

## **Digital Program**

**Overall Status** 

Google

Linkedin

Demandbase



- •What is your campaign objective for Paid Media?
  - What are goals around Lead Gen Conversions: <u>Demos & Form Fills = min 400</u>
  - Volume?
- •What is your target CPA/CPL (Cost Per Acquisition/Lead)? Lifetime Value?
- •Any names of products/branding/etc. we cannot target (legal, copyright, etc.)?
- •Top Geos US, EMEA?
- •Demographics of Customer Base: Only Enterprise Law Firms, employees?
- •Audiences 1st party, Remarketing, Intent & Affinity Audiences
- •Current Tech Integrations: Hubspot, Salesforce, Google, Linkedin, Demandbase
- •Spend: \$15k for PPC, \$10-\$20k for Demandbase



### Paid Media – Top level notes

### SEM / PPC

Overall – a simple set up that can improve considerably

- Capture more traffic and data about audiences behaviors updates to ads, keywords and landing pages
- Use more AI, audience signals, and conversion intelligence to scale growth
- Leverage new features customer match lists, Display campaigns, smart bidding, ad copy combinations

### **Google Analytics**

Overall – not very useable data to start with.

- Signals showed that time on site, returning visitors, bounce rate, conversion points and multi-page visits can be improved
- Customize conversion metrics, traffic sources and funnel journey stages

Linkedin – good start, but quick and easy improvements can make the platform successful

- Add insight tag
- Update lead gen forms
- Import Demandbase Audiences
- Creatives to recommended sizes, can InMail for special events

#### Demandbase

- Update Audiences, Journeys can be customized
- Creative, Reach and Engagement metrics for A/B testing



## **General Updates**

Google Analytics traffic tracking

Recent changes to cookie consent on the website are creating visibility issues for Demandbase site analytics

Cohort of accounts not syncing between SFDC + Demandbase

New integration between LinkedIn ads + Hubspot



## **Google Analytics**

Overall – not much learnings due to lack of integrations, conversion points, integrations, grouping of traffic. Usually used as a barometer of organic & direct traffic to understand product(s) offering better. Next couple slides indicate opportunity to consolidate and set benchmarks according to business goals

- Saw some Recruiting (job posting). Not recommended when using as a marketing site to generate leads for the business. Suggested to redirect to careers site.

Create View with all 3 sites, but also individually

- Get Spectra view
- Uberflip
- General Traffic
- Add HotJar heat maps for visitors on pages, clicks, scroll depth, etc

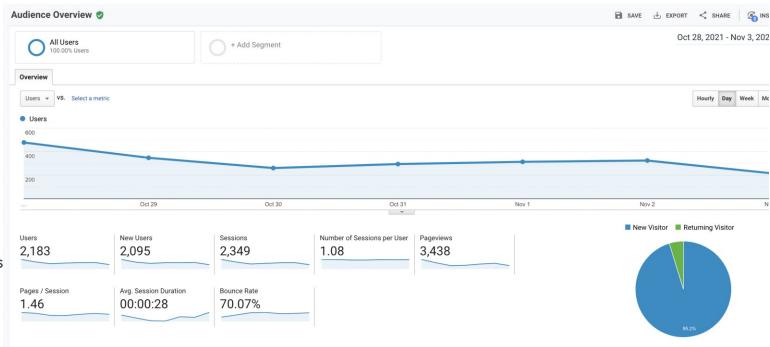


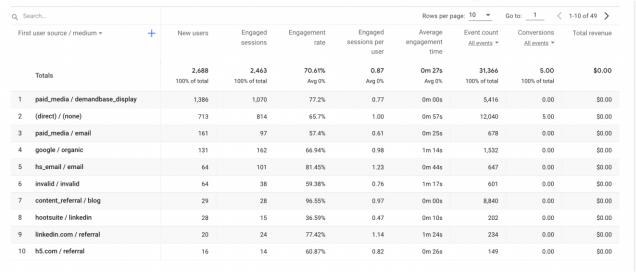
### **Visitor Mix**

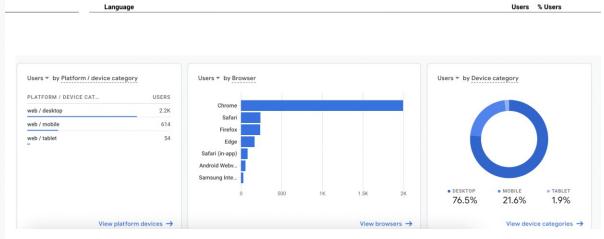
- Desktop Users
- New Visitors
- Conversions (leads) not set up
- Update Channel Traffic: categorize traffic better

#### Recommend

- More introduction to product, education focus
- Landing Pages that have conversion points, similar articles keeps people on-site more than 1 min



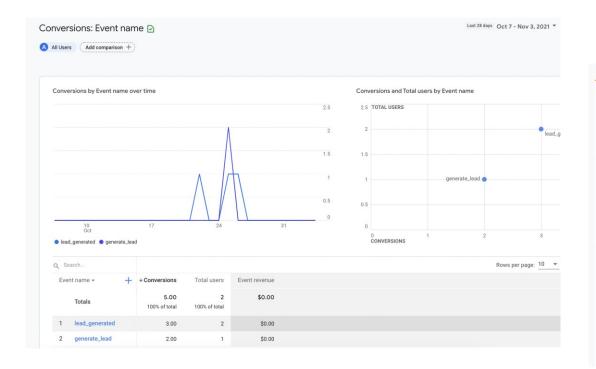


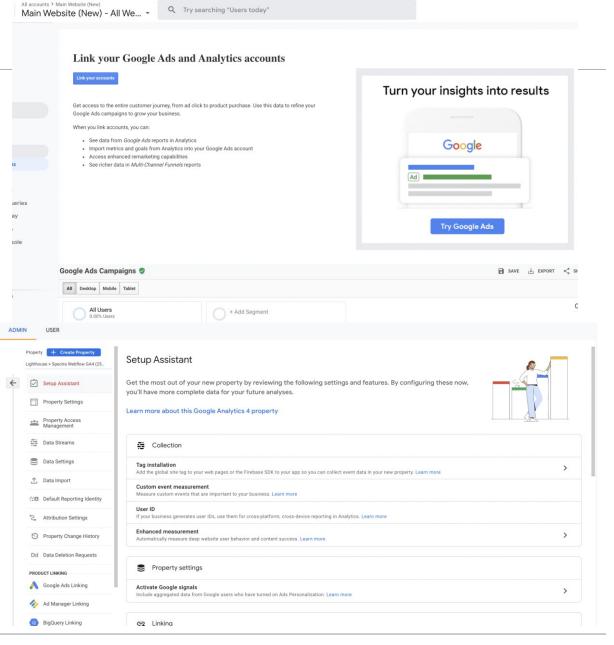




### **Conversion Tracking & Linking**

- Ensure that platforms integrate
  - Keeps audience data flowing for best learnings
  - All audiences, particular segments, traffic sources
  - Ensures less cross contamination of traffic sources



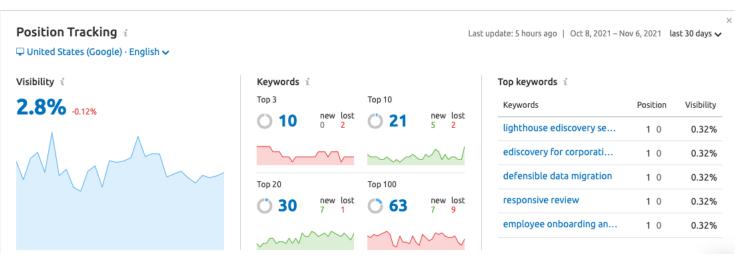


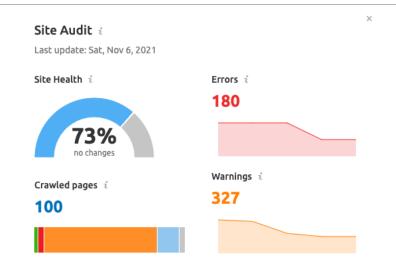


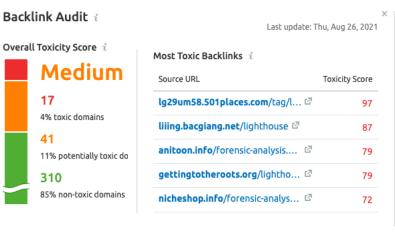
### SEO – Can monitor, but can recommend another contractor

- Overall drop in performance
- E-discovery for Corporations Ranked 1
- Lost 5 keywords in top 20 in last 30 days











## **PPC**

Spectra

**Solutions:** eDiscovery for Law Firms, eDiscovery for Corporations, HSR 2<sup>nd</sup> Requests, Digital Forensics



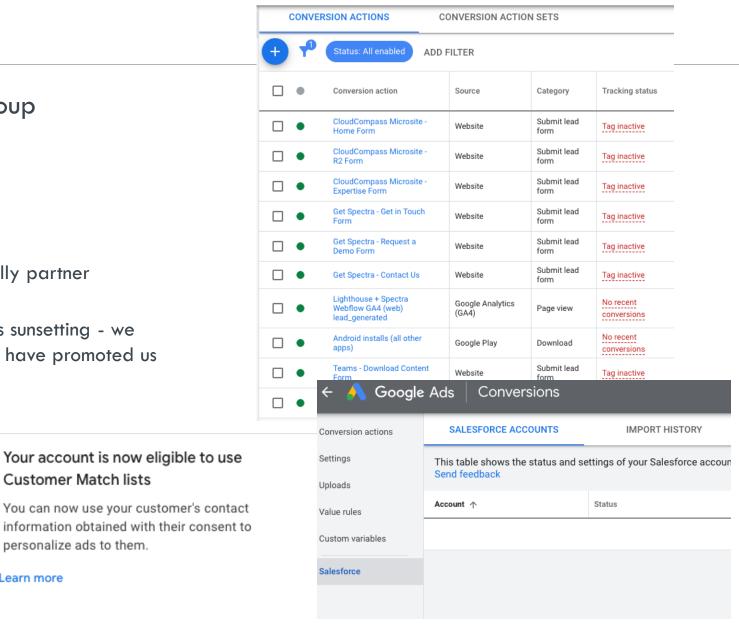
### **Consolidate Similar Campaigns**

- Campaigns are currently single ad group
  - Leverage intent signals in similar keywords
- Spectra campaigns
  - eDiscovery Software
  - Legal eDiscovery
  - Relativity/Nuix/Brainspace (these are technically partner technologies so we use them in Spectra)
  - eDiscovery Point (this is a competitor tool that is sunsetting we acquired their list of users in late July and they have promoted us as the best replacement solution)
- General eDiscovery
  - eDiscovery for Law Firms
  - eDiscovery for Corporations
  - HSR 2nd Requests

 Your account is now eligible to use Customer Match lists You can now use your customer's contact

personalize ads to them.

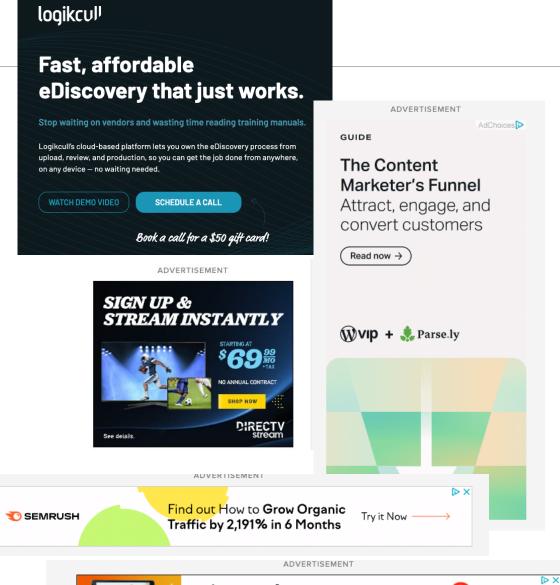
Learn more





### Add Display / Discovery Campaigns

- Opportunity to retarget to website visitors
  - Combines text ads with Display creative across web
  - Broader reach than Demandbase, more impressions
- Leverage Intent & Competitor visitors
  - People searching / in-market for e-discovery software
  - Target Competitor site visitors
- Builds Top level brand awareness in the market
- Top level leads that can then be scored and remarketed to with relevant, engaging content





Discover how you can own your commerce roadmap

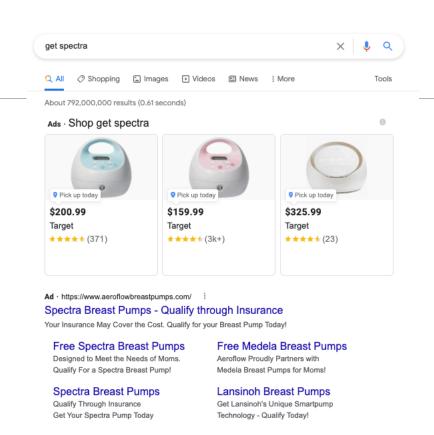




### **Update Negative Targeting & Keywords**

- Prevents cross-contamination of brands
  - See Right
- Current Negative lists have highly relevant keywords that can be used in campaigns
- Update Lists to prevent lewd terms, careers pages, and non-relevant brands

Negative keyword ↑	Added to
[aceds certification]	eDiscovery For Law Firms > eDiscovery Law Firms
[cloud nine software]	eDiscovery For Law Firms > eDiscovery Law Firms
[conduent document review]	eDiscovery For Law Firms > eDiscovery Law Firms
[conduent ediscovery]	eDiscovery For Law Firms > eDiscovery Law Firms
[deloitte ediscovery]	eDiscovery For Law Firms > eDiscovery Law Firms
[disco ediscovery]	eDiscovery Software > eDiscovery Software
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[discovery software]	eDiscovery Software > eDiscovery Software
[document discovery software]	eDiscovery Software > eDiscovery Software



https://www.get-spectra.com

#### Spectra - Simply Powerful eDiscovery

Spectra delivers the industry's top ediscovery tools within a unified solution and enhances your ediscovery workflow with high-value features & services.

The Best Tools · High Value Features · Expert Services · Flexible Pricing

https://aeroflowbreastpumps.com > spectra-s1plus-breas...

#### Spectra S1PLUS Breast Pump - Aeroflow Breastpumps

The Spectra S1PLUS Breast Pump boasts the same abilities and features as the Spectra S2PLUS plus the portability of battery. Moms can feel confident they ...

\*\*\*\* Rating: 4.7 · 360 reviews · \$209.99 · In stock

https://thebreastfeedingshop.com > product > spectra-s1...

#### Spectra S1 Breast Pump | FREE Through Insurance - The ...

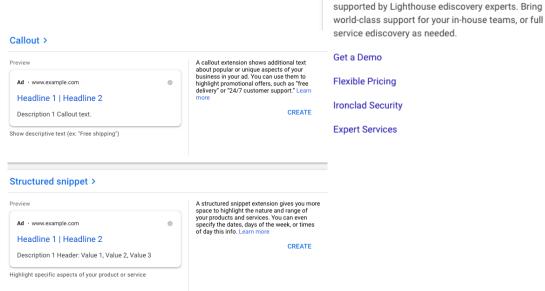
Spectra S1 Breast Pump Paid For By Insurance. If you're trying to get a free Spectra S1 breast pump without the hassle, you've come to just the right place.

\*\*\* ★ \* Rating: 4.7 · 3,596 votes

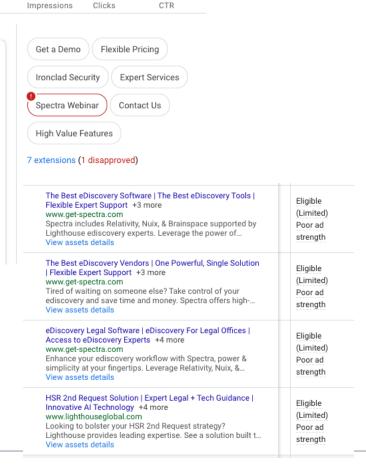


### Add Keywords + Ad Copy Changes

- Campaigns are currently single ad group
  - Leverage trends in website similar keywords
- Ad Copy updates to raise quality scores
- Update Extensions
- Direct Traffic to multiple, Keyword specific landing pages
- Missing Extensions



-29% 22% -45%	-29% 86%	Low	3	
	86%			
-45%	,-	Medium	67	
45/0	-33%	Medium	36	
0%	50%	Low	0	
100%	0%	Low	1	
0%	0%	Medium	41	
24%	-19%	High	67	
24%	0%	Medium	40	
-18%	-18%	Medium	35	
	0%	Medium	65	
		-18% -18% 24% 0%	-18% -18% Medium	





Sitelink >

Ad · www.get-spectra.com

The Best eDiscovery Software | The Best eDiscovery Tools | Flexible Expert Support

Spectra includes Relativity, Nuix, & Brainspace

0

Preview

### **Competitors**

- Google
- lighthouse global competitors
  - All Pharm Planages A Shooping O.A
    - Images ⊘ Shopping ⊘ Maps :
- About 7,640,000 results (0.55 seconds)
- Ad · https://www.exterro.com/

#### Exterro - E-Discovery & More - exterro.com

A new class of Legal GRC solutions. Seamlessly integrate data and orchestrate workflow. Les more about Exterro's unified platform solutions today! Get A Free Demo.

#### About Exterro

Innovation and Accessibility.
Adaptability and Community.

#### E-Discovery Software

End-to-end e-discovery software. Gartner Magic Quadrant leader.

#### Top 10 Lighthouse Alternatives & Competitors

- ADP Workforce Now.
- Paylocity.
- UKG Pro.
- UKG Workforce Central.
- · Paychex Flex.
- Rippling.
- Paycom.
- UKG Ready.

https://www.g2.com > ... > Lighthouse ;

#### Lighthouse Alternatives & Competitors | G2

Auction insights ⑦ Impression share ▼	•• ~ :
100.00%	
	<ul><li>You</li></ul>
	delltechnolo
	digitalforen
55.00%	relativity.com
	everlaw.com
	<b>b</b> u.edu
. 100	Others
< 10%	100.00%

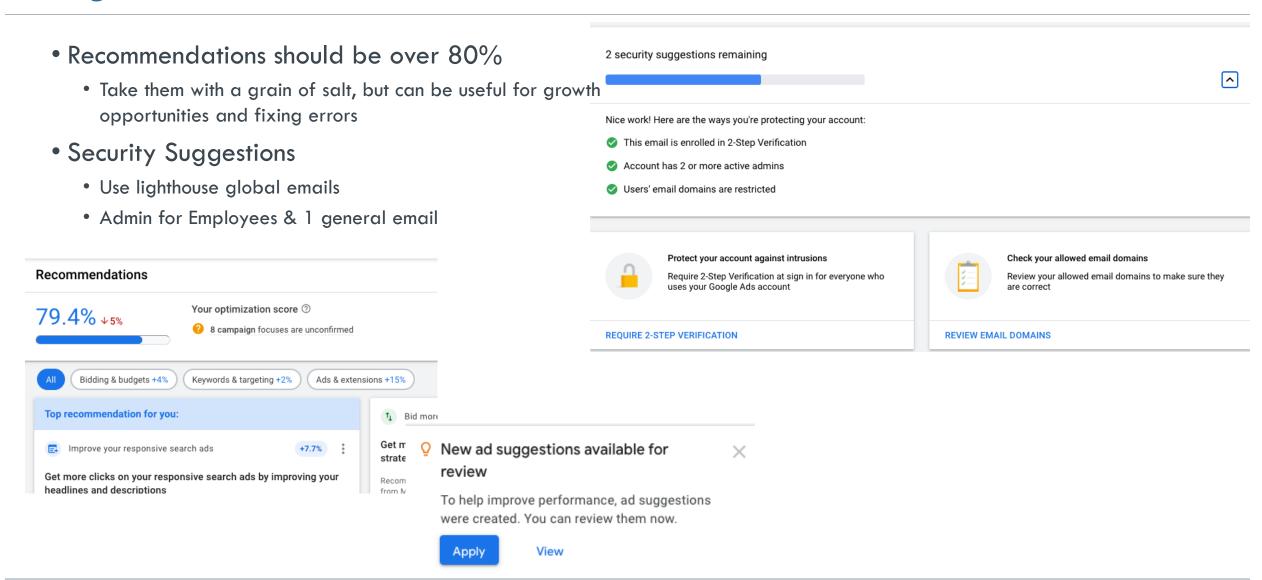
Top of page rate ▼

- Competitor Keywords mixed in with other campaigns
- Consolidate Competitor Keywords into separate campaign for added visibility (budget permitting)
- Same competitor keywords in many campaigns
- Competitor Landing Page: <u>HERE</u>

	Search term	Match type	Added/Excluded	Campaign	Ad group
Tota	al: Search terms ⑦	h terms ⑦			
	ediscovery	Exact match (close variant)	None	Legal eDiscovery	eDiscovery Legal
	relativity software	Exact match (close variant)	None	Relativity/Nuix/Brainspace eDiscovery	Relativity eDiscovery
	e discovery	(close variant)		Legal eDiscovery	eDiscovery Legal
	computer forensics			Digital Forensics	Digital Forensics
	legal document review software	Exact match (close variant)	None	Legal eDiscovery	eDiscovery Legal
	ediscovery software	Exact match	✓ Added	eDiscovery Software	eDiscovery Software
	everlaw			eDiscovery Software	eDiscovery Software
	mimecast			eDiscovery Software	eDiscovery Software
	oasis	Exact match	✓ Added	eDiscovery For Law Firms	eDiscovery Law Firms



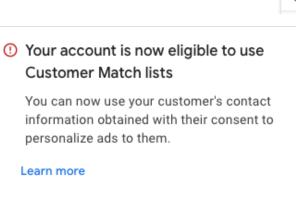
### **Google Ads Recommendations**

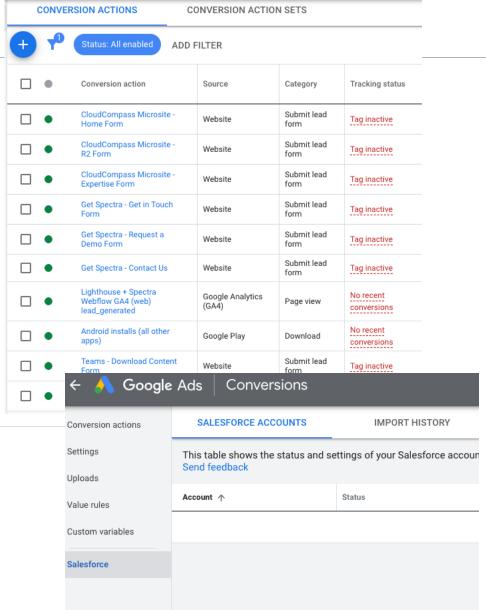




### **Conversion Updates**

- Leverage Conversion signals Salesforce CRM
  - Leverage 1<sup>st</sup> Party Data
- Update Conversion Tagging
  - No Tags fired in last 30 days
- All campaigns on Max Clicks
  - Update to align with campaign goals: Leads
- Google Display & Discovery Opportunity
  - Retargeting for display ads







### PPC Performance – Mature accounts have 3%-5% CTR and CPC < \$15

Keyword	Status	Start Date	New Users	Pages / Session	File Downloads	CTR	СРС	Form Fills	
eDiscovery Software		8-Dec	773	1.67^	7^	1.65%	\$25.75	10^	+2
eDiscovery Vendor		14-Jan	291	1	7	5.87%^	\$42.46^	3^	+2
Legal eDiscovery		14-Jan	306	1.29^	3	2.2%	\$21.20	2^	+1
Relativity/Nuix/Brainspace eDiscovery		16-Dec	360	1	35	3.45%^	\$34.79^	3	
eDiscovery for Law Firms		1-Mar	374	1.43^	1	4.99%^	\$40.22^	4^	+2
eDiscovery Point		4-Aug	42	1	-	5.36%^	\$78.23	-	
Digital Forensics		24-Sept	115	1.25	-	1.74%	\$4.27	-	
HSR 2 <sup>nd</sup> Requests		24-Sept	0	-	-	-	-	-	
eDiscovery for Corporations		24-Sept	1	-	-	1.47%	\$24.12	-	

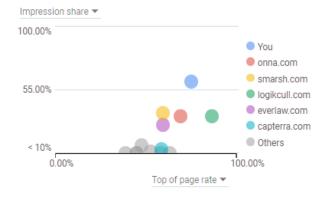
#### **RECOMMENDATIONS**

- Repurpose for 'eDiscovery' for gated eDiscovery Buyers Guide – SST team to nurture "passive" leads in Outreach
- Use eDiscovery Analytics for TAR + Advanced AI Whitepaper

#### **UPDATES**

 Added additional solution ads for eDiscovery for Corporations, HSR 2<sup>nd</sup> Requests & Digital Forensics

#### Auction insights





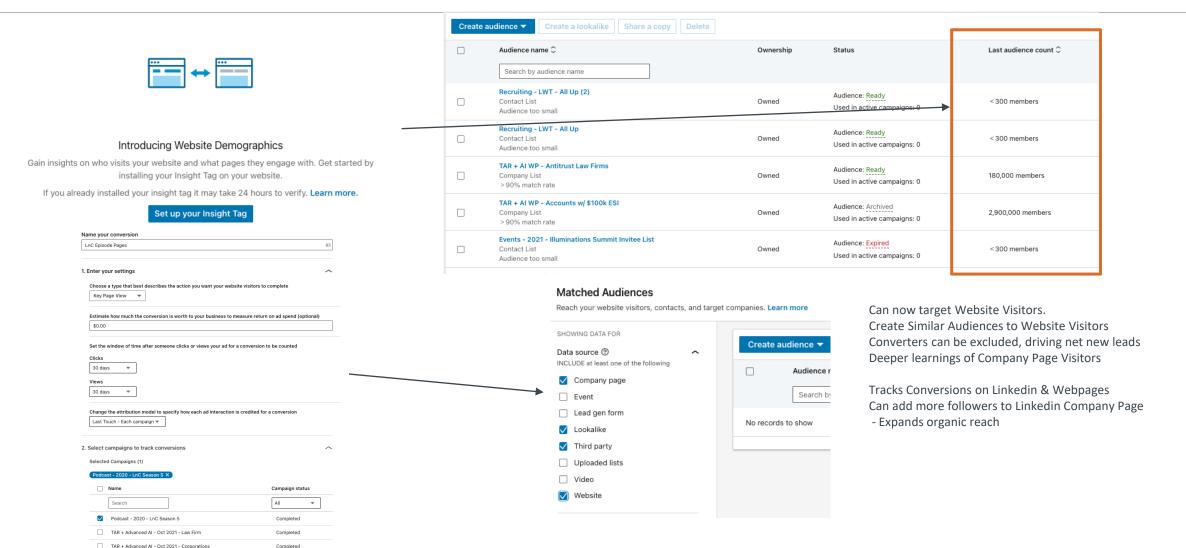
## Paid LinkedIn

Antitrust Firms + Fortune 500 Corporations

TAR + AI WHITEPAPER



### **LinkedIn Add Insight Tag = More Intelligent + Larger Audiences**

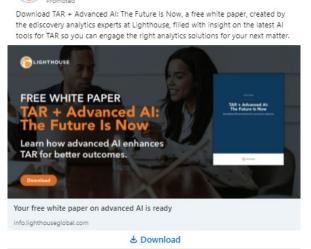




Matt - Website Visits

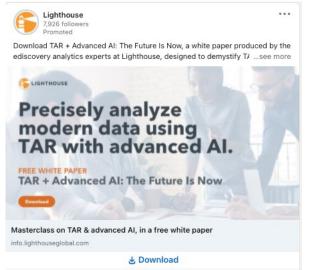
Paused

### **LinkedIn Sponsored – Best Practice Updates**



Lighthouse

7.786 followers



	Status 🗘	Spent 🗘	Key Results 🗘	Cost Per Result 🗘	Impressions 🗘	Clicks 🗘	Average CTR 🗘	Bid ≎	Average CPM 🗘	Average CPC 🗘
		\$6,708.22		-	88,381	328	0.37%	-	\$75.90	\$20.45
of an home whether a department of a state of the state o	Active <b>▼</b>	\$1,037.06	2 Leads	\$518.53	16,912	61	0.36%	-	\$61.32	\$17.00
The state of the s	Active ~	\$1,443.33	6 Leads	\$240.55	24,533	92	0.38%	-	\$58.83	\$15.69

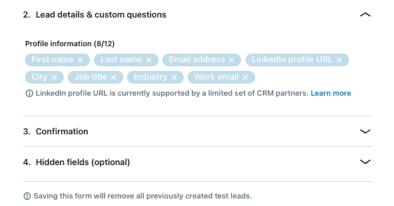
#### Implement Testing Schedule – Split Test Creatives

- Light vs Dark, CTA changes, Audience Segments, Imagery updates
- Headline, Ad copy, Camel Case, readability of text
- Assets tied to ads. White Papers vs Demos vs Case Studies

#### Update Processing of Lead Gen Forms

Manual entry of Work Email = better leads

- Currently using Linkedin auto-populate = gmails, unqualified leads Add Hidden Fields to UTMs for visibility in CRM





### **Data Analytics – Recommendations on Creative Performance**

Can provide in-depth analysis on ad creative, campaign performance based on average marketplace metrics.

Forecasting of KPIs – platform forecasts are usually wrong, but with optimizations we can out perform forecasts

A significant area of potential growth and expansion. Based on the targeting capabilities, audiences and ease of use for the end user.

Total spend							
\$1,200.00 - \$5,000.00	Name	<b>Total Spent</b>	Impressions	Clicks	CTR	Average CPC	Conversions
Total impressions	Set1v1	\$34.92	371	1	0.27%	\$34.92	0
60,000 - 240,000	Set1v2	\$46.19	413	5	0.97%	\$11.55	1
CTR	Set2v1	\$47.99	433	1	0.23%	\$47.99	1
0.29% - 0.45%	Set2v2	\$59.71	557	4	0.72%	\$14.93	0
Tatal lands W. D. U	Set3v1	\$38.28	342	0	0%	0	0
Total leads Key Result  18 - 85	Set3v2	\$38.33	332	0	0%	0	0

Total clicks 250 - 1,100

CTR = .10%-.35% is average

CPC = No higher than \$15

Conv. Rate = Depends on action desired



## **Demandbase Display**

Better Audiences, Better Engagement

SPECTRA



### **Display Program**

### **Native File Manager**

#### **Update Audiences - Min 300 Accounts**

- Dynamic Lists Continually Update. No Static Lists
- Integrate with Linkedin Smarter Audiences in Each Platform
- Link to Salesforce Account Intelligence
- Long Term: Zoominfo integration = more details on accounts

### **Update Journeys**

- -Engagement Minutes updates
- -Customize Audience segmentation based on high value pages

Metrics based on "Lift & Reach" for engagement. Not a conversion platform. View through conv. only

#### **Baseline Targets:**

Journey Stage not equal to 4, 5, 6

Demandbase Spectra Intent

Med, High

3 weeks prior to start of campaign

Sales Touches = 0 in 14 days prior to campaign

Revenue Range = \$100M+

# Reduce hosted review data... and cost.

With Spectra, you can search all of your case data, and host only what you review.



Search..

List Type

Static

Static

Dynamic
Salesforce Report

Salesforce Report

Salesforce Report

Salesforce Report

Salesforce Report

Dynamic

Dynamic

Dynamic

Demandbase

Demandbase

Demandbase

Demandbase

Salesforce Report

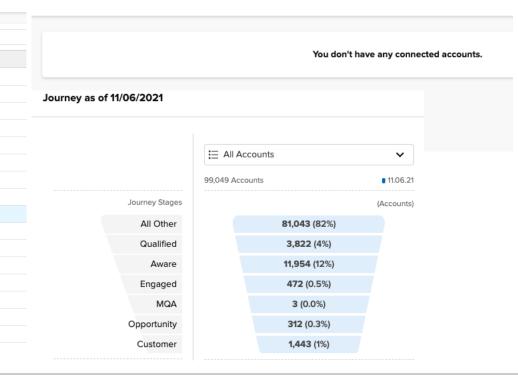
Dynamic





Set 3 v2 - 1.3% CTR

#### **Connected Accounts**





Database / Accounts / Account Lists

Account Lists

**Create New** 

Label (233) ↑

Best Tools - 2021 - Sprint 6 AQAs

10/10/10 - Big Law (<\$100M)

10/10/10 - Government

Accounts In DB Campaigns

Accounts with Prism Intent

10/10/10 - Law Firm

SST Owned - Get Spectra Rel - June 2021 - Sp.

10/10/10 - Big Law (<\$100M) Spectra Intent

10/10/10 - Mid Market Law Firm (>\$100M)

10/10/10 - Mid Market Law Firm Spectra Intent

10/10/10 Corporate Trending Spectra Intent

Accounts with High Pipeline Predict Score (to.

Accounts with High Qualification Score (top 1.

Accounts with Open Opportunities (top 10K)

Accounts with No Engagement (top 10K)

Admin - Feb 21 - Custom Attributes Corp

### **Creative Conversion Rate Optimization – Animation Possible? CTA Larger?**





Can we design A/B tests to for learnings?

- What resonates with the potential customer?
- Does it catch the eye? Are they taking the action desired
- Does the Landing Page solve their problem, answer the question posed?

