

The Challenge Statement

Develop a digital marketing campaign that positions a business software application (an App) as THE ultimate business tool for the start-up space.

The Consumer Problem

- busy
- pre-loaded software (big brands)
- meet/exceed their business goals





Brand Mission: help individuals and groups remember everything, turn ideas into action, and work effortlessly together.

Brand Vision: We want to provide a way to help you focus on what matters most. Because focused people, driven by passion, can transform their lives.

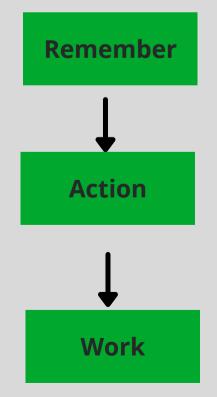
What is Evernote?

Brand Mission

Brand Vision



Evernote is an all-in-one organization tool designed for note-taking, organizing, task management, and archiving. It's optimistic, clever, and confident.



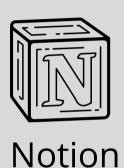
Focus on what matters most

To conclude here, Evernote makes money by helping people focus on what matters the most, organize their work, and finally, succeed. https://www.similarweb.com/website/evernote.com/#overview



Evernote has more advanced features than their competitors. However, according to Similarweb, their website's total visits (35.11M) were less than any of their competitors. And most people browse the website before they decide to sign up for a free trial. So, it's important to (1)drive people to the website (2)create high-quality content on the website (3)highlight the features.









te Google Keep

Features

Social Channels

Website Traffic



























Based on Evernote's current users and the background for the challenge, I came up with the following target audience demographics:

- Age: 25-54
- Position: decision-makers (sales manager, marketing manager, etc.)
- Income: USD\$100,000 to \$130,000
- Education: bachelor's degree
- Industry: a majority in computer software

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Based on research and the background for the challenge, building credibility and creating feelings of ease of using Evernote are the key factors in convincing decision-markers to choose Evernote.



credibility

feelings of ease



organization

Based on research, getting organized is one of the biggest challenges most start-ups are facing. This fact is used to structure the objective and the content strategy.

Personas



HR Helena

HR Manager



CEO Charles

CEO



Sales Sam

Sales Manager

Sales Sam



Age: 37

Work: Sales Manager
Family: Married, 2 kids
Location: New York, NY

Education: Bachelor's degree

Organization: 5+ million, 50+ employees, New York-based

Industry: Technology, Software Services

Company: Light Up

Learning

- regularly attends training classes that improve his management skills and communication skills to inspire the right emotions from potential customers and motivate them to purchase
- · actively improves his skill of analyzing data on sales reports

Goals

- · easily organizes his schedule in an all-in-one tool.
- · set reminders to important meetings
- · ensure all information will be recorded and saved
- increase overall sales by spending less time on organization

Challenges

has too many scheduled calls and appointments with clients; needs to prepare for pre-call training and helping with more complex sales; not sure about the best way to organize his schedule and separates it from his meetings with non-clients; scared of missing any important meetings; worries about losing any information he writes down if any urgent matter happens in the middle

Bio

Sam is employed by a start-up company as the sales manager. He's been there around 2-3 years. He has made some accomplishments with his team together. However, he is feeling anxious and stressed recently due to the disorganization at work. His overall performance has been substantially decreased.

Role

Reports to: VP of Sales or CEO

Team: 10 Sales Representatives

Responsibilities: hires and motivates highperforming sales teams; generates leads; meets and exceeds revenue forecasts

Job Measurement: positive feedback from supporting teams; increase in appointments with clients; growth in monthly sales; meet sales target

Tools: MS Outlook, MS Word, MS Excel, Google Docs, HubSpot, Zoom, Gmail, Keynote, Numbers

Social Networks/Associations

National Association of Sales Professionals; Institute of Sales Professionals; networking events; online tech groups; LinkedIn, Facebook, and Quora for both personal and work use.

Preference

Likes to be reached: Email, SMS, Facebook direct messages

Vendor research: Google search, online reviews, peer recommendations,



The campaign was logically created based on all the analyses, so I intrdouced it before the content recommendations.

In order for Evernote to become the ultimate tool as stated in the challenge, it's necessary to ensure free trial users will convert to paid users.

It's also common for SaaS companies.

Objective

Become the No.1 choice of business organization

tool in the start-up space in the US.

Evernote is a small App that offers a bit more advanced features and helps people succeed. After people have incorporated Evernote into their daily work, they might forget how powerful we are. However, we do make a difference. We are the essential basic unit of building your success.

Big Idea

A Building Block To Success

The strategy is to showcase the brand's credibility, elicit feelings of ease of using Evernote, and convince decision-makers in start-ups to sign up for a free trial and subscribe by highlighting features that help them increase their productivity and reach their goals.

Goal

Strategy

30% increase in free trial 20% increase in subscriptions (paid version)

credibility feelings of ease features

Customer Journey

Awareness:

customer goal: identify the problems they have that

decrease their productivity at work

business goal: Increase awareness &

interest in our App

Consideration:

customer goal: learn more about the App, do some

comparisons and try with a free trial

business goal: Convince people to sign up

for a free trial

Decision:

customer goal: address questions with implementing and using the App with customer support

business goal: Ensure people not to opt out of

the free trial (become **paid user**)

Post-purchase:

customer goal: continue to engage and enrich

their experience with the brand

business goal: Nurture relationship

and upsell

Awareness



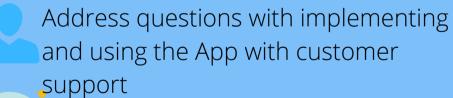
Identify the problems they have that decrease their productivity at work



Increase awareness & interest in our App

- Blog post (website)
- LinkedIn Paid Ads
- Q & A (Quora)
- Google Search Ads

Decision





Ensure people not to opt out of the free trial (subscribe)

- Drip emails
- Onboarding videos (website)
- LinkedIn Post
- Instagram Ads

Consideration

Learn more about the App and try with a free trial



Convince people to sign up for a free trial

- Free trial landing page
- Remarketing Ads (Google Network)
- Product comparison (website)
- Customer stories (website)

Post-purchase

Continue to engage and enrich their experience with the brand



Nurture relationship and upsell



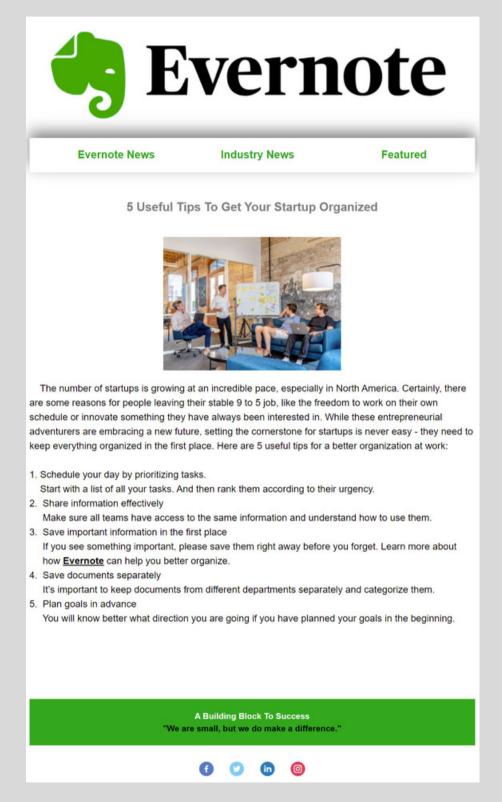
- Drip emails
- Q & A community (website)
- Instagram UGC

The LinkedIn ad will take the prospect to the blog post.

Both the blog post and the Quora post will take the prospect to the landing page. These educational contents are (1) good for SEO (2) works effectively for decision makers as the brand is showing their expertise.

Content for Awareness







Follow 90.7K

How to boost productivity at a startup?

1 Answer



George J.

GM at Evernote. 22h ago

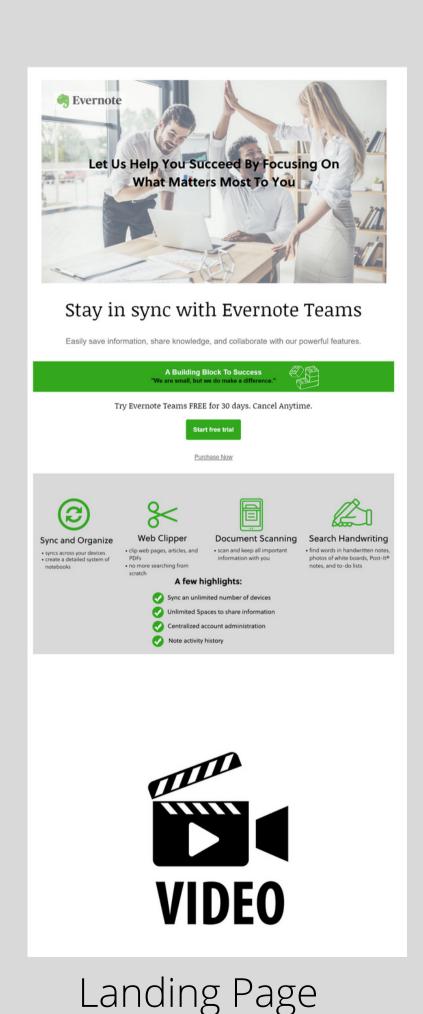
There are many ways to boost your productivity. One thing I find really matters is prioritizing your tasks. People in startups are often very busy and multitasking before they have fully developed an internal structure. Therefore, they need to list out the most important tasks and leave the rest for a later time. Here is how Evernote can help prioritize your plan and set reminders to your tasks.

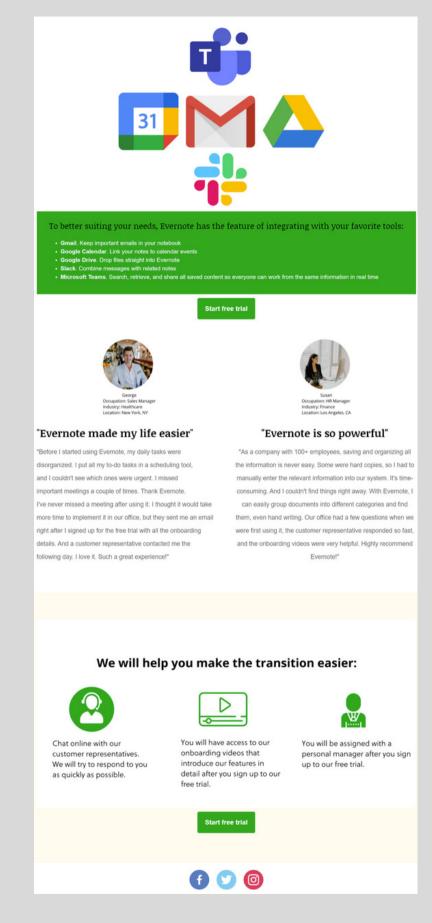
3.2M views



LinkedIn Ad Blog Post

Quora





Content for Consideration

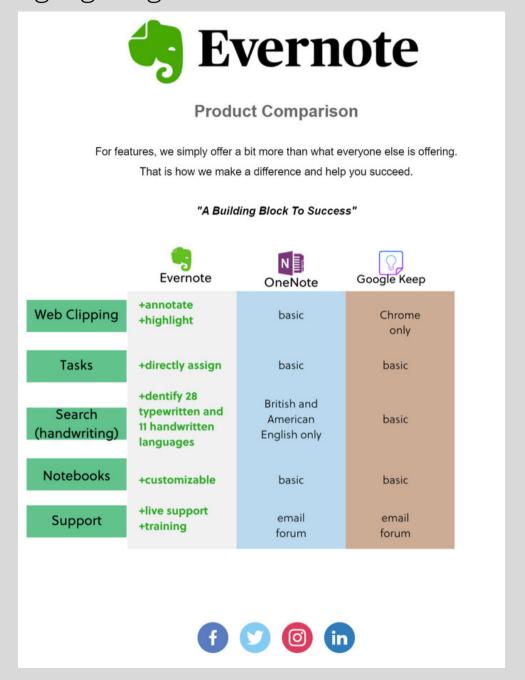
In order for prospects to sign up for a free trial, these elements are included:

- (1) campaign big idea
- (2) a hero image
- (3) a USP
- (4) highlights of features
- (5) customer testimonials
- (6) what to expect after signing up
- (7) 3 call to actions across the page

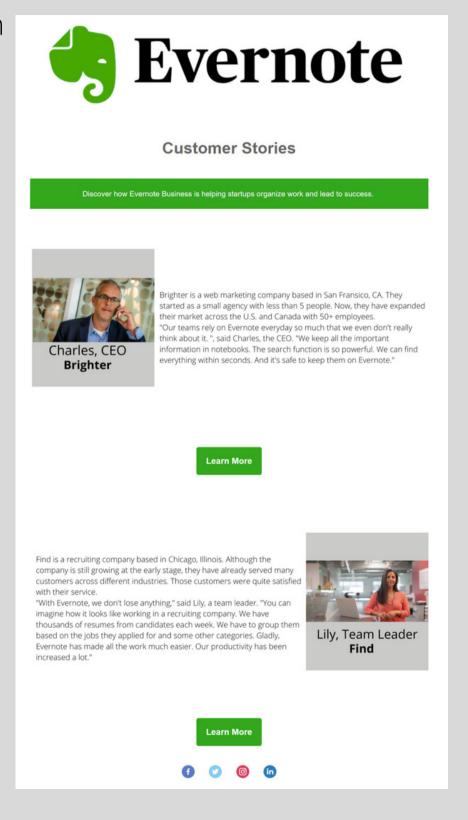
Clikc here to the video

Landing Page

The product comparison page and the customer story page are here to help the prospects learn more about the features and how Evernote helped other people with similar issues. The content here is focused on highlighting features.



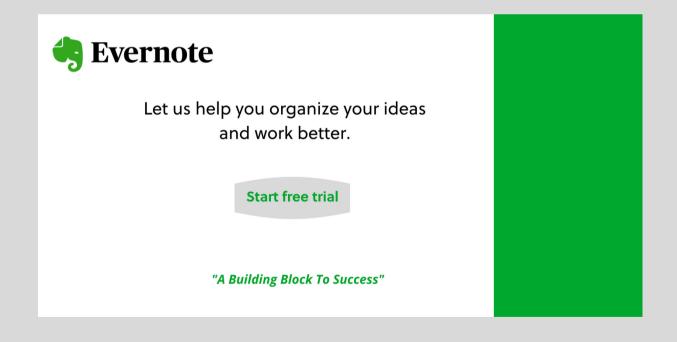
Product Comparison Page (on Evernote's website)



Customer Story Page (on Evernote's website)

Content for Consideration

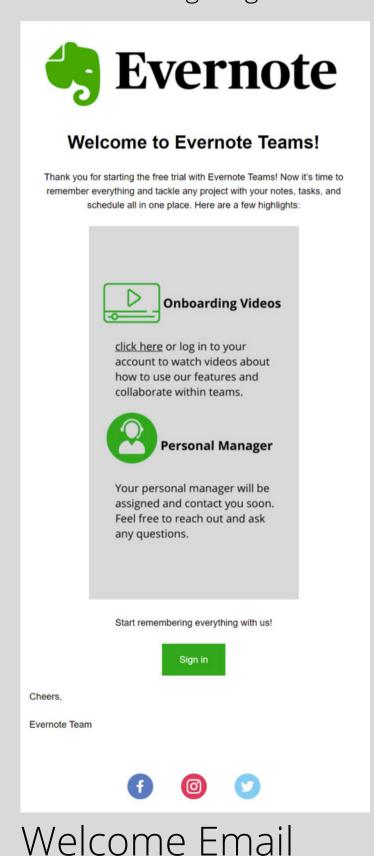
If the prospects leave before or in the middle of signing up for the free trial, the remarketing ad (Google Network) will show up while browsing other websites.

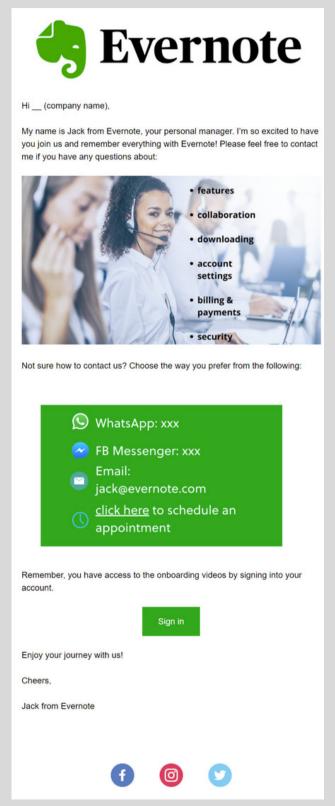


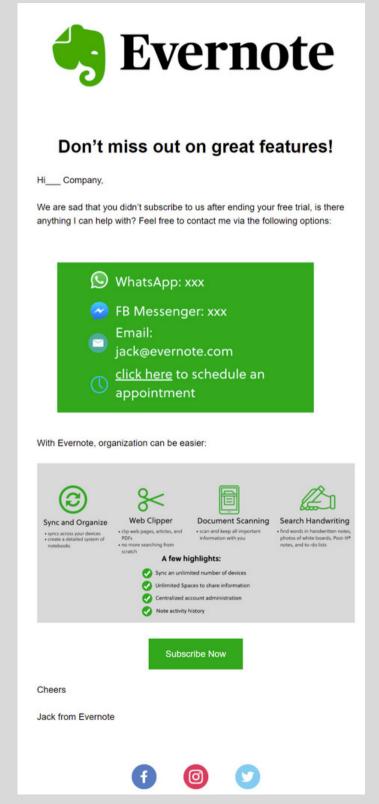
Remarketing Ads (Google)

The welcome email and the personal manager email will be sent right after the prospects sign up for the free trial. The prospects can choose the way they prefer to communicate with the manager: (1) WhatsApp (2) Facebook Manager (3) online appointment (4) Email. The onboarding videos are here to help them learn how to use each feature and collaborate across teams. The retargeting email will be sent if the prospects leave after ending the free trial.

Content for Decision







Features







basic note-taking create templates & tag

web clipper



document scanning



tasks



Collaboration







sync

spaces

centralized administration

Personal Manager

Retargeting Email

Onboarding Videos

Evernote

Hi ___ company!

Since you've been with us for some days, I just want to say thank you again and see if there's anything we can help you with. Remember, I'm alwasy here if you have any questions.

To better improve our service, if you woudn't mind taking a short survey — we'd really appreciate it.

Start survey

Looking for a place to share your thoughts on using Evernote and industrial topics? Join our Evernote Community and connect with experts all around the world!

Join Community

Cheers.

Jack from Evernote









Space for Startups

Learn, share, and connect with professionals in the start-up space all around the world.

About Using Evernote

Trending Topics

Industry News



What is your favorite feature in Evernote?

Answered by Cecilia (CEO of PURE):

"My favorite feature is handwriting search. Our company had been working in a traditional way for a long time. We wrote everything on paper. We just started to change recently. But it was so hard to manually enter all the information into the system. Thank Evernote, we can just scan everything and search the words. It saved lots of our time."

Share your thoughts









Content for Post-Purchase

The survey+ community email will be sent after the prospects become the paid user. The survey shows we care about the them. The community is designed just for users in start-ups. Decision-makers love this kind of community where they can learn, share their thoughts, and connect with experts all around the world. It conveys the message that we are a reliable brand. It's also a great way to engage users with the brand.

Community Page

If the prospects use Evernote every day (and has been using it for more than 3 months), we will send them an upsell email to provide a discount and encourage an annual subscription by creating a sense of urgency. If they don't sign in often, we will send them a follow-up email to ask if there's anything we can help with. The hashtag "loveevernote" is introduced to encourage users to share their stories with Evernote and how the features help them reach their goals. This type of UGC effectively communicates current users' satisfaction with using Evernote, which drives more prospects to enter the customer journey. It also resonates with the big idea.

Content for Post-Purchase



Hi___company!

I have good news for you! As a loyal customer, you are qualified with a 15% off discount you can use towards your next annual subscription. Spend less and do more with Evernote. Your offer expires in 5 days. Accept now!

Accept Offer

Don't hesitate to contact me if you have questions about this offer! Thank you again for being a loyal customer!

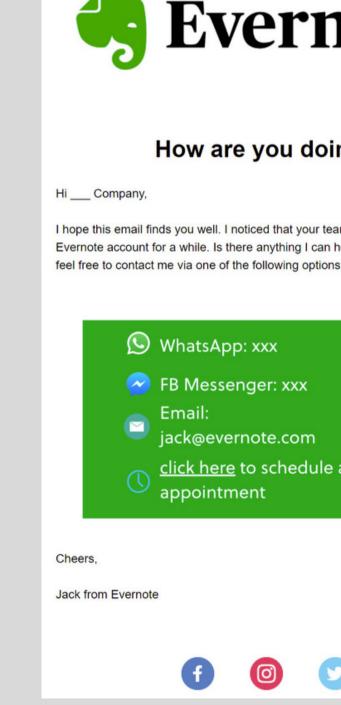
Cheers.

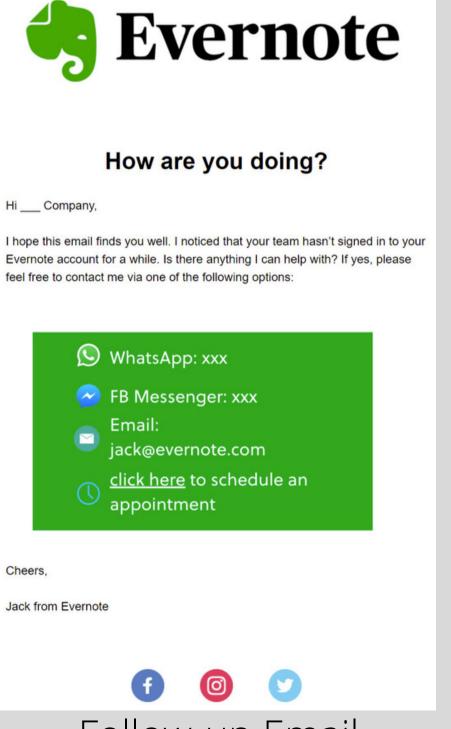
Jack from Evernote











Follow-up Email **Upsell Email**









♥ 416 likes

Sam Can't love Evernote More. I use it when I work in the office or at home. Never thought a small tool can be such powerful. #loveevernote

Instagram UGC



Most of the ads targeting people at different stages will be switched every 2 weeks to make sure the freshness and maintain people's interest. The blog post will be updated weekly.

February

		[Februa	ry 2022]			KEY Instagran Linkedir Blog Post(website Paid Search Emai Remarketing Ads
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Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"
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			help you organize"			
			(Consideration)			
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Paid Search. Google	Paid Search. Google	Paid Search, Google	Paid Search. Google	Paid Search, Google	Paid Search. Google	Paid Search. Google
"How could we help you?"	"How could we help you?"	"How could we help you?"	"How could we help you?"	"How could we help you?"	"How could we help you?"	"How could we help you?"
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Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join
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Campaign Calendar

March

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	Evernote" Paid Social	organized" (Awareness)	Evernote" Paid Social		Evernote" Paid Social	organized" (Awareness)
	(Consideration + Decision)	Paid Social Image	(Consideration + Decision)		(Consideration + Decision)	Paid Social Image
nkedin. "tips to get startups	Linkedin. "tips to get startups	LinkedIn. "how to boost your	LinkedIn. "tips to get startups	Linkedin. "how to boost your	Linkedin. "tips to get startups	(drive traffic to blog)
rganized" (Awareness)	organized" (Awareness)	productivity"	organized" (Awareness)	productivity"	organized" (Awareness)	
aid Social Image	Paid Social Image	Paid Social Video	Paid Social Image	Paid Social Video	Paid Social Image	
Irive traffic to blog)	(drive traffic to blog)	(Consideration + Decision)	(drive traffic to blog)	(Consideration + Decision)	(drive traffic to blog)	
emarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google
	Network "sign up for free trial"	Network "sign up for free trial"		Network "sign up for free trial"	Network "sign up for free trial"	Network "sign up for free tria
consideration)(stop showing		(Consideration)(stop showing		(Consideration)(stop showing	(Consideration)(stop showing	(Consideration)(stop showin
ter signing up)	after signing up)	after signing up)	after signing up)	after signing up)	after signing up) Email. "welcome to Evernote	after signing up)
mail. "welcome to Evernote eams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote Teams"	Teams"	Email. "welcome to Evernote Teams"
	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)
			Blog Post(website). "5 tips to get startups organized" (Awareness)			
Week 2	MONDAY	TIFEDAY	Week 2	THIRDDAY	EDIDAY	CATURDAY
SUNDAY	MONDAY Paid Search, Google	TUESDAY Paid Search, Google	Paid Search, Google	THURSDAY Paid Search, Google	FRIDAY Paid Search, Google	SATURDAY Paid Search, Google
aid Search. Google vorking towards your goal"	"working towards your goal"	"working towards your goal"	"working towards your goal"	"working towards your goal"	"working towards your goal"	"working towards your goal"
i	Ad	Ad	Ad	Ad	Ad	Ad
	(Awareness + Consideration)	(Awareness + Consideration)	I Company of the contract of t	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration
nkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups	Participant and the participant of the participant	Linkedin. "tips to get startups	LinkedIn. "tips to get startups	Linkedin. "tips to get startup
ganized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)
aid Social Image	Paid Social Image	Paid Social Image		Paid Social Image	Paid Social Image	Paid Social Image
rive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)
	Instagram. "we know you love	LinkedIn. "how to boost your		LinkedIn. "how to boost your	Instagram. "we know you love	
	Evernote" Paid Social	productivity"	Evernote" Paid Social	productivity"	Evernote" Paid Social	
	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	
	S	(Consideration + Decision)	Daniel de la constant	(Consideration + Decision)		
emarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google		Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google
	Network "sign up for free trial"	Network "sign up for free trial"		Network "sign up for free trial"	Network "sign up for free trial"	Network "sign up for free tria
onsideration)(stop showing	(Consideration)(stop showing after signing up)	(Consideration)(stop showing		(Consideration)(stop showing after signing up)	(Consideration)(stop showing	(Consideration)(stop showin
ter signing up) mail. "welcome to Evernote	Email. "welcome to Evernote	after signing up) Email, "welcome to Evernote	after signing up) Email. "welcome to Evernote	Email. "welcome to Evernote	after signing up) Email, "welcome to Evernote	after signing up) Email. "welcome to Evernote
eams"	Teams"	Teams"	Teams"	Teams"	Teams"	Teams"
	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)
		, , ,	Blog Post(website). "schedule your day with Evernote"			1, 3, 3, 3, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,

Week 3			Week 3			
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google
"speed up with us"	"speed up with us"	"speed up with us" Ad	"speed up with us"	"speed up with us"	"speed up with us"	"speed up with us"
Control of the Contro	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	The second secon	(Awareness + Consideration)	(Awareness + Consideration)
	Linkedin. "tips to get startups	Linkedin. "tips to get startups		Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups
organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)
Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image
(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)
	Instagram. "thank you for	Linkedin. "7 best was to	Instagram. "thank you for	LinkedIn. "7 best was to	Instagram. "thank you for	
	choosing Evernote" Paid Social	stablized your startup"	choosing Evernote" Paid Soci	stablized your startup"	choosing Evernote" Paid Social	
	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	
		(Consideration + Decision)		(Consideration + Decision)		
Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google
Network "sign up for free trial"		Network "come back and join	Network "come back and join		Network "come back and join	Network "come back and join
(Consideration)(stop showing		us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)
after signing up)	(stop showing after signing up)	(stop showing after signing up			(stop showing after signing up)	(stop showing after signing up)
Email. "welcome to Evernote	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote Teams"	Email. "welcome to Evernote	Email. "welcome to Evernote Teams"
Teams" (Decision)	(Decision)	Teams" (Decision)	Teams" (Decision)	(Decision)	Teams" (Decision)	(Decision)
(Decision)	(Loceision)	(Cociaion)	Blog Post(website). "let us	(Ucciaion)	(Loceision)	(Locciaidit)
			help you organize"			
			(Consideration)			
Week 4			Week 4			
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search, Google	Paid Search. Google	Paid Search. Google	Paid Search. Google
"speed up with us"	"speed up with us"	"speed up with us"	"speed up with us"	"speed up with us"	"speed up with us"	"speed up with us"
Ad	Ad	Ad	Ad	Ad	Ad	Ad
	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)		(Awareness + Consideration)	(Awareness + Consideration)
	Linkedin. "tips to get startups	Linkedin. "tips to get startups		Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups
organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)
Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image
(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog) Linkedin. "7 best was to	(drive traffic to blog) Instagram. "thank you for	(drive traffic to blog) Linkedin. "7 best was to	(drive traffic to blog)	(drive traffic to blog)
_	Instagram. "thank you for choosing Evernote" Paid Social	stablized your startup"	choosing Evernote" Paid Soci		Instagram. "thank you for choosing Evernote" Paid Social	
	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	
	(Consideration - Decision)	(Consideration + Decision)	Remarketing Ads. Google	(Consideration + Decision)	(Consideration - Decision)	
Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Network "come back and join	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google
Network "sign up for free trial"		Network "come back and join	us "(Consideration)	Network "come back and join	Network "come back and join	Network "come back and join
(Consideration)(stop showing	us "(Consideration)	us "(Consideration)	(stop showing after signing up	us "(Consideration)	us "(Consideration)	us "(Consideration)
after signing up)	(stop showing after signing up)	(stop showing after signing up)	(stop showing after signing up)	(stop showing after signing up)	(stop showing after signing up)
Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote
Teams"	Teams"	Teams"	Teams"	Teams"	Teams"	Teams"
(Decision)	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)
			Blog Post(website). "7 steps			
			to better note-taking"	1		
			(Awareness+Consideration)			
1						
Week 5			Week 5			
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Paid Search. Google	Paid Search. Google					
"speed up with us"	"speed up with us"					
Ad	Ad					
	(Awareness + Consideration)					
	Linkedin. "tips to get startups					
organized" (Awareness)	organized" (Awareness)					
Paid Social Image	Paid Social Image					
(drive traffic to blog)	(drive traffic to blog)					
	Instagram, "thank you for					
	(Consideration + Decision)					
Remarketing Ade Google	(Consideration + Decision)					
Remarketing Ads. Google Network "sign up for free trial"	Remarketing Ads. Google					
(Consideration)(stop showing						
after signing up)	(stop showing after signing up)					
Email. "welcome to Evernote	Email. "welcome to Evernote					
Teams"	Teams"					
	the contract of the contract o					

Campaign Calendar

[April 2022] SUNDAY MONDAY TUESDAY THURSDAY FRIDAY SATURDAY WEDNESDAY Paid Search, Google Paid Search, Google Paid Search, Google Paid Search, Google aid Search, Google Paid Search, Google Paid Search, Google 'start your journey to "start your journey to success" Ad (Awareness + Consideration) LinkedIn. "tips to get startups | Linked Linkedin. "tips to get startups organized" (Awareness) Paid Social Image LinkedIn. "essential tips for inkedIn. "essential tips for ernote" Paid Social ernote" Paid Social aunching your business" aunching your business" emote" Paid Social Paid Social Video Paid Social Video (Consideration + Decision) (Consideration + Decision) Network "sign up for free trial" | Network "sign up for free trial" (Consideration)(stop showing (Consideration)(Email. "welcome to Evernote | Email. "welcome to Evernote | Email. "welcome to Evernote Email. "welcome to Evernote Email. "welcome to Evernote Email. "welcome to Evernote t startups organized" MONDAY TUESDAY WEDNESDAY THURSDAY Paid Search, Google "start your journey to success" Ad LinkedIn. "tips to get startups | Linked LinkedIn. "tips to get startups organized" (Awareness) Paid Social Image (drive traffic to blog) (drive traffic to blog) drive traffic to blog) drive traffic to blog) drive traffic to blog) drive traffic to blog) (drive traffic to blog) inkedIn. "essential tips for inkedIn. "essential tips for aunching your business" unching your business" Paid Social Video Paid Social Video (Consideration + Decision) (Consideration + Decision) Remarketing Ads. Google Remarketing Ads. Google Network "sign up for free trial" consideration)(stop showing Email "welcome to Evernote | Email "welcome to Evernote | Email "welcome to Evernote Email "welcome to Evernote | Email "welcome to Evernote | Email "welcome to Evernote Email "welcome to Evernote Teams" Teams" Teams" Teams" Teams" Teams"

April

Week 3 SUNDAY	MONDAY	TUESDAY	Week 3 WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Paid Search. Google	Paid Search, Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search, Google	Paid Search, Google
"start to be organized"	"start to be organized"	"start to be organized"	"start to be organized"	"start to be organized"	"start to be organized"	"start to be organized"
Ad	Ad	Ad	Ad	Ad	Ad	Ad
(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)
Linkedin. "tips to get startups organized" (Awareness)	LinkedIn. "tips to get startups organized" (Awareness)	Linkedin. "tips to get startups organized" (Awareness)	Linkedin. "tips to get startups organized" (Awareness)	Linkedin. "tips to get startups organized" (Awareness)	Linkedin. "tips to get startups organized" (Awareness)	Linkedin. "tips to get startups organized" (Awareness)
Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image
(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)
	Instagram. "how we succeeded	LinkedIn. "advice for startup	Instagram. "how we succeeded	Linkedin. "advice for startup	Instagram. "how we succeeded	,
	with Evernote" Paid Social	entrepreneurs"	with Evernote" Paid Social	entrepreneurs"	with Evernote" Paid Social	
	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	Paid Social Video	(Consideration + Decision)	
Remarketing Ads. Google	Remarketing Ads. Google	(Consideration + Decision) Remarketing Ads. Google	Remarketing Ads. Google	(Consideration + Decision) Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google
Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join
us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)
(stop showing after signing up	(stop showing after signing up)		(stop showing after signing up)		(stop showing after signing up)	(stop showing after signing up)
Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote	Email. "welcome to Evernote
Teams"	Teams"	Teams"	Teams"	Teams"	Teams"	Teams"
(Decision)	(Decision)	(Decision)	(Decision) Blog Post(website). "let us	(Decision)	(Decision)	(Decision)
			help you organize"			
			(Consideration)			
Week 4			Week 4			
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search. Google	Paid Search, Google
"start to be organized" Ad	"start to be organized"	"start to be organized" Ad	"start to be organized"	"start to be organized"	"start to be organized"	"start to be organized" Ad
(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)	(Awareness + Consideration)
Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups	Linkedin. "tips to get startups
organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)	organized" (Awareness)
Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image	Paid Social Image
(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)	(drive traffic to blog)
	Instagram. "how we succeeded with Evernote" Paid Social	Linkedin. "advice for startup	Instagram. "how we succeeded with Evernote" Paid Social	Linkedin. "advice for startup	Instagram. "how we succeeded with Evernote" Paid Social	
	(Consideration + Decision)	entrepreneurs" Paid Social Video	(Consideration + Decision)	entrepreneurs" Paid Social Video	(Consideration + Decision)	
	(Consideration - Decision)	(Consideration + Decision)	(Consideration - Decision)	(Consideration + Decision)	(Consideration - Decision)	
Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google	Remarketing Ads. Google
Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join	Network "come back and join
us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)	us "(Consideration)
(stop showing after signing up Email, "welcome to Evernote	(stop showing after signing up) Email. "welcome to Evernote	(stop showing after signing up Email, "welcome to Evernote	(stop showing after signing up) Email, "welcome to Evernote	Email. "welcome to Evernote	(stop showing after signing up) Email. "welcome to Evernote	(stop showing after signing up) Email. "welcome to Evernote
Teams"	Teams"	Teams"	Teams"	Teams"	Teams"	Teams"
(Decision)	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)	(Decision)
			Blog Post(website). "7 steps			
			to better note-taking"			
			(Awareness+Consideration)			
Week 5			Week 5			
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Paid Search. Google	Paid Search. Google	2000				
"start to be organized"	"start to be organized"					
Ad (Awareness + Consideration)	Ad (Awareness + Consideration)					
Linkedin. "tips to get startups	Linkedin. "tips to get startups					
organized" (Awareness)	organized" (Awareness)					
Paid Social Image	Paid Social Image					
(drive traffic to blog)	(drive traffic to blog)					
	Instagram. "how we succeeded					
	with Evernote" Paid Social (Consideration + Decision)					
Remarketing Ads. Google	Remarketing Ads. Google					
Network "come back and join	Network "come back and join					
us "(Consideration)	us "(Consideration)					
(stop showing after signing up	(stop showing after signing up)					
Email. "welcome to Evernote	Email. "welcome to Evernote					
Teams" (Decision)	Teams" (Decision)					
(Decision)	(Decision)					

Although some of the contents are only listed in the customer journey, I included KPIs for them (to show as a complete measurement plan)

KPIs for Awareness

Channel	Content	Metrics	KPIs (by the end of the 3-month campaign)
website	blog post	bounce rate traffic	10% decrease in bounce rate 5% increase in website traffic
LinkedIn	paid ad	Impressions CTR	3% increase in impressions 0.3% increase in click-through rate
Quora	Q&A	CTR	0.2% increase in click-through rate (to the page of features)
Instagram	Paid Ads	Impressions CTR	2% increase in impressions 0.4% increase in click-through rate

KPIs for Consideration

Channel	Content	Metrics	KPIs (by the end of the 3-month campaign)
website	landing page	conversion rate	2% increase in conversion rate month over month (sign up for free trial)
Google Display	remarketing ad	impressions conversion rate	4% increase in impressions 2% increase in conversion rate month over month (sign up for free trial)
website	customer stories	average time on page	3% increase in average time on page
website	product comparisons	average time on page	3% increase in average time on page

KPIs for Decision

Channel	Content	Metrics	KPIs (by the end of the 3-month campaign)
email	welcome	open rate CTR	8% increase in open rate 1% increase in CTR (to onboarding videos)
email	personal manager	bounce rate open rate	2% decrease in bounce rate 8% increase in open rate
email	retarget	open rate conversion rate	8% increase in open rate 2% increase in conversion rate (subscribe)
website	onboarding videos	views	10% increase in views
LinkedIn	organic post	# of likes, comments	8% increase in # of likes and comments
Instagram	paid ads	CTR	0.5% increase in CTR

KPIs for Post-Purchase

Channel	Content	Metrics	KPIs (by the end of the 3-month campaign)
email	survey +community	open rate Conversion Rate	8% increase in open rate 3% increase in conversion rate (complete survey; join community)
email	discount	open rate conversion rate	8% increase in open rate 4% increase in conversion rate
email	follow-up	open rate	8% increase in open rate
website (community)	Q&A	# of likes, comments	10% increase in # of comments, likes
Instagram	UGC	# of hashtags	10% increase in # of hashtags (being tagged)



Personalization: include the following in the emails:

company name in the subject line personal name in the greeting industry and role in the body

Track: daily

Report: biweekly

I will track data on a daily basis and report back biweekly.

Data will be collected from Google Analytics; LinkedIn Analytics; Instagram Analytics; Mailchimp

Segmentation: segment audience in the email list who:

- (1) log in every day; has been using Evernote for more than 3 months
- (2) log in less often

Send the upsell email to audience (1), the follow-up email to audience (2)

- Personalization
- Segmentation
- A/B Testing
- Mobile & Accessibility

A/B Testing: based on the location, audience, call to actions for ads and the titles for email.

make sure all the content is accessible and readable on all devices.

Awareness Consideration Decision

Budget Breakdown

Li	in	ke	d	n
			\sim	

subtotal: \$28,500

Instagram

subtotal: \$21,750

Google Search

subtotal: \$9000

Google

Remarketing

subtotal: \$12,750

Website

subtotal: \$10,000

Email

subtotal: \$1005

Optimization

subtotal: \$16,995

February	March	April
\$3500 \$3500 \$3500	\$3500 \$3500 \$3500	\$1250 \$1250 \$5000
\$3625 \$3625	\$3625 \$3625	\$2250 \$5000
\$1500 \$1500	\$1500 \$1500	\$500 \$2500
\$4250	\$4250	\$4250
\$6000	\$2000	\$2000
\$335	\$335	\$335
\$5665	\$5665	\$5665

Total: \$100,000

In order to spend the reasonable amount of money at the right time, the budget is divided into different stages in the customer journey.

LinkedIn: I allocated more budget because that's where our target audience is mostly present.

Google: I allocated more budget to remarketing ads because it has a higher chance of converting people.

Website: Mainly for content creation. After most of the content has been created, we just need to update them regularly. That's why we are spending much more in the first month.

Email: Mailchimp Premium \$299 * 1.12 (tax) = \$335 approximately / per month

I also gave less budget to ads targeting people at the early stages in the last month just in case if they don't have enough time to get to the decision stage (waste of money)

I will move some of the optimization budget to the better-performing ads. If some ads are not doing well, I will move some of their budget to the better-performing ones.

Sources for benchmarks and photos:

https://evernote.com/

https://www.barilliance.com/email-marketing-statistics/#:~:text=Average%20Email%20Conversion%20Rates%20(CR)%20Statistics%20Over%20Time,-The%20first%20thing&text=The%20average%20conversion%20rate%20peaked,respectable%2015.11%25%20conversion%20in%202020.

https://www.wordstream.com/blog/ws/2017/02/28/facebook-advertising-benchmarks

https://www.wordstream.com/blog/ws/2019/08/19/conversion-rate-benchmarks

https://www.theb2bhouse.com/linkedin-ad-benchmarks/

https://unsplash.com/photos/eiDw0oX8YQQ

https://unsplash.com/photos/VNYClbZju0o

https://unsplash.com/photos/0Zx1bDv5BNY

https://unsplash.com/photos/aChQUTPMhkl

https://unsplash.com/photos/wD1LRb9OeEo

https://unsplash.com/photos/ZKBzlifgkgw

https://unsplash.com/photos/0yjwEMTLIh8