

# The Intelligent Marketer

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Intelligent Marketing Solutions. *Delivered.*

**Focus on Data:**  
Getting the Most Out  
of Your Marketing Data

Five Ways to Improve Your ROI

# Focus on Data: Getting the Most Out of Your Marketing Data

## Five Ways to Improve Your ROI

Thomas Jefferson once said “I find that the harder I work, the more luck I seem to have.”

In marketing, a successful campaign is not based on luck but hard work. Some of that work involves the development of powerful messaging and appealing graphics, but much of that work involves data analysis. If you make the effort to drill down into your marketing data, you will find the secrets to getting the results that you want. Our experience with clients show that 40% of a campaign’s effectiveness is driven by the audience or data source, 40% by the offer, and 20% from the creative package.

Any marketer can locate a list, but the best marketers know their data forward and backwards, inside and out. Customers are profiled and markets are segmented so that each test yields not only results, but guidelines for the future.

### Here's what you can do today to make your data work for you:

#### 1 Get Organized

Whether your customer files are hosted or in-house, make sure they are housed in a database that lets you make full use of the stored information. Ideally, you would want to be able to see your data displayed in a map format, with existing customers/members/donors marked and growth areas flagged.

#### 2 Profiling

Once your database is in a usable format, develop a strong profile of your customers/members/donors by appending the file with an outside data overlay. Get a clear picture of who you are trying to reach so that you can use words, images, and offers that appeal to them.

#### 3 Segmenting

Segment your group into subsets according to their value to your company/association/organization. A basic segmentation might break down your data down into four subsets:

A | High Dollar/  
High Frequency

B | High Dollar/  
Low Frequency

C | Low Dollar/  
High Frequency

D | Low Dollar/  
Low Frequency

#### 4 Analyzing

Spend time studying the profiles of your different segments, looking for behavioral indicators or suggested motivational triggers. What types of events and memberships do they enjoy? When do they generally purchase/join/donate? Do they gravitate towards print, mail, phone, web, or social media?



## WHAT WAS YOUR “Ah Ha” MOMENT?

*“Our marketing team was under the assumption that we had a pretty unique buyer profile, and even had a brand guideline book referenced when selecting mailing lists, outbound channels and message content. Once we stepped back and took a look at customer purchasing levels/frequency and performed data enhancement, it became clear we had three very distinct types of customers. With this insight we refined our list criteria for prospecting and changed our messaging for existing and lapsed customers. Not only did we decrease our costs for the next campaign by 14%, our prospecting response rate increased over 58%, purchases made by lost customers was 27% and the average total transaction value by customers rose to \$265!”*

—DirectMail.com Customer Testimonial,  
Sports & Outdoors Equipment

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### Targeted Messaging

Craft marketing copy that is meaningful and appropriate to your segments, for example:

- Reward high dollar/high frequency customers and encourage them to keep up the good work.
- Offer incentives to those in the high dollar/low frequency segment in order to get them to purchase/join/donate more often.
- Reward the loyalty of a low dollar/high frequency customer by making upsell the message.
- Economize on communicating with the low dollar/low frequency segment, avoiding this profile in acquisition marketing.

Everything you do depends on your data – don’t leave it to chance! These proven techniques will help you improve your ROI each time you mail. You can test different messages, rewards, and incentives with individuals segments. For advice, call on DirectMail.com’s expert analytics team at [www.directmail.com](http://www.directmail.com) or 1-866-284-5816.

### Our Intelligent Marketing Process<sup>SM</sup> (I.M.P.) helps you



For over 40 years, DirectMail.com has been working with clients on the most sophisticated multi-channel marketing challenges. We are a company that is passionate about continuous learning and we are excited to share our expertise and best practices with a broader audience and the industry as a whole. Through Intelligent Marketer, we hope to provide practical solutions and tools that marketers can leverage to make their jobs easier in the short term and to generate incremental results in the long term.



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