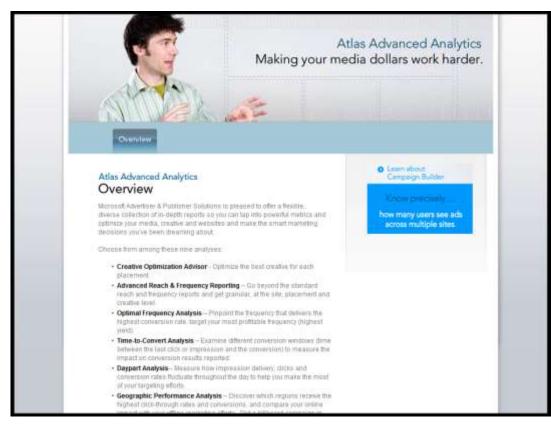


### Digital Marketing Platform - Digital Marketing Excellence RIVERS



oles IMMERSIVE

EMAONE (USER) DEMAND

**NON-LINEAR** 

BLE/PACKIRAL/SOCIAL

SNACKABLE/PACKABLE

**MEASURED** 





### Digital Marketing Platform - Changing Consumer Landscape RIVERS





### Digital Marketing Platform - Digital Marketing Engagement Mix RIVERS

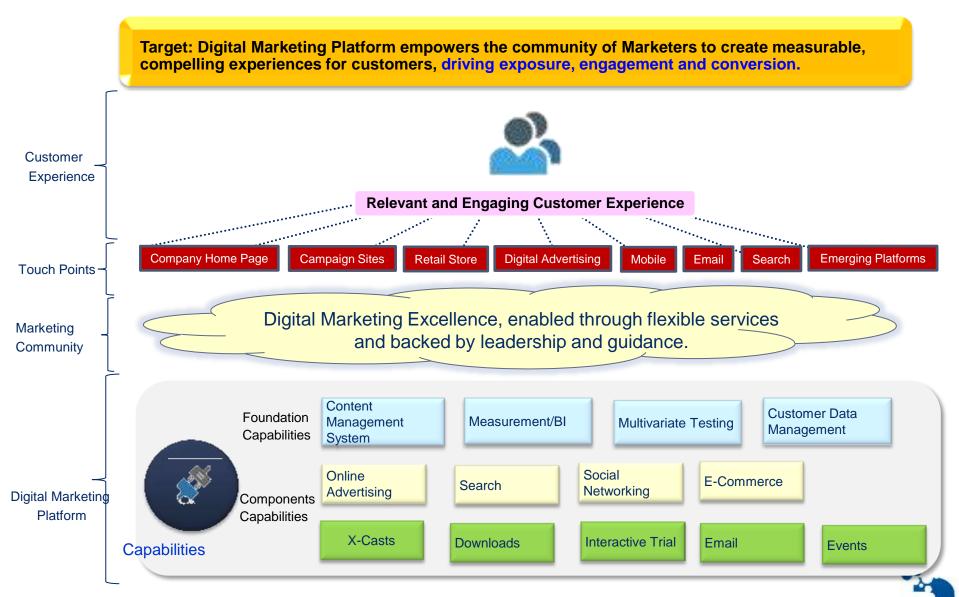
The categorization serves as the basis for determining the right digital "tools" to apply

Category	Personalization	Search	Site Optimization	Portability	Co-Creation	Influencer Outreach	Social Media
Features	Identify unique characteristics and allow that identity to persist across sessions.	Extend and sharpen how an audience finds what it needs.	Enhance discoverability after the click <sup>TM</sup> with more relevant offers and user experience.	Allow content and services to be easily accessed when and where customer wants with tracking	Create value as a collaborative effort between consumer and brand.	Identify and engage key influencers.	Foster consumer engagement in a personal yet scalable manner with mass collaboration and social networking
Tactical tool	Behavioral targeting	SEO/ organic search	Creative message optimization	Podcast and videocasts	Tagging	Ecosystem mapping	Blogs and u digg facebook
	IP targeting	Vertical search	Landing page optimization	Mobile - SMS, MMS and WAP	Mash-ups	Influencer disseminated artifacts	Linked in
	Dynamic content delivery	Paid search	Site path optimization	Syndicated/ Embeddable conten	Shared source	Influencer team management	Social connection
	Research	Social search	Targeted incentives	RSS feeds		Sentiment tracking	Usenet
	Network-based targeting		Partner site integration	Widgets and	You Tube: / 🐼 /		
				Video /   Zune:   Zune:			



#### **Digital Marketing Platform - Target & Components**







# **Digital Marketing Platform - Online Belt System**



	Yellow 7	Orange 7	Brown	Black
Operating Model	Identifies online work key to driving marketing results; outsources tactical work as appropriate.	Utilizes reporting and benchmarking tools to plan and prioritize online work	Leads a subsidiary- wide Leadership Team to collaborate, report, and analyze Microsoft.com priorities	Leads a subsidiary- wide Leadership Team to drive integrated ATL and BTL outcomes on Microsoft.com for sub prioritizes.
Measurement & Analysis	Measures marketing impact of some online work: owns subsidiary Microsoft.com scorecard	Measures, reports, and analyzes prioritized online work; uses Microsoft.com scorecard to plan and forecast	Consistently applies resources to drive marketing outcomes and optimizes results	Optimizes across the portfolio of sites and demand generation vehicles to drive growth and measures value of improvements
Measurement Tools	Understands and uses pervasively: •WebTrends	•WebTrends, CSTAR, AdExpert	<ul><li>WebTrends, CSTAR</li><li>, - Atlas/AdExpert</li></ul>	<ul><li>WebTrends, CSTAR,</li><li>Atlas/AdExpert, -</li><li>comScore</li></ul>
Digital Marketing: Demand Generation	extensions of existing marketing programs, MarCom	Digital tactics and venues planned integrally with other MarCom vehicles, Marketing programs for selected parts of customer journey.	Digital venues integrated across customer journey and other MarCom vehicles; rapid application of learning	Digital at the core of marketing programs; industry leadership in use of new digital venues to drive business outcomes on Microsoft.com





## Digital Marketing Platform - Digital Marketing Enablers RIVERS

# DIGITAL CENTERS OF EXCELLENCE

Cross-COE frameworks and guidance for strategy, tools, resources, communications, measurement, and skills

# Online Advertising (OCOE)

Guidance for paid advertising on Microsoft.com

# Email (ECOE)

Guidance for usage of email

#### Search

(SCOE)

Guidance for search engine marketing

# Campaign Site (CSCOE)

Guidance & solutions for Campaign landing environments

**CURRENTLY LIVE** 

COMING SOON

### THE 8 COMPONENTS OF COEs

Strategy

Process

Policy

Tools

Resources

Communication

Measurement

Skills





### Digital Marketing Platform - Digital Marketing Innovation RIVERS

With the Marketing shift to Digital, there is great innovative pilot work happening across CMG, BG's and Subsidiaries.



We have an opportunity to:

- Align the current pilot landscape
- Build a common framework
- **Drive** consistency and value back to Company through innovation



**RM** Innovation



Digital Marketing **Platform** 



CMG Ad THQ BMO

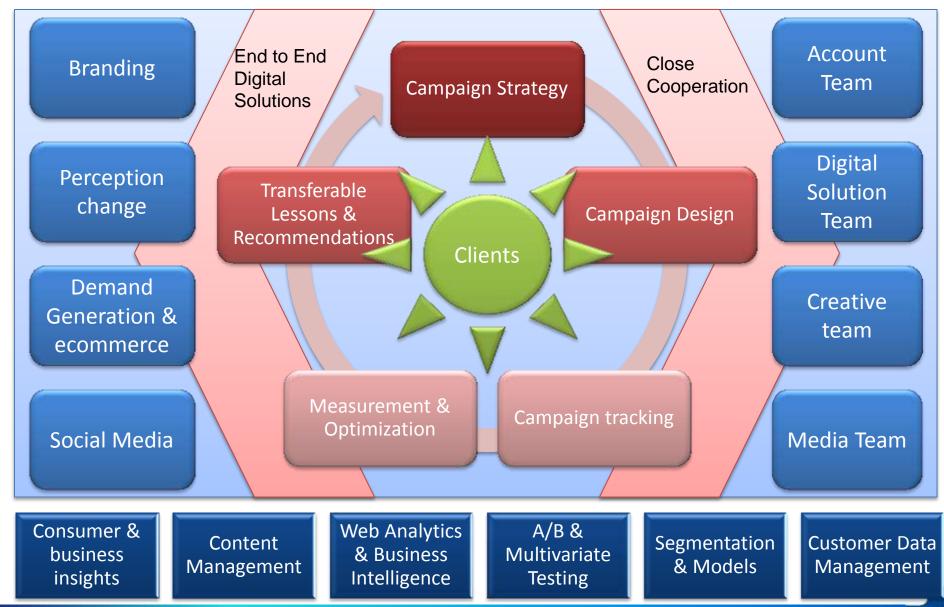






### **Digital Marketing Platform - Digital Marketing Overview**

### **RIVERS**





### **Digital Marketing Platform - Digital Marketing Offerings**



