

How Companies Track You





- Introductions
- Email Tracking
- Web Tracking
- Offline Tracking





- Track Messages Opened
- Links Clicked
- Conversion to Purchase
- Valid Email Address
- When you open (time of day)
- Where you open (geographic)





Email Samples



Dear Jeff,

It is our pleasure to announce that the winners of the Shell Global Solutions registered visitor prize drawing have been selected! To find out if you've won, please visit the <u>list of</u> winners on our web site.

And don't forget that video footage and photos of all the participants in the Shell Global Solutions Racing Challenge are posted and available for your review. Just <u>click here</u> to find yourself and your associates in action.

Thanks again for visiting us at ATCE. We felt the show was extremely successful, and hope your visit was an enjoyable and productive one.

Kind Regards,

Skip Koshak
Business Development Manager
+1 504 728 6445
skip.koshak@shell.com

P.S. Do you want to learn more about Shell Global Solutions? Please click here to get additional information.



You may have won this radiocontrolled, 1/18 scale Enzo Ferrari F2003 Mini Z Racerl Click here to find out!



Video footage and photos from The Challenge have been added to the web site. <u>Click here</u> to view.

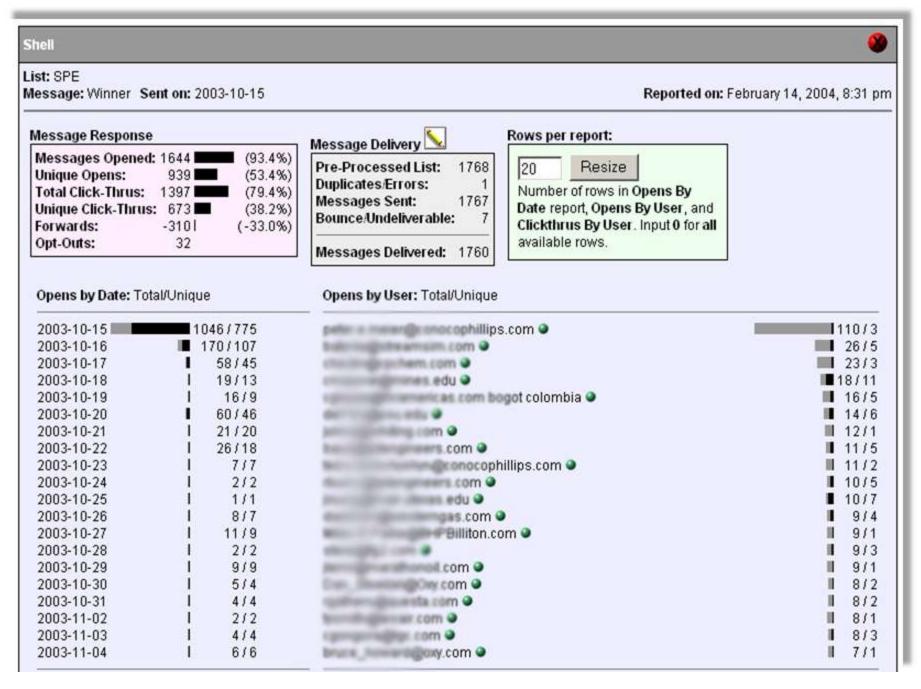


Technology Driven





Email Samples







- Cookies
 - Session Cookies
 - Persistent Cookies
 - 1st Party Cookies
 - 3rd Party Cookies





- Username & Password
 - Login info
 - Geographic Information
 - Time, Date
- Facial Recognition
- · Gender "Guessing"





eCommerce Conversion Tracking

Conversion Tracking:

- > Code placed on order success page, contact form success page.
- > Allows you to know what CPC keywords resulted in a Conversion.

You Can Only Control
What You Can Measure





- Cooperative Databases
 - Everyone adds to the pool
 - Everyone can take from the pool
- Age, Income, Home, Marital
- Categories:
 - White wine, import car
 - Beer & Nascar





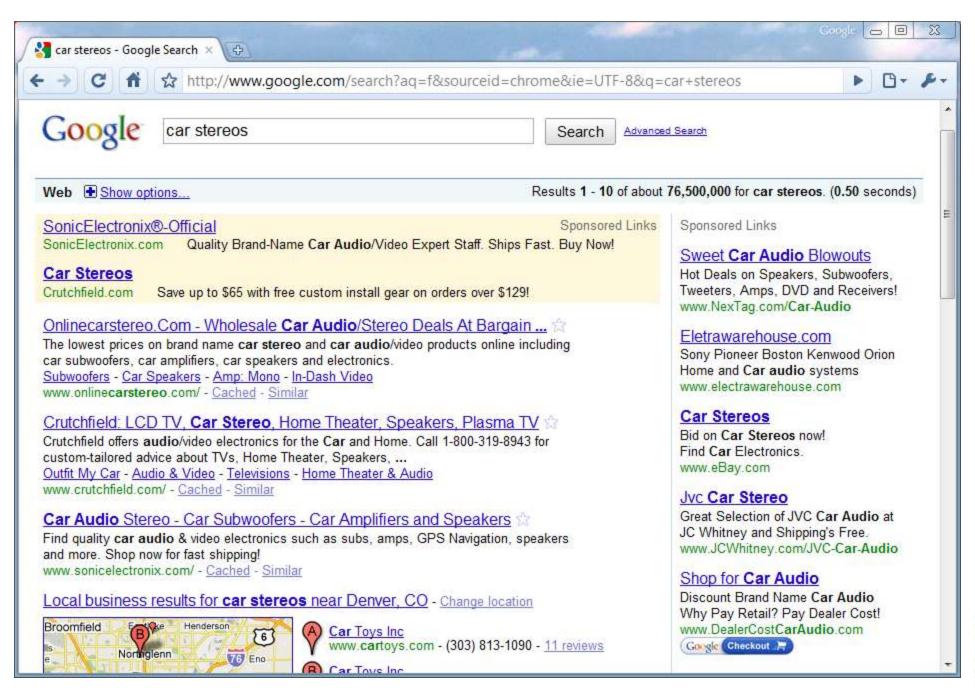
Offline -> Online Tracking

- Promo Codes
- Personalized URLs
- Coupon Codes
- QR Codes





Search for "Car Stereos"







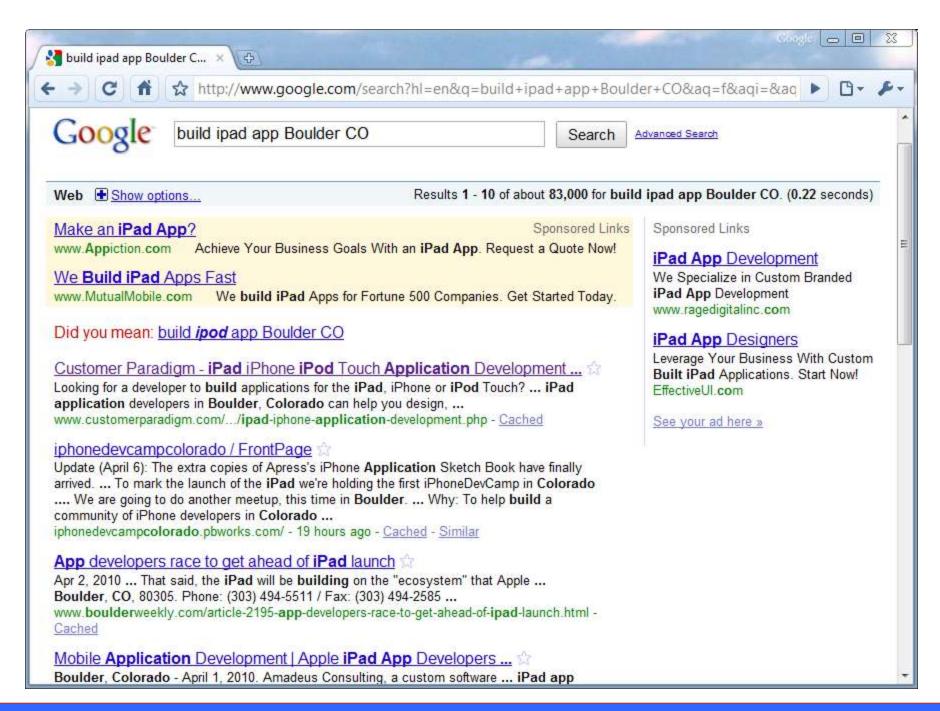
Confusing... No Car Stereos!







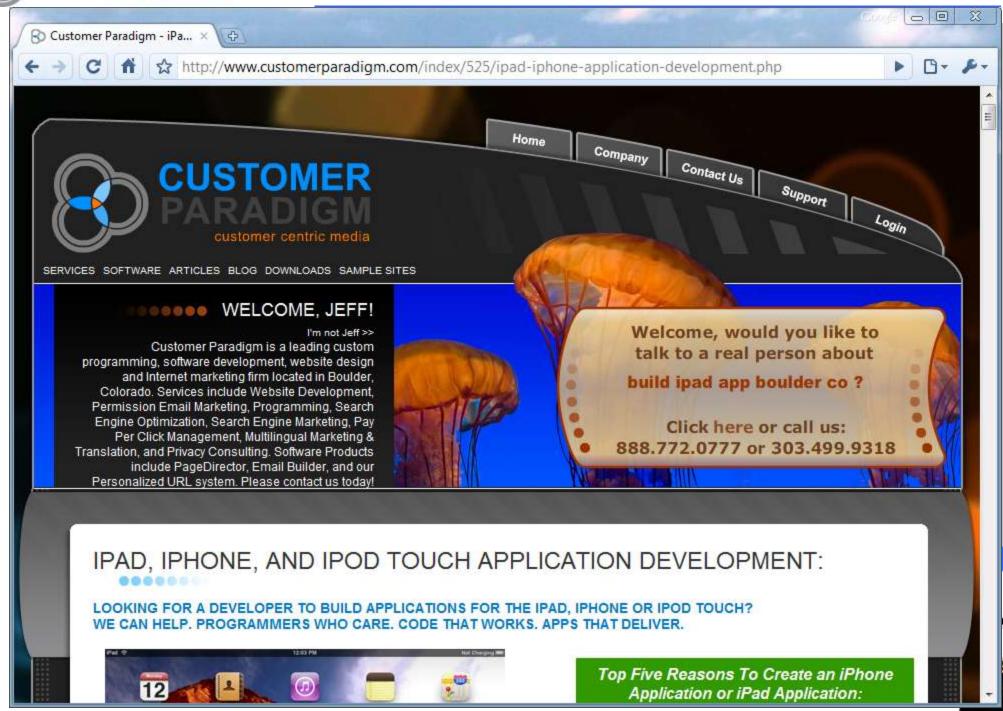
Search: build ipad app Boulder CO





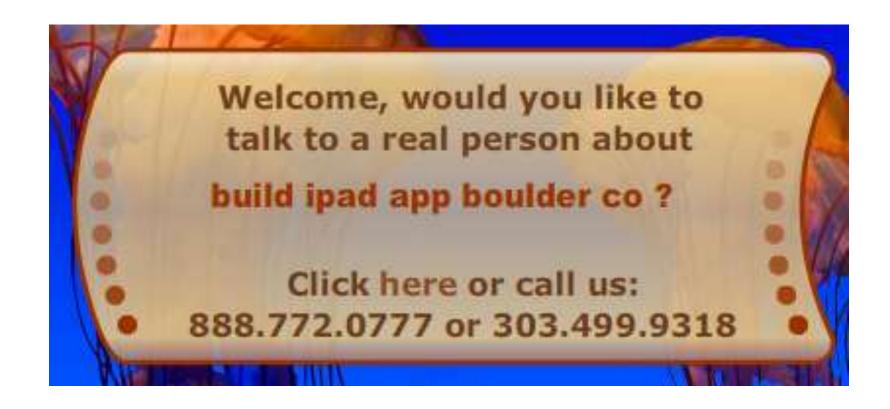


Personalized Search Result





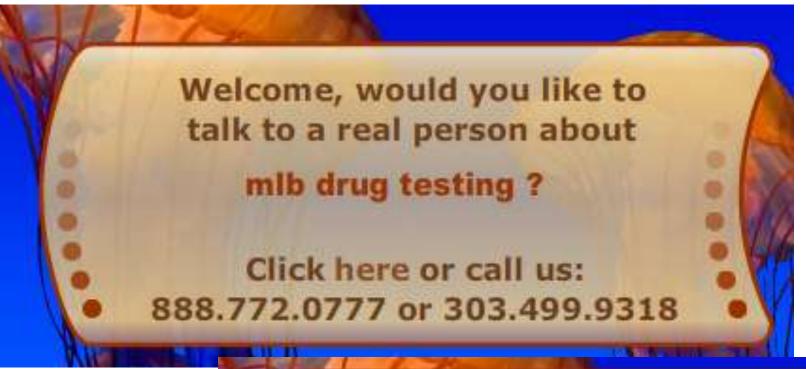
Want A Real Person?







Works for Other Terms, Too.

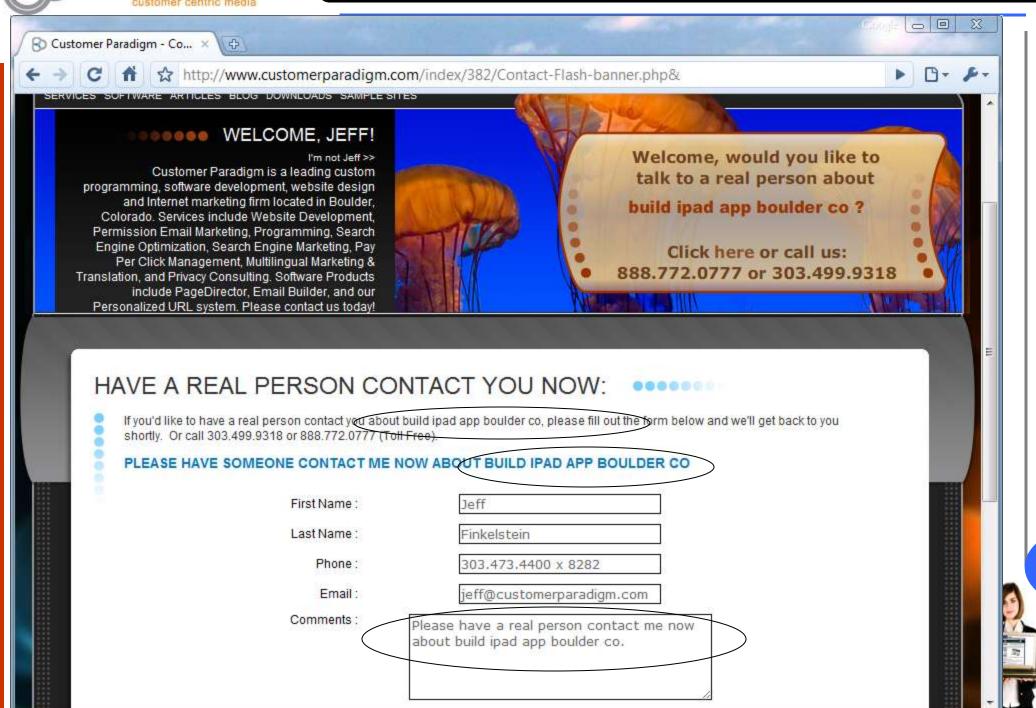


Welcome, would you like to talk to a real person about cell phone tracks your movement?

Click here or call us: 888.772.0777 or 303.499.9318

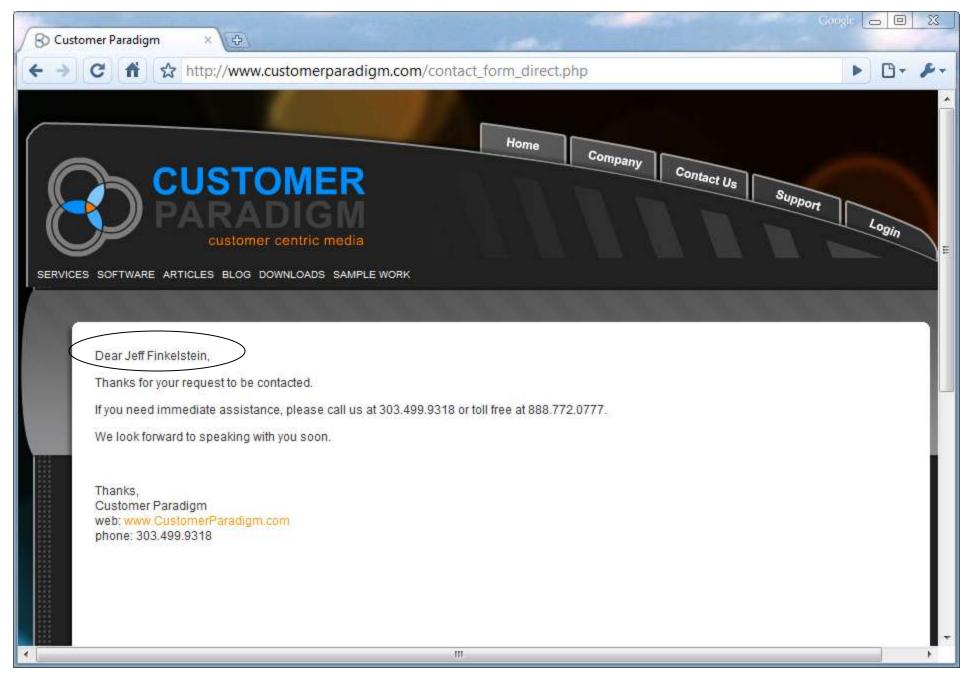


Personalization On Form





"Personalized" Success Page







Campaign Result:

35% Increase in Conversions for Personalized Search Pages







Website "Reads" inbound Search Terms

Uses terms to Personalize Page

- > Mail Merge
- > Rules-based System





Postcard - Front







Postcard – Personalized URL

UPCOMING EVENTS:

Dear Jeff,

I hope your 2009 is off to a good start! We have a lot of exciting upcoming programs, including services on snow the second Saturday of each month, Jewish Studies for adults, and a new class for children ages 3-5. More details for everything is on our newly redesigned website, www.AdventureRabbi.org.

Our Winter Ski Weekend is at Copper Mountain, Feb 27- Mar 1, 2009 (Fri - Sun). We will combine the inspiration of Jewish learning and Shabbat peace with the boundless joy of skiing or riding.

Our Passover Seder is again outside Moab, Utah, April 11-12, 2009 (Sat-Sun; 4th night Seder). You won't fall asleep at this Passover Seder! Join us as we, like our Biblical ancestors, return to the wilderness.

All ages: couples, singles and families to camp, there are many hotel option retreat sold out, and we have a majo in their March issue, so if you want

We also have a new "All Access Paretreats and programs. It's our vers membership. More details are on the

See you on the trail,

Jamie

Rabbi Jamie Korngold, Adventure Rabbi
P.S. To sign up / more info, visit:
www.AdventureRabbi.org/Jeff.Finkelstein

Adventure Rabbi 5353 Manhattan Circle, Suite 103 Boulder, Colorado 80305 www.AdventureRabbi.org



Jeff Finkelstein 2990 Vassar Drive Boulder, CO 80305

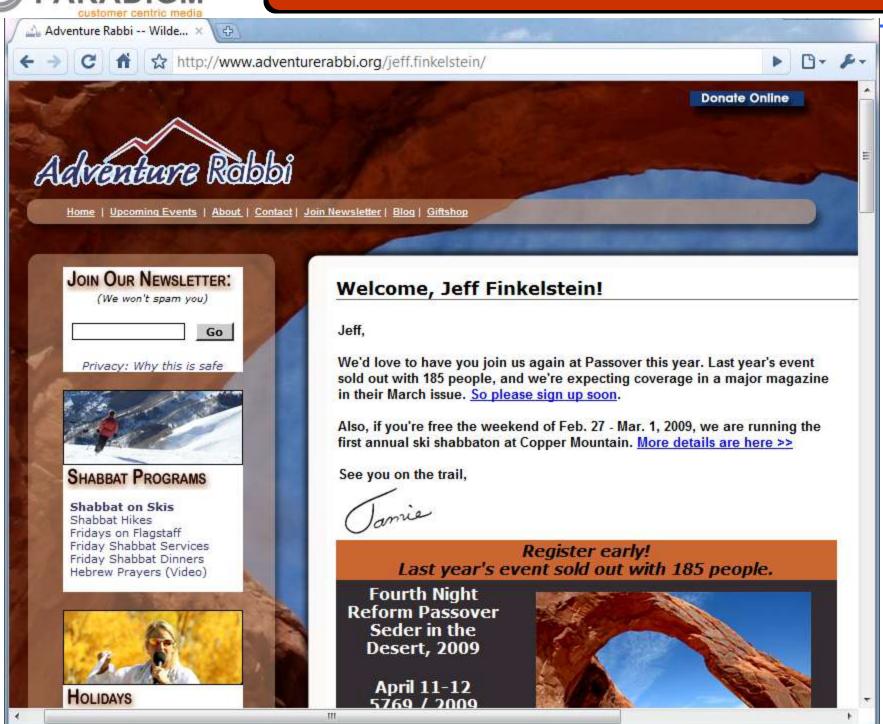
P.S. To sign up / more info, visit: www.AdventureRabbi.org/Jeff.Finkelstein







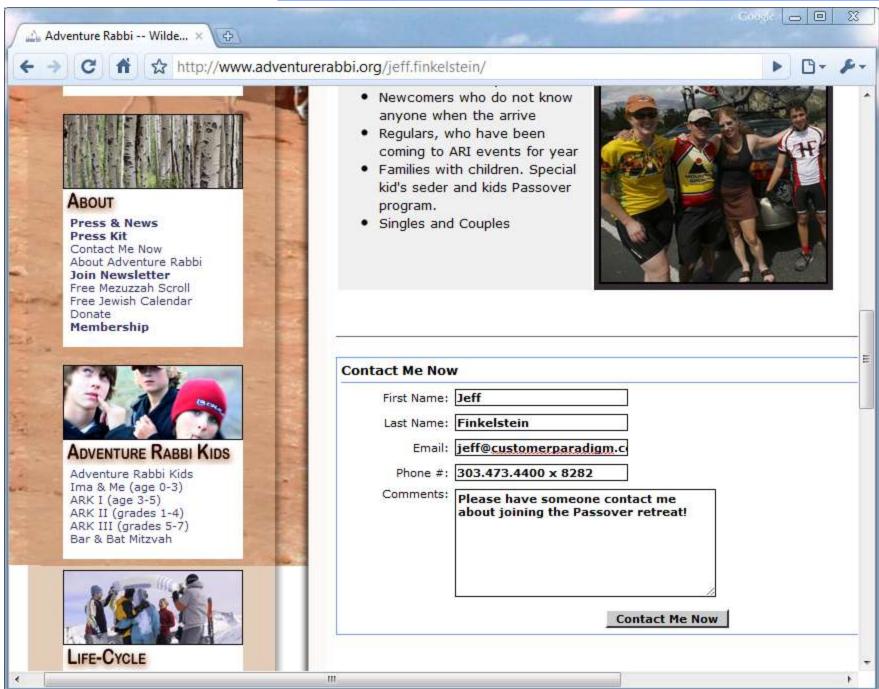
Website – Personalized URL







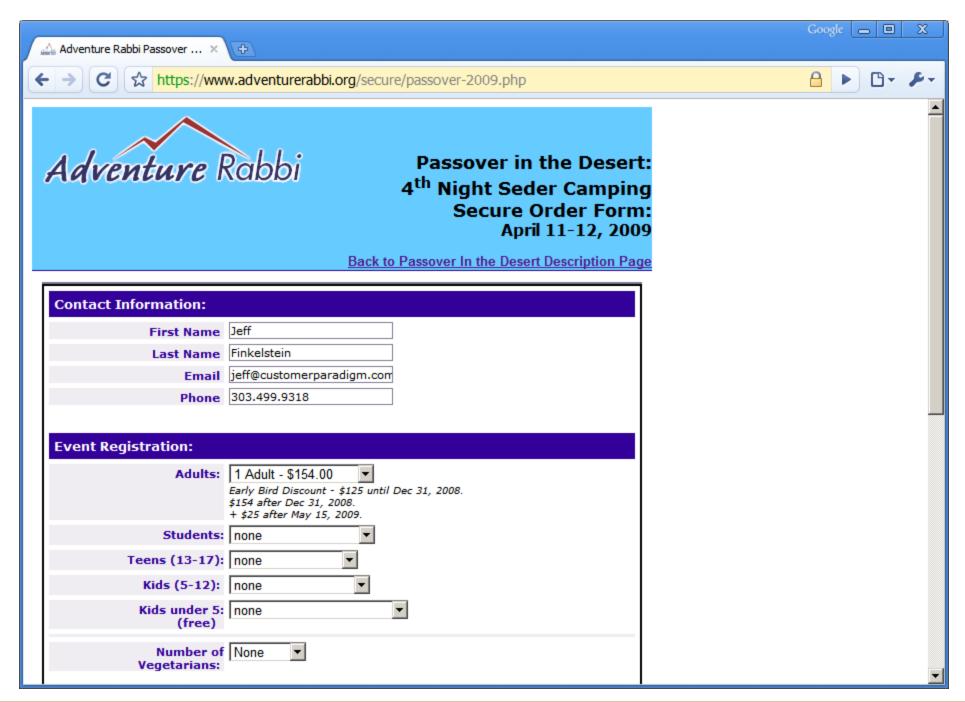
Pre-Filled Contact Me Now







Pre-Filled Registration Page







> User Enters pURL into Browser

> System "reads" information from browser

System goes to database, retrieves info, creates personalized page.





pURL Success Statistic:

22% Increase in Registrations for Personalized Landing Page vs. non-personalized





Personalized Email Campaign

Sent: Tue 3/30/2010 10:27 AM

From: Janet Jacobs - Discount Decorating [janet@discountdecorating.com]

To: Jeff Finkelstein

Cc:

Subject: Jeff, Sale on 500,000 Rolls of Wallpaper

100

DiscountDecorating.com

1-866-797-7575 6

636-922-2190

dd.com6

US & Canada

Worldwide

Skype

SALE 500,000 WALLPAPER ROLLS IN STOCK

FROM **\$4.99**

ALL SAMPLES \$4.00 EACH
(WORLDWIDE FREE POSTAGE AND NO HANDLING FEE ON SAMPLES).

Jeff.

Thanks for being a previous customer of DiscountDecorating.com.

Visit here to see our sale papers.

Our entire line of over 32,000 individual patterns and colors of wallpaper and border are on sale with over 500,000 rolls in stock starting at \$4.99.

Free shipping continental US.

BORDERS FROM \$4.99 WALLPAPER FROM \$5.99

ALL FIRST QUALITY AND IN STOCK

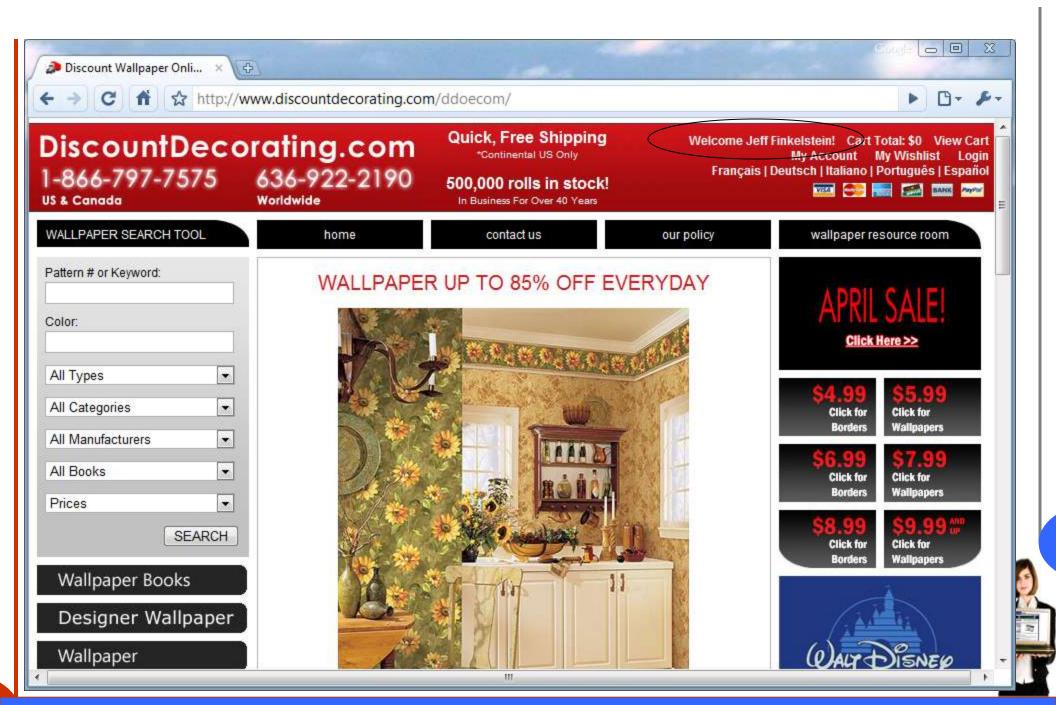
Order today while quantities last!





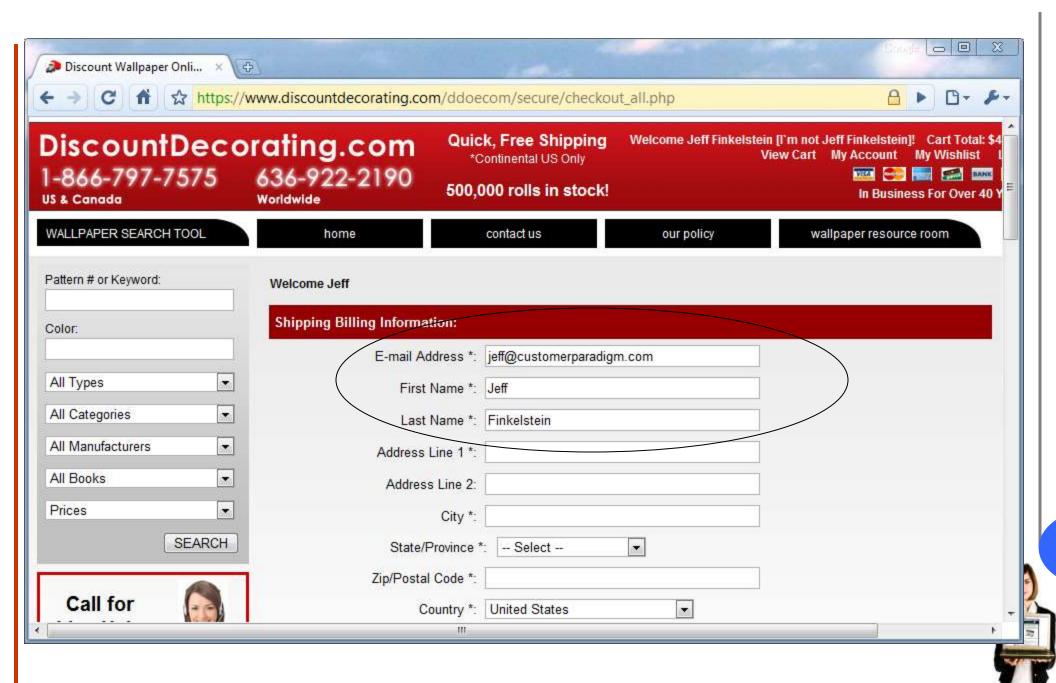


Welcome, Jeff Finkelstein!





First, Last, Email Pre-Filled







User Clicks On Link in Email message.

> System "reads" information during link redirect.

➤ System sets cookie; values of first, last, email can be read by site.





Email -> Web Personalization:

DiscountDecorating.com had 18% increase in orders vs. non-personalized site.





Customer Paradigm's Approach

Acquire (Get new customers)

- Search Engine Optimization
- Search Engine Marketing
- pURL / Direct Mail
- Trade Show Marketing
- Viral / Microsites

Retain

(Talking to existing customers)

- Email Marketing
- pURL / Direct Mail

Interact

(Interact via the web)

- Design
- **Content Mgmt**
- Calendar / Events
- •eCommerce + more
- ■iPhone / iPad Apps







- Web & Email Marketing
- Print Design

Contact:
Jeff Finkelstein
303.473.4400
http://www.CustomerParadigm.com/

