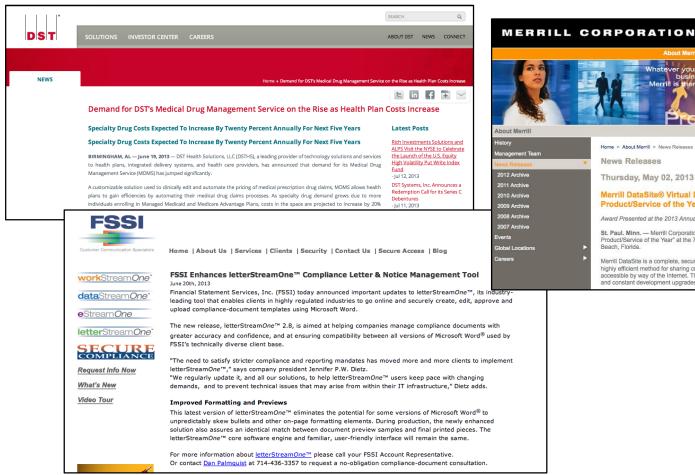
- Advertising
 - Mass Media to Build Awareness
- The Internet
 - Your Website
 - Directing Traffic to Your Site
- Direct Mail/Cross-Media Campaigns

Public Relations: The Options

- Feature Articles
 - Industry Publications
 - National Publications
 - Though Leadership White Papers
- Press Releases
 - New Customers
 - New Technologies
- Speeches and Presentations
 - American Association of Publishers
 - National Tradeshows
- Special Events
- Facility Tours



Staying in the News





Client Login

Thought Leadership and Education



Welcome to the DST Output Presents Webinar Center

	<u>Home</u>	<u>Meetings</u>	<u>Recordings</u>		
<u>Title</u>			<u>Da</u> t	<u>te</u>	Duration
Boosting eAdoption with Third-Party Consol	idators 7-23-13		Tue	e, Jul 23, 2013, 12:45pm	77 minutes
Send Your Customer Experiences Soaring				d, Apr 24, 2013, 48pm	75 minutes
Advanced Communications Solutions In Insu	irance 1-9-13		We	d, Jan 9, 2013, 12:50pm	66 minutes
Engagement Enclosed: Unleash the Marketing	g Potential of You	r Customer	Thu	ı, Dec 6, 2012, 11:53am	69 minutes
Postal Forecast: What's ahead with the election	ons, rate proposal	s, and		ı, Oct 25, 2012, 45pm	68 minutes
Communicating in a Hyper-Connected World	Į.			ı, Sep 27, 2012, 48pm	74 minutes
Breaking through the eAdoption Ceiling			Thu	ı, Jul 12, 2012, 12:45pm	75 minutes
Are You Ready for the New 401(k) Participant	: Fee Disclosure Ri	ules?		ı, May 17, 2012, 40am	84 minutes
Smartphones Overtake PCs - What is Your M	lobile Strategy?			e, Apr 24, 2012, 36pm	73 minutes
Possibilities with Postal: Recent Changes Cre	eate Opportunities	i		ı, Jan 26, 2012, 44pm	70 minutes
Effective Data Driven Communications			Thu	ı, Dec 1, 2011, 12:38pm	83 minutes
Information Super Session with USPS Repre	sentatives			d, Oct 12, 2011, 31pm	98 minutes

Networking Options



- Chamber of Commerce business event
- Any Business Journal event
- A civic organization
- A community charity
- A trade or professional association
- Trade shows specific to targeted segments
- Parent/Teacher Associations at your child's school
- A health club
- ...The list goes on!

SCICOM Event Participation



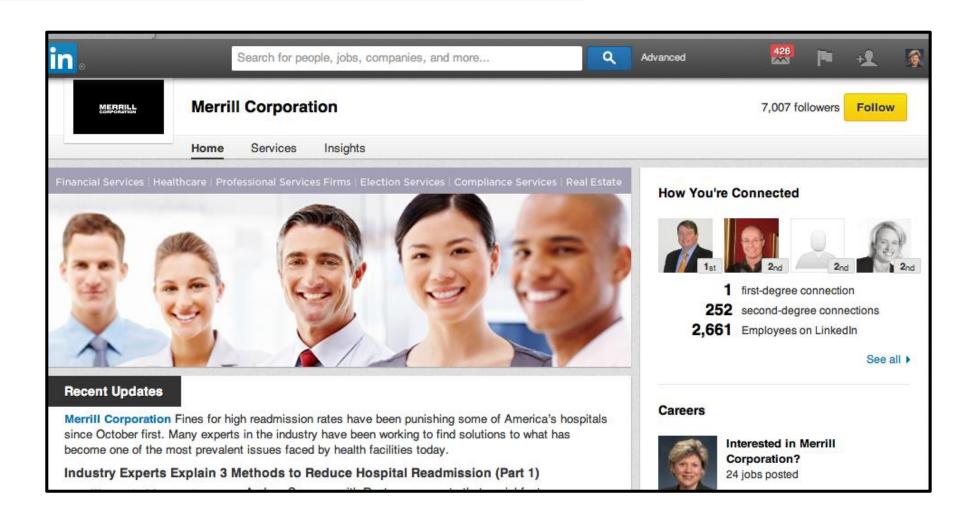
The Transaction Market: A Segmented Approach to Networking

- Cross Segment:
 - Direct Marketing Association
 - Loyalty 360
- Vertical:
 - Insurance/Financial Services
 - American Council of Life Insurers (ACLI) (http://www.acli.com)
 - American Insurance Association (AIA) (http://www.aiadc.org)
 - American Insurance Marketing and Sales Society (AIMS) (<u>www.aimssociety.org</u>)
 - ACORD (http://www.acord.org)
 - Insurance Accounting & Systems Association (IASA) (http://www.iasa.org)
 - LOMA (http://www.loma.org
 - American Bankers Association (ABA) (http://www.aba.com)
 - Retail
 - National Retail Federation (NRF) (<u>www.nrf.com</u>)
 - Retail Industry Leaders Association (RILA) (<u>www.imra.org</u>)

There's Another Kind of Networking...Social!



LinkedIn: Leading the B2B Social Network



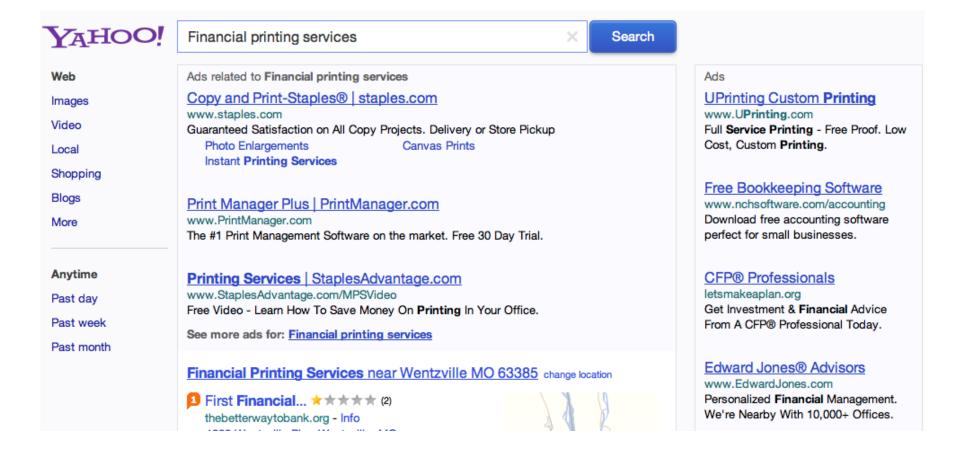
Merrill Corporation on Facebook



Blogs: Sharing Knowledge



Rising to the Top with Keyword Ownership



What's the Quality of Your Website?

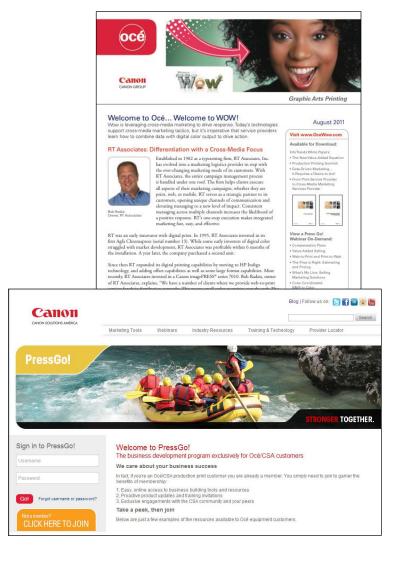
- Don't make visitors play "What's my line?"
 - What is your Website offering to the visitor?
- Stay away from bells and whistles
 - Animations look cool, but they slow things down
- Pay special attention to navigation and interactivity
- Place valuable information on the site and create a good contact page
- Put "calls to action" on every page
- Keep your site up-to-date
- Use response forms to encourage interaction
- Offer credit card capability

SCICOM: Transforming Client Communications



Leveraging Canon Solutions America

- Case histories with editorial placement support
- Advertorials
- Public relations opportunities
- Creative marketing concepts
- Tradeshow partnerships
- Education... Not just sales, but marketing effectiveness





The Bottom Line



A Focused Approach (1)

- Statements and bills represent the largest portion of print spend
- Blending them with marketing messages makes sense
- The value proposition is consistent across all vertical markets
 - Ability to provide value added information in "must read" documents
 - Overall reduced operational costs through consolidating messaging
- Strategy requires vertical market-oriented networking through associations and events to build awareness

A Focused Approach (2)

- Driving demand means good marketing
 - Defining your targets
 - Positioning your capabilities
 - Promoting your business across multiple channels
 - Public relations
 - Thought leadership
 - Networking
 - Your Website
- Good marketing = Good awareness and consideration in more sales cycles

The Bottom Line



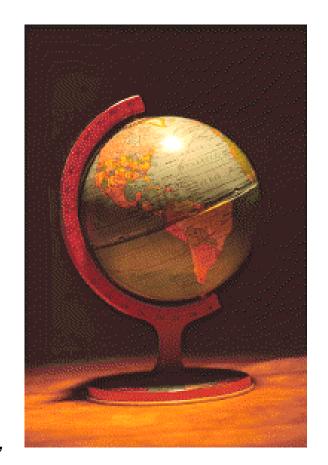


Printer or ROI-Driven Publishing
Business Partner?
What do you want to do to
change perception?

A Final Thought: Driving Demand Means Educating Prospects

"No matter what your product is, you are ultimately in the education business... Your customers need to be constantly educated about the many advantages of doing business with you, trained to use your products more effectively and taught how to make never ending improvement in their lives."

Robert G. Allen
 Co-author of "The One Minute Millionaire"



What Must You Do Differently for Your Target Markets?

- Changing product and service offerings
- Pricing for value-add
- New distribution channels for better access (e.g., Internet)
- Staffing
- Building visibility through effective promotion

Driving Profits with Technology

Technology will...

- Create opportunities to blend marketing and transactional information
- Open up new channels for cross-media communications
- Save money for clients (particularly postage)
- Drive revenue through cross-selling and upselling
- Encourage new business models
- Drive profits

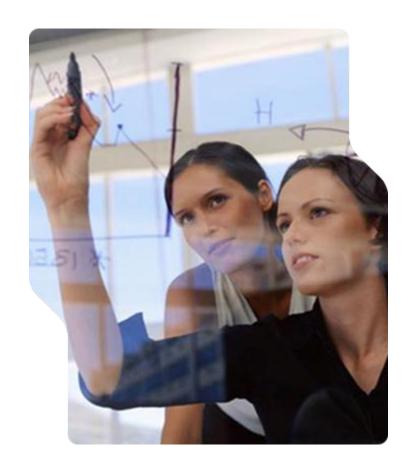


Why Canon Solutions America?



A Partner Committed to Your Success (1)

- Long history of understanding and meeting customer requirements
- Market-leading, scalable technology
- End-to-end solutions
- Professional services for successful execution



A Partner Committed to Your Success (2)

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A Partner Committed to Your Success (3)

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A Partner Committed to Your Success (4)

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- Professional services for successful execution





Canon Solutions America: A Partner Who Wants to Help You Grow!





Any Questions?

