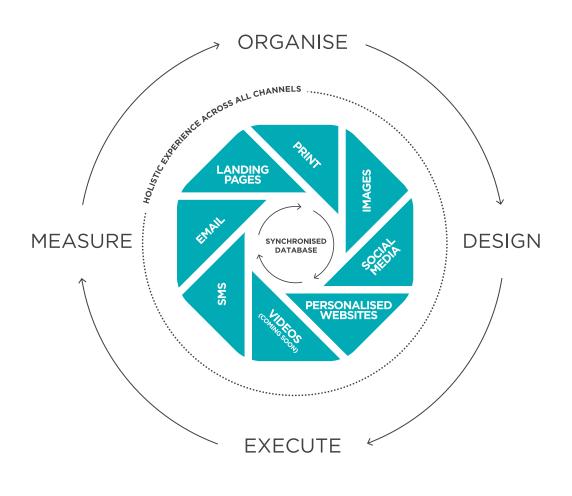




WORLDWIDE CASE STUDY



DELIVERING FULLY SYNCHRONISED, PERSONALLY RELEVANT AND CREATIVELY ENGAGING CAMPAIGNS ACROSS MULTIPLE CHANNELS







CASE STUDY

MAJOR PRINT FRANCHISE GROUP SIMPLIFIES THE QUOTE FOLLOW UP PROCESS FOR FRANCHISEES WHILST SIGNIFICANTLY IMPROVING THE USER EXPERIENCE FOR CUSTOMERS.

INTRODUCTION

Worldwide is an Australian owned Franchise group with a national network of 40 independently owned Franchisees across Australia. Worldwide is renowned nationally for its approach to providing high quality print communication at an affordable price.

Worldwide has always been seen as the market leader when it comes to innovation, initially pioneering the gang printing process and in more recent times their outstanding progress made regarding their Product Management System, a technology platform that has already assisted over 700 businesses transform the way they do business in eradicating duplication, simplifying the purchasing process and reducing cost.

The group utilises an industry specific management system (QPS) for contact management, job costings, production management and invoicing.

THE BRIEF

Whilst QPS was meeting the needs of the customer from an estimating and job management perspective there was a desire to improve the customer experience and process around the quote follow-up process.

Whilst the group experiences an acceptable quote to job conversion rate there were still many Franchisees who said they didn't follow up their outstanding quotes diligently and would only do so when time permitted.

Additionally, the current quote follow-up process is very manual and relies on the Franchisee remembering which quotes to follow up. The current process is absent of any monitoring or tracking of the quote follow up process and no reporting on the effectiveness of their current process is available.

The project started with CMIX mapping out the desired customer journey taking into account the outcomes Worldwide where wanting to achieve.



KEY OBJECTIVES

- Simplify the quote follow up process (QFU) for Franchisees.
- Get Franchisees to use the CRM system contained within their centre management system (QPS).
- Ensure that the process does not lose the personal touch of the account manager following up "their" quotes.
- Improve the user experience (UX) associated with the various steps of the approval process.
- Create a complete brand experience that dynamically changes depending on the Franchisees location with personalisation within the quote follow up communication.
- Balancing the legislative requirements associated with the Australian Communications and Media

OUTCOMES

- Worldwide engaged CMIX to map out, research, project manage and deploy an end-end solution associated with the QFU journey.
- Full integration from QPS into (19).
- All communication is linked to a personalised URL (PURL).
- Quotes to be followed up are managed within QPS with no need to manually add recipients to (2).
- The experience following the email sent allowed

Authority (ACMA) and the requirement to exclude an unsubscribe link in the email whilst at the same time incorporating marketing messages within the customer journey.

- Managing the risk of email fatigue associated with the Franchisees following up the quote too often.
- Changing behaviour associated with the use of the CRM system which was used by less than 8% of the centres.
- The entire project had to be delivered within 3 months.
- Create better visibility and accountability of the process

us to further engage with the customer via a web experience allowing us to deliver personalised relevant content via download booklets.

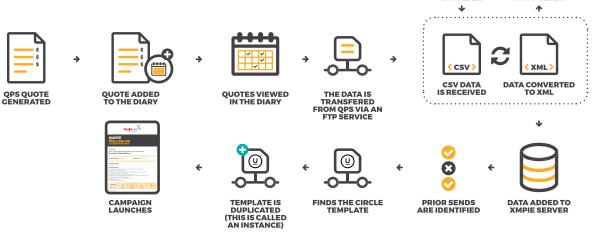
- The sent email is a transactional email which does not require an unsubscribe link. The subsequent personalised webpages allow us to better engage and educate customers.
- Dashboard and Centre reporting on activity

IN FOLDER

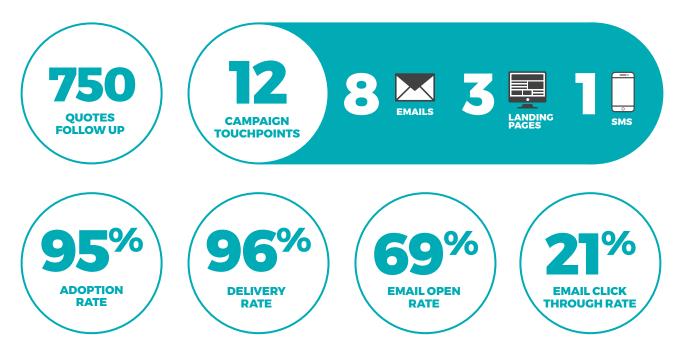
OUT FOLDER

• Rule logic limits the risk of email fatigue.

QUOTE FOLLOW UP WORKFLOW



STATISTICS



GLOSSARY:

Touchpoint: Contact point type, such as; SMS, Email, Landing Page, Dynamic PDF.

Email Sent: Total number of customers that were included in the campaign and sent emails.

Delivery rate: Percentage of emails sent which were received by the customers.

Conversion rate: Percentage of customers that downloaded their personalised voucher.

Increase in delivery rate: How successful this campaign was in delivering the emails compared to previous campaigns with incumbent supplier.

Response rate: Percentage of customers that interacted with the campaign ie. landed on a landing page in response to an email or SMS.

TESTIMONIAL



Rob Dallimore Managing Director

ABOUT 🙂

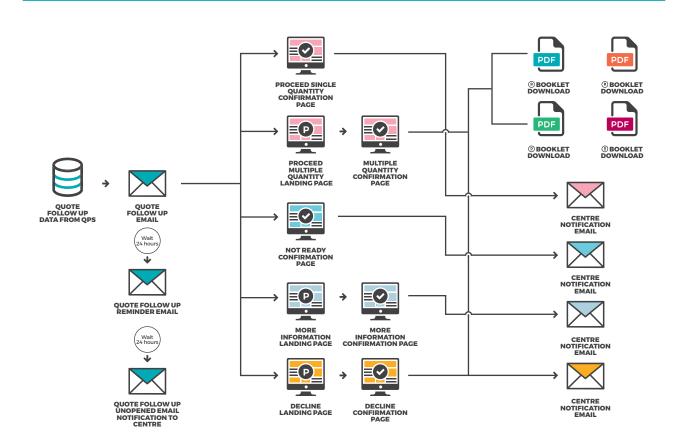
Our (1) team assist businesses integrate their marketing campaigns by using a single cross-media platform to deliver relevant, timely and fully synchronised customer experiences across multiple communication channels.

To find out more visit our website: experienceu.com.au



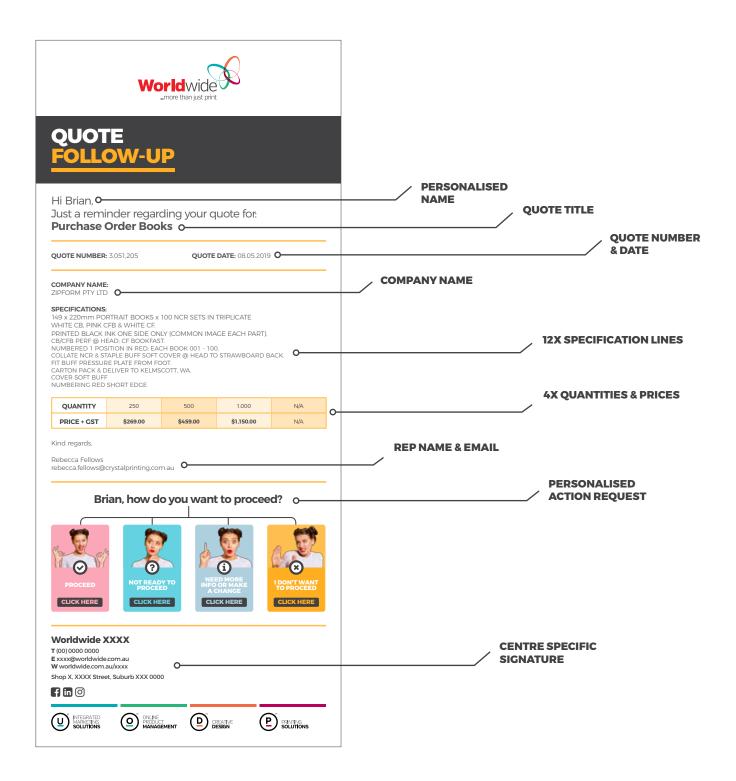
CUSTOMER JOURNEY

The journey starts off with the Centre managing the process in QPS and when ready easily uploading the quote follow up data into (2) directly from within QPS. Once the data has been received in (2) the journey deploys by sending an email to the recipient with all of their quote details together with an interactive way to inform us of their requirement. 4 easy selections, proceed, not ready to proceed,



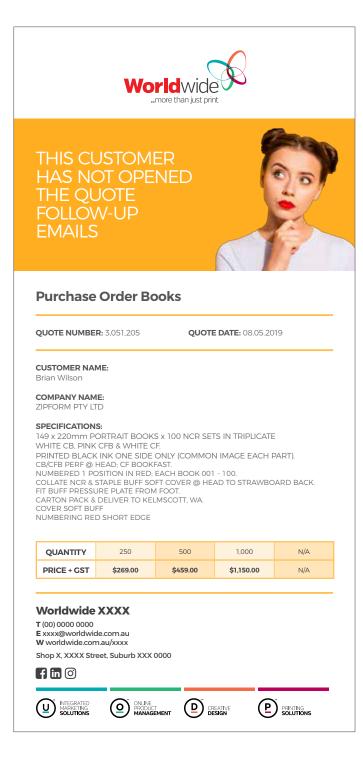


QUOTE FOLLOW UP EMAILS





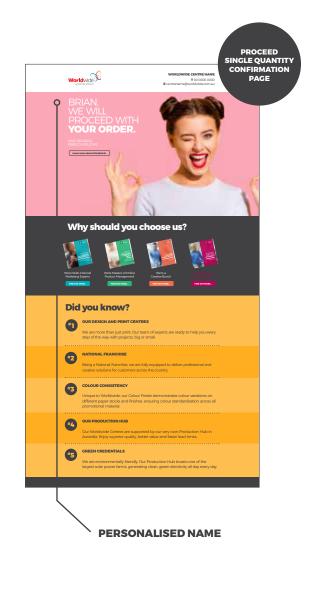
QUOTE FOLLOW UP CENTRE NOTIFICATION UNOPENED EMAIL





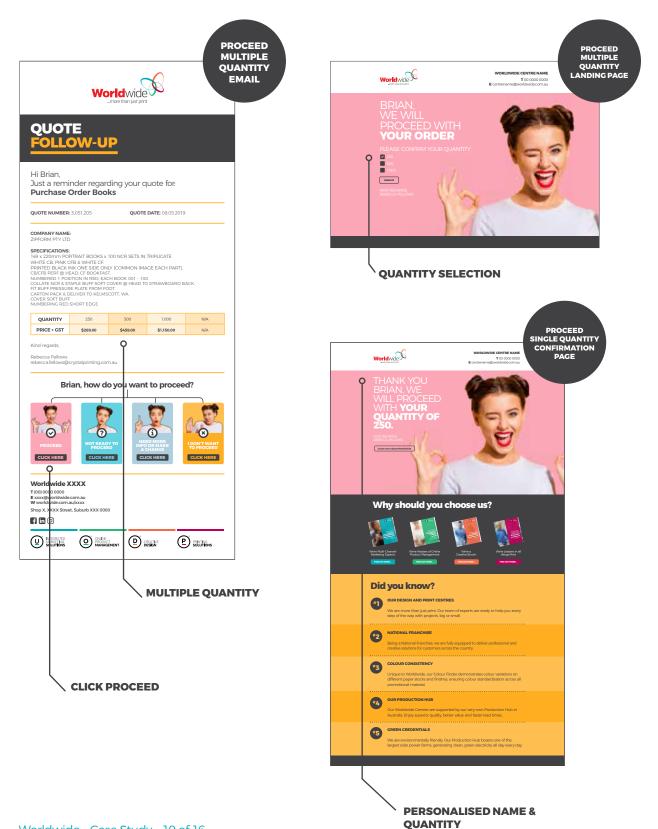
PROCEED SINGLE QUANTITY EMAIL & CONFIRMATION PAGE

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QUOT FOLLO Hi Brian, Just a remir Purchase	DW-UF		uote for:		
QUOTE NUMBER: 3,051,205		QUOTE	DATE: 08.05.2	019	_
COMPANY NAME: ZIPFORM PTY LTD SPECIFICATIONS: 149 x 220mm POR WHITE CB, PINK CI PRINTED BLACK IN CB/CTP PERF @ HE NUMBERED 1 POSI COLLATE NCR & STA FIT BUFF PRESSURI CARTON PACK & D COVER SOFT BUFF NUMBERING RED S	TRAIT BOOKS x 10 TB & WHITE CF. IK ONE SIDE ONLY AD, CF BOOKFAST. TION IN RED, EACH VPLE BUFF SOFT CC PLATE FROM FOO ELIVER TO KELMSCC HORT EDGE	0 NCR SETS IN (COMMON IM/ BOOK 001 - 10 VER @ HEAD TO T. 2TT, WA.	TRIPLICATE NGE EACH PAR D. D STRAWBOARI	T). D BACK.	
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PRICE + GST	\$269.00	N/A	N/A	N/A	
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PROCEED MULTIPLE QUANTITY EMAIL, LANDING PAGE & CONFIRMATION PAGE



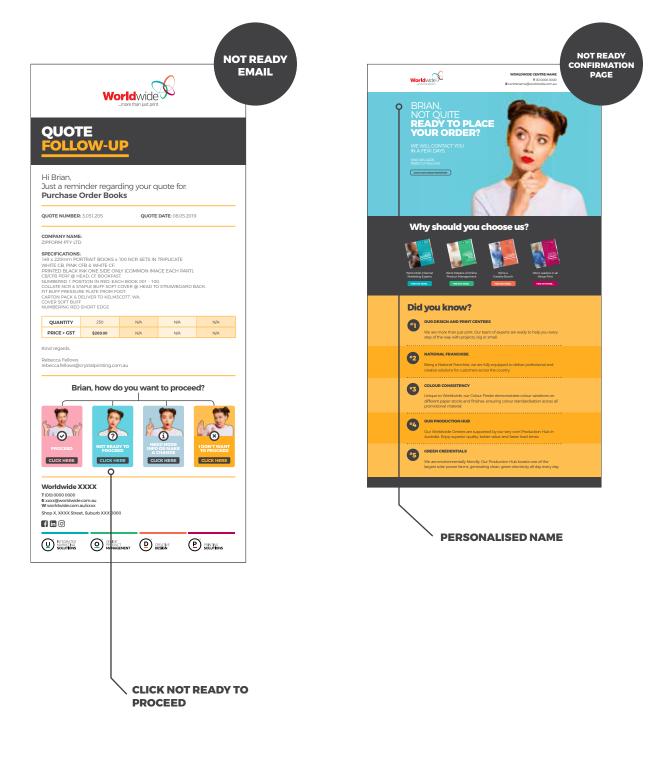


PROCEED CENTRE NOTIFICATION EMAIL



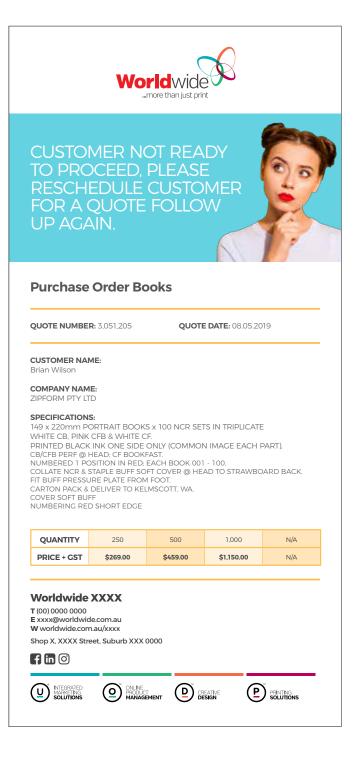


NOT READY EMAIL & CONFIRMATION PAGE



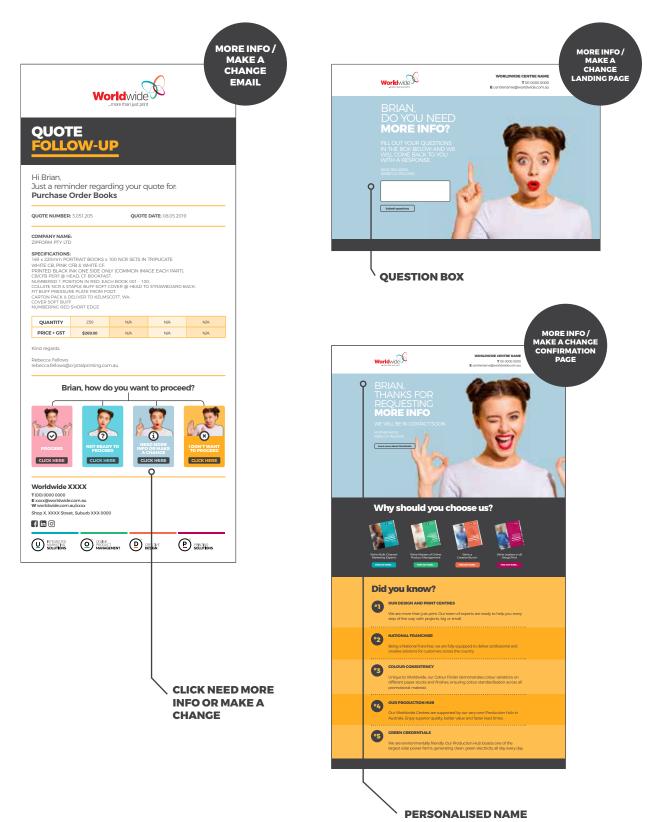


NOT READY CENTRE NOTIFICATION EMAIL





MORE INFO / MAKE A CHANGE EMAIL, LANDING PAGE & CONFIRMATION PAGE



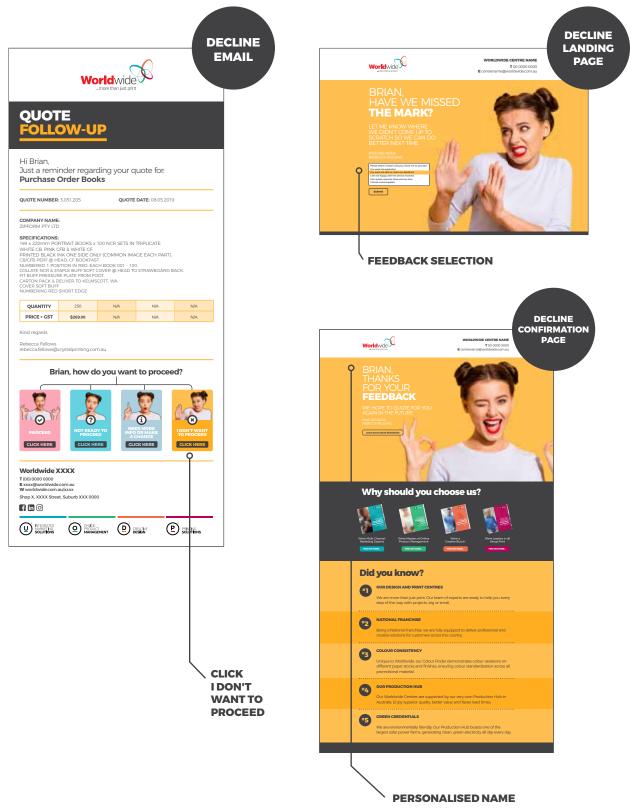


MORE INFO / MAKE A CHANGE CENTRE NOTIFICATION EMAIL





DECLINE EMAIL, LANDING PAGE & CONFIRMATION PAGE





DECLINE CENTRE NOTIFICATION EMAIL



