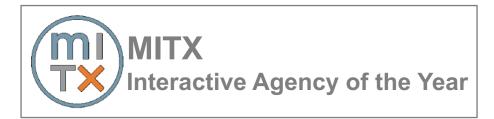


5 DIGITAL PILLARS OF ECOMMERCE

Harry J. Gold CEO, Overdrive Interactive

Overdrive Interactive

- Overdrive helps companies compete and win in today's digitally transformed marketplace
- Integrate:
 - Consulting and strategy
 - Purpose driven creative
 - Search marketing (SEO/SEM/PLAs)
 - Social media marketing
 - Online media (banner/display)
 - Content and creative
 - •Website and application development
 - Analytics and optimization





Retail and eCommerce Clients









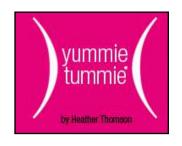






DENON























Many eCommerce Pillars Depending on Who You Talk To...

- Brand (essence, awareness, reputation)
- Website
- Product
- Customer service and experience
- Affiliate programs
- Email and marketing automation
- CRM systems and databases
- Social trust
- Security and speed

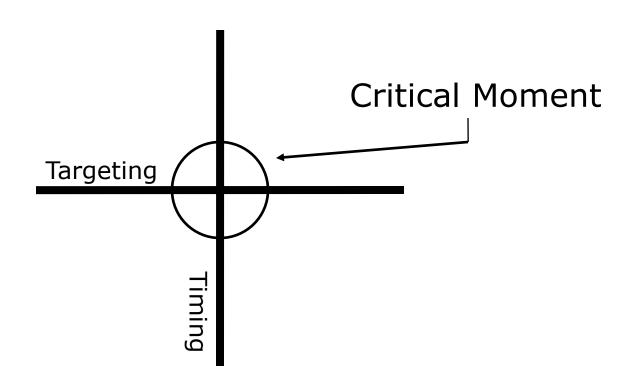
Overdrive's 5 Pillars of Ecommerce Success

- SEO
- SEM
- PLAs
- Remarketing
- Social advertising

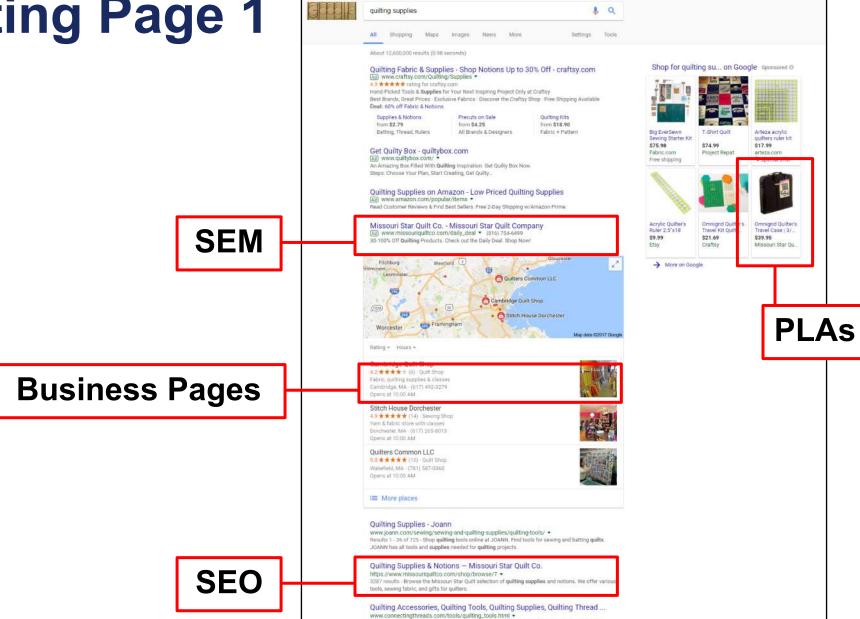
- Scalability and reliability
- New customers
- Optimization testing
- Measured marketing
- Competitive advantage

Why are SEO, SEM and PLAs Pillars?

Let's do a little exercise...



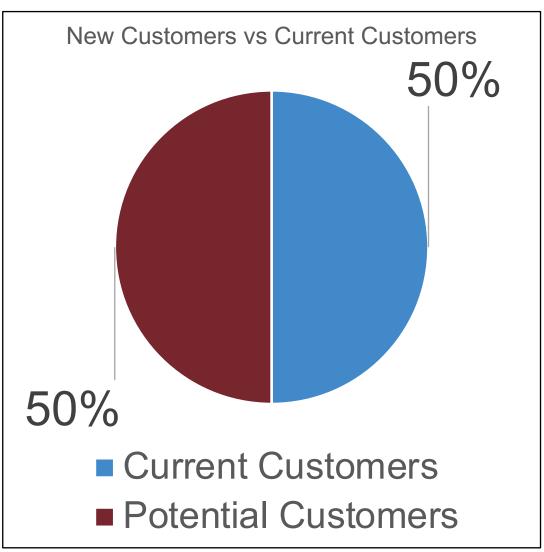
Dominating Page 1



Notions, tools, supplies, thread & quilting accessories for the quilting enthusiast. All at competitive

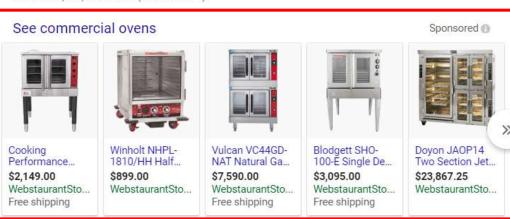
Search: Retention AND Lead Gen

- Search is the front line in the battle to acquire, retain and grow customers
- Minimal search presence means both current and prospective customers are not finding your products and services
- Case study assumptions:
 - Client: major restaurant supply company
 - Client market share: 50%
 - Commercial restaurant product term searches per year: 22,234,568
 - Current customer searches and account fragmentation incidents of risk: 11,117,284



Commercial Oven (444,000 Impressions Per Year)





Commercial Oven | #1 Rated Restaurant Supplier

Ad www.webstaurantstore.com/Equipment/Ovens •

*** Rating for webstaurantstore.com: 4.6 - 27,462 reviews - Return policy: Most items 30+ days
Order Your Commercial Oven By 2PM EST–We Will Ship To Your City Today! Food Service Guides.
Tailgate Equipment · Customizable Products · Restaurant Equipment · Food Service Education

Commercial Ovens | Restaurant Ovens for Sale - WebstaurantStore

https://www.webstaurantstore.com/42715/commercial-ovens.html •

Shop our restaurant & commercial oven selection to find the perfect oven for your foodservice business. Wholesale prices, fast shipping, & superior service!

Commercial Convection Ovens · Countertop Convection Oven · Rotisserie Oven

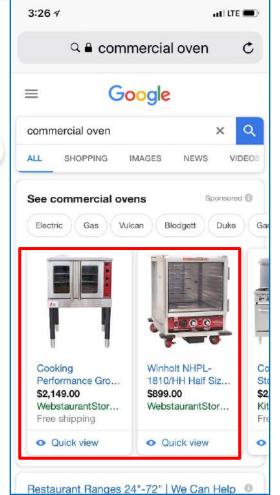
Commercial Oven | Commercial Ovens for Sale - RestaurantSupply

https://www.restaurantsupply.com/commercial-ovens -

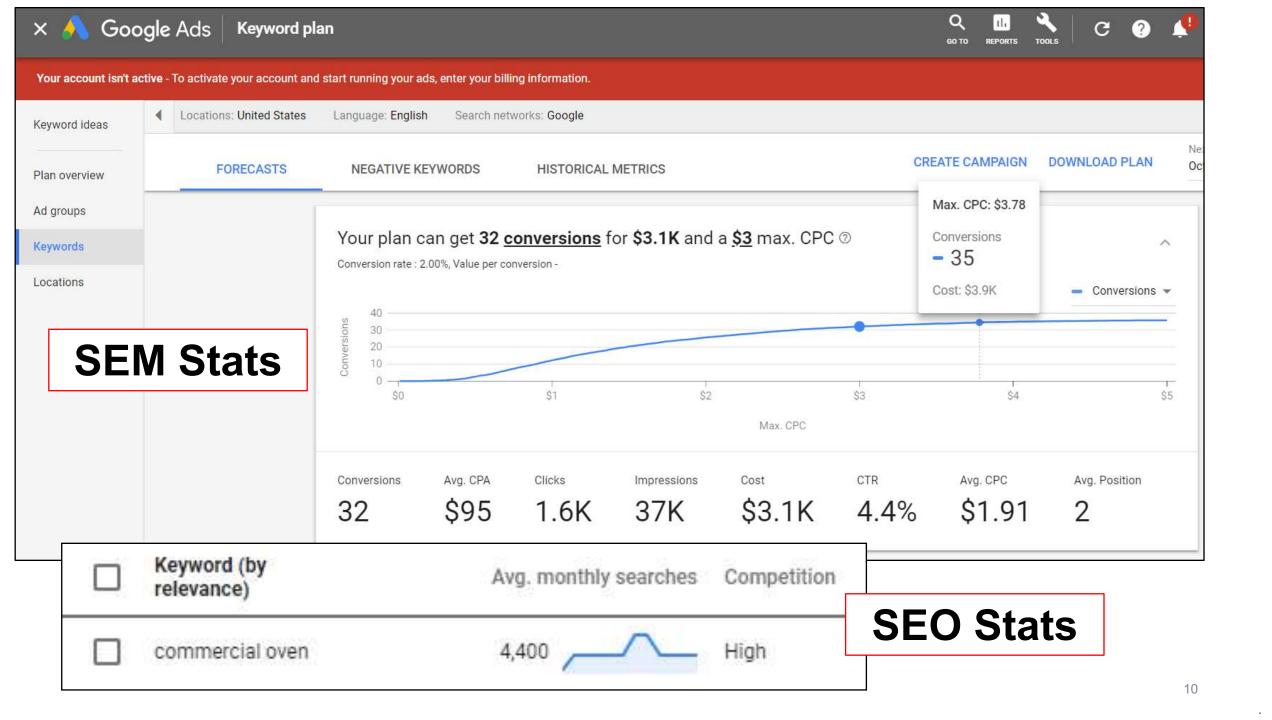
Shop our commercial ovens to find the right oven for your restaurant or food service business.

Wholesale prices, fast shipping and superior service. If you're ...

Convection Ovens · Gas Convection Ovens · Bakery Deck Ovens

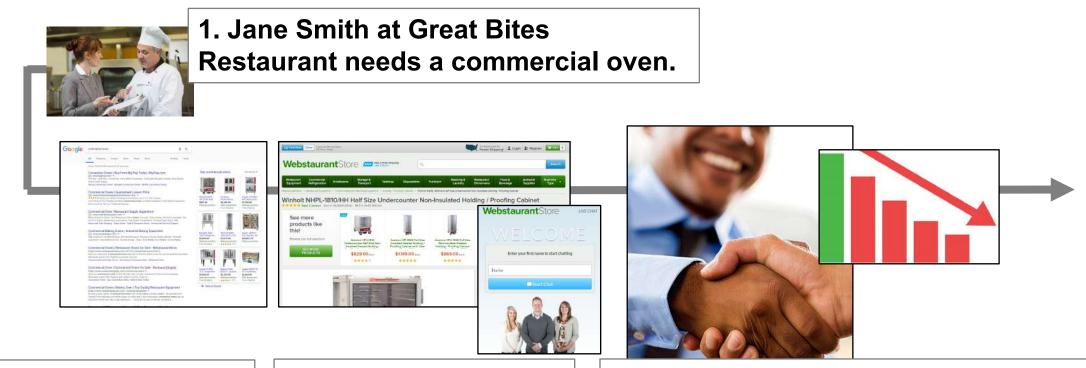


- 444,000 estimated "commercial oven" impressions per year
- \$37,200 per year to cover this single term (AdWords only – no PLAs)
- SEO
 - •#1 for "commercial oven"
 - 52,800 searches per year
- Dominated by WebstaurantStore.com*



Poor Search Presence = Market Share Erosion

• All companies lose prospects <u>AND</u> existing customers as those business buyers conduct procurement searches and connect with competitors



- 2. Jane conducts a Google search on "Commercial Oven."
- 3. Jane clicks on WS and fills out chat request form.
- 4. Jane discusses ovens and other products with WS for other 27 restaurant locations.

1. SEO (Search Engine Optimization)

SEO Case Study: Karmaloop.com

- SEO Results
 - ■140%+ increase in organic search traffic
 - ■92%+ increase in search referred sales
- Ongoing SEO Tactics:
 - Implementation of dynamic xml site maps
 - Code assessments and corrections
 - Meta data refresh
 - Deep and authoritative content development
 - Unique product description and on-page optimization
 - Daily tracking, reporting and recommendations
 - Social and PR integration

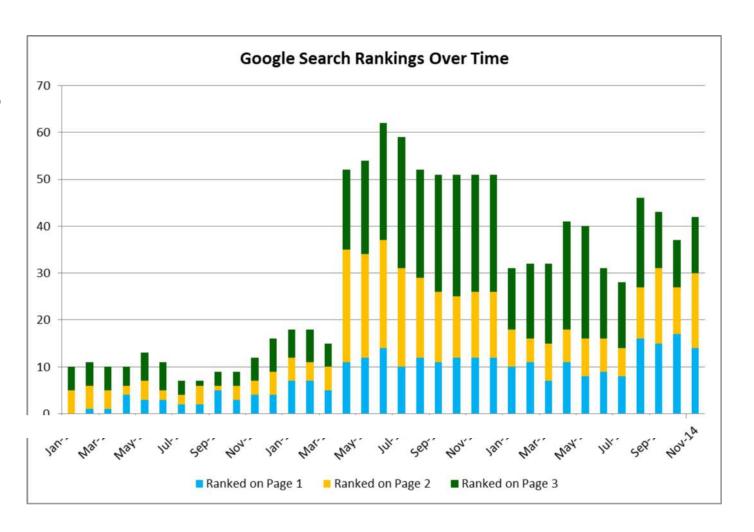


SEO Case Study

- Rankings up: 320%
- Organic Search traffic up 64%
- Conversions up 54%

Actions:

- Code assessment
- Content development
- Meta tag development
- Interlinking
- XML site maps
- •Monthly keyword tracking
- Competitive analysis
- More...



Overdrive SEO Process

Discovery

Identify target market and competitors, review site analytics, understand brand essence and lifestyle/industry attributes of individual products, etc.

Keyword Strategy and Optimization Action Plan

Target Terms, Assessments, Actions, Deliverables, Schedules, Reports

Benchmark with Position, Traffic, Action & ROI Report

On-Site Optimization

- •Meta data
- Site structure
- Product databases
- CMS compliance
- Content development
- •Internal linking

Off-Site Optimization

- Web authority building
- Social and PR
- XML sitemaps
- Content marketing
- RSS feeds
- Digital Asset Optimization

Conversion Optimization

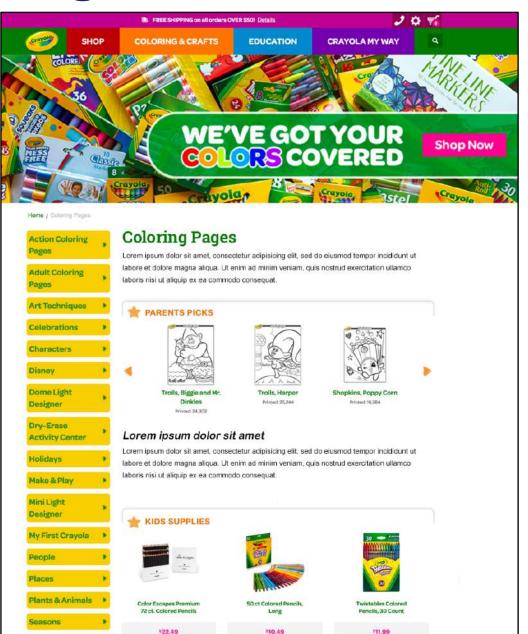
- Goal set-up
- Lead quality
- •Audience composition
- Offers
- Calls to action
- User flow

Training

- Code/CMS
- Social media
- Copywriting
- •SEO PR
- Linking
- Universal search

Track, Analyze, Report and Adjust Monthly

Page Level SEO





Kevword relevant meta data:

Title tag

Brand

schema

SEO and human friendly readable URL

Clean code free of extraneous elements

Main site nav

Shopping CTA

Keyword specific header, H1 tag and name schema

Keyword rich high quality copy with internal links

High engagement content carousel

Keyword specific subheader and H2 Tag

Additional body of keyword rich high quality copy with internal links

Relevant product calls to action linked to store.

SKU schema

Rating schema

Additional body of keyword rich high quality copy with internal links

High engagement content carousel

Keyword specific subheader and H2 Tag

Additional body of keyword rich high quality copy with internal links

Relevant product calls to action linked to store.

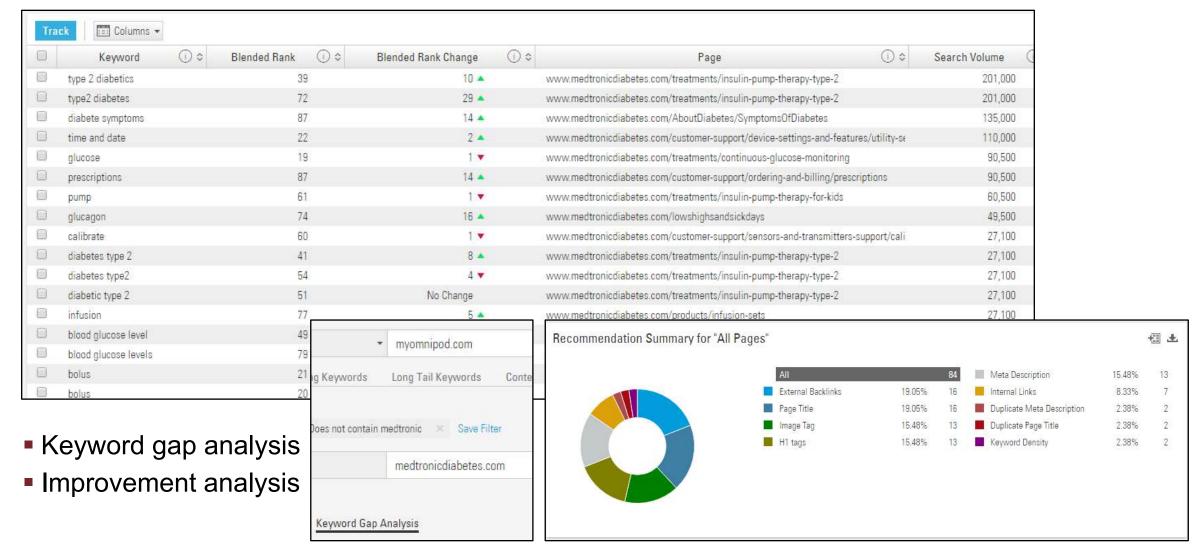
SKU schema

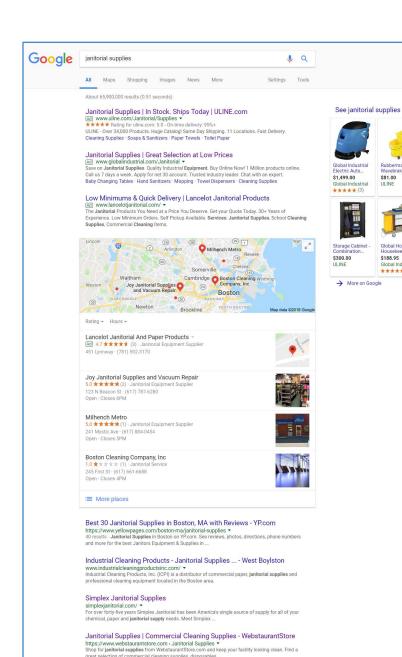
Rating schema

Keyword specific subheader and H2 Tag

Additional body of keyword rich high quality copy with internal links

BrightEdge SEO Management Platform







janitorial supplies

[Ad] www.uiine.com/Janitoriai/Supplies

Deluxe Dust Mop Kit - 36" - ULINE ...

\$46.00

Wavebrake..

Global Hotel Cart

Global Industrial

\$188.95

*** Rating for uline.com: 5.0 - On-time delivery: 95%+

ULINE - Over 34,000 Products. Huge Catalog! Same Day Shipping, 11 Locations. Fast Delivery. Cleaning Supplies · Soaps & Sanitizers · Paper Towels · Toilet Paper

Janitorial Supplies | Great Selection at Low Prices

(Ad) www.globalindustrial.com/Janitorial •

Save on Janitorial Supplies. Quality Industrial Equipment. Buy Online Now! 1 Million products online. Call us 7 days a week, Apply for net 30 account, Trusted industry leader. Chat with an expert, Baby Changing Tables · Hand Sanitizers · Mopping · Towel Dispensers · Cleaning Supplies



Law Minimuma & Quick Dalivary Llangalet, Ignitarial Products

Janitorial Supplies | Commercial Cleaning Supplies - WebstaurantStore https://www.webstaurantstore.com > Janitorial Supplies ▼

Shop for janitorial supplies from WebstaurantStore.com and keep your facility looking clean. Find a great selection of commercial cleaning supplies, disposables ...

Site	SpyFu Spend	SpyFu Terms
webstaurantstore.com	\$496K	92,870
globalindustrial.com	\$615K	2,612

Call us 7 days a week .888.978.7759

Click to Chat *

0 Items - (\$0.00)

Shop Categories

Help

Welcome Log In **Account Tools** Lists

All -

SEARCH

Janitorial & Maintenance

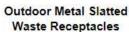
Browse Janitorial & Maintenance

(83,300 items)

- Air Purifiers
- Awnings, Canopies & Shelters
- Bags-Hamper, Laundry & Mesh
- Bathroom Partitions
- Bathroom Supplies
- Cleaning Supplies
- Dry Cleaning & Laundry Supplies
- Floor Care Machines & Vacuums
- Floor Cleaning Replacement Parts
- Garbage Can & Recycling
- Hand Dryers & Towel Dispensers
- Janitorial & Cleaning Carts
- Ladders
- Leak Diverter
- Lubricants & Rust Prevention

Janitorial & Maintenance Supplies







Best Value **Trash Containers**



Fiberglass Step Ladders



dyson airblade

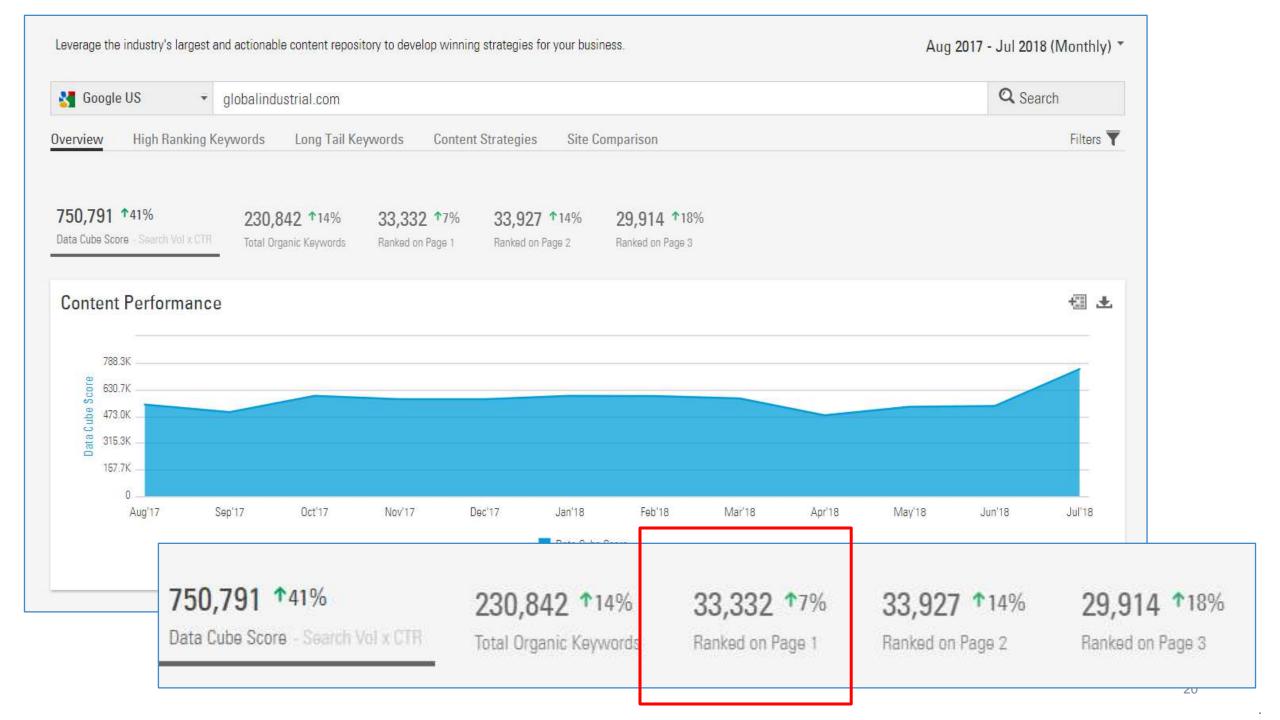


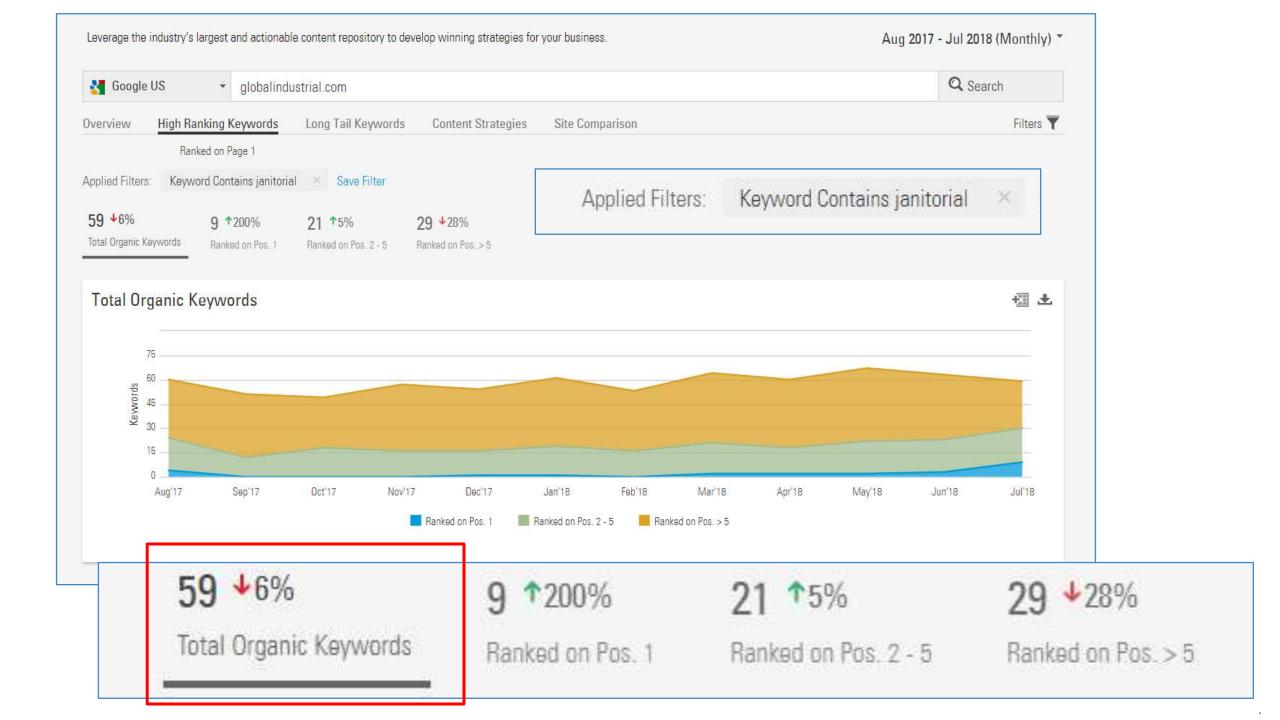
Global Industrial™

High Velocity

Xlerator® **Hand Dryer**







Tra	ack Columns ▼									+==	*
	Keyword	(1) ≎	Blended Rank (i) ≎	Blended Rank Change	(i) \$	Page	(i) ≎	Search Volume	(i) ≎	Category	(1)
	:≡ janitorial cart		7	6 🔺	,	∷ www.globalindustrial.com/c/janitorial-maintenance/cleaning-carts/c	carts	2,400	,	Regular Web Listing	g
	;≡ janitorial cart		6	6 🔺		$\ensuremath{\equiv} www.globalindustrial.com/c/janitorial-maintenance/cleaning-carts$		2,400		Regular Web Listing	g
	;≡ janitorial cart		4	3 🔺		$\equiv www.globalindustrial.com/p/janitorial-maintenance/cleaning-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/o$	carts/jani	2,400		Images	
	;≡ janitorial carts		7	4 🔺		$\ensuremath{\mathrel{:}{\equiv}} \ensuremath{www}. globalindustrial. com/c/janitorial-maintenance/cleaning-carts/orange$	carts	2,400		Images	
	; janitorial carts		7	3 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/p/janitorial-maintenance/cleaning-carts/orange$	carts/jani	2,400		Images	
	; janitorial carts		5	2 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/c/janitorial-maintenance/cleaning-carts$		2,400		Regular Web Listing	g
	\equiv janitorial equipment supply		5	No Change		∷ www.globalindustrial.com/t/janitorial-maintenance		1,300		Regular Web Listing	g
	∷ janitorial supplies equipment		5	No Change		∷ www.globalindustrial.com/t/janitorial-maintenance		1,300		Regular Web Listing	g
	i≡ janitorial equipment		4	No Change		$\ensuremath{\sqsubseteq} \ensuremath{www}. \\ \ensuremath{globalindustrial.com/t/janitorial-maintenance}$		720		Regular Web Listing	g
	∷ janitorial carts rubbermaid		5	96 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/p/janitorial-maintenance/cleaning-carts/order$	carts/rub	590		Images	
	∷ janitorial carts rubbermaid		11	3 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/p/janitorial-maintenance/cleaning-carts/orange$	carts/rub	590		Regular Web Listing	g
	∷ rubbermaid janitorial cart		2	99 🔺		$\ensuremath{\sqsubseteq} \ensuremath{www}. \\ \mathsf{globalindustrial.com/p/janitorial-maintenance/cleaning-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-carts/orange-$	carts/rub	590		Images	
	i		10	3 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/p/janitorial-maintenance/cleaning-carts/order$	carts/rub	590		Regular Web Listing	g
	∷ janitorial uniforms		6	1 ▼		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/c/janitorial-maintenance/uniforms-workward$	vear	480		Regular Web Listing	g
	i≡ janitorial uniforms		9	3 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/c/janitorial-maintenance/uniforms-workward$	vear/indu	480		Images	
	i≡ janitorial mop		9	7 🔺		$\ensuremath{\sqsubseteq} www.globalindustrial.com/c/janitorial-maintenance/mopping/supplied to the control of the contr$	es	320		Regular Web Listing	g
	industrial janitorial supplies		10	5 🔺		∷ www.globalindustrial.com/t/janitorial-maintenance		260		Regular Web Listing	g
	janitorial cleaning carts		3	No Change		$\ensuremath{\sqsubseteq} \ensuremath{www}. globalindustrial. com/c/janitorial-maintenance/cleaning-carts$		110		Regular Web Listing	g
	∷ janitorial mop sink		1	3 🔺		$\ensuremath{\mathrel{:}\!=} \ensuremath{www}. globalindustrial.com/p/plumbing/sinks/specialty/three-sided-sided$	splash-for	110		Images	
	∷ janitorial mop sink		9	4 🔺		∷ www.globalindustrial.com/c/plumbing/sinks/specialty		110		Regular Web Listing	g
	i≡ janitorial mop sink		1	4 🔺		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/p/plumbing/sinks/specialty/right-side-based$	ck-splash	110		Images	
	∷ janitorial mop sink		1	No Change		$\ensuremath{\mathrel{\sqsubseteq}} \ensuremath{www}. globalindustrial. com/g/plumbing/sinks/specialty/stainless-stee$	el-mop-si	110		Images	
	∷ janitorial mop sink		10	91 🔺		50 page one terms cente	ainin	a "ianit	ori.	ol"	
	∷ janitorial vacuums		8	2 🔺	- I	59 page one terms conta	all III I	ıy janıl	UH	aı	
	\equiv janitorial equipment and supplies	itorial equipment and supplies 5									
4	Annual search volume: 289,680						•				
Show	Show 25 v entries Google 1 year coverage cost: \$32,213.28										















Q

Search

Restaurant Equipment

Commercial Refrigeration

Smallwares

Storage & Transport

Tabletop

Disposables

Furniture

Washing & Laundry

Restaurant Dinnerware

Food & Beverage **Janitorial** Supplies Business Type

WebstaurantStore > Janitorial Supplies

Janitorial Supplies



Cleaning Carts and Tools

These cleaning carts and tools are perfect for foodservice and hospitality businesses that are looking for cleaning and transport solutions.

Shop Cleaning Carts and Tools

11 CATEGORIES



Can Liner Guide

Choosing trash can liners may seem as simple as finding ones that will fit your trash can.



Bottles, Sprayers, Hoses and Buckets





Dusters



Janitorial Brushes

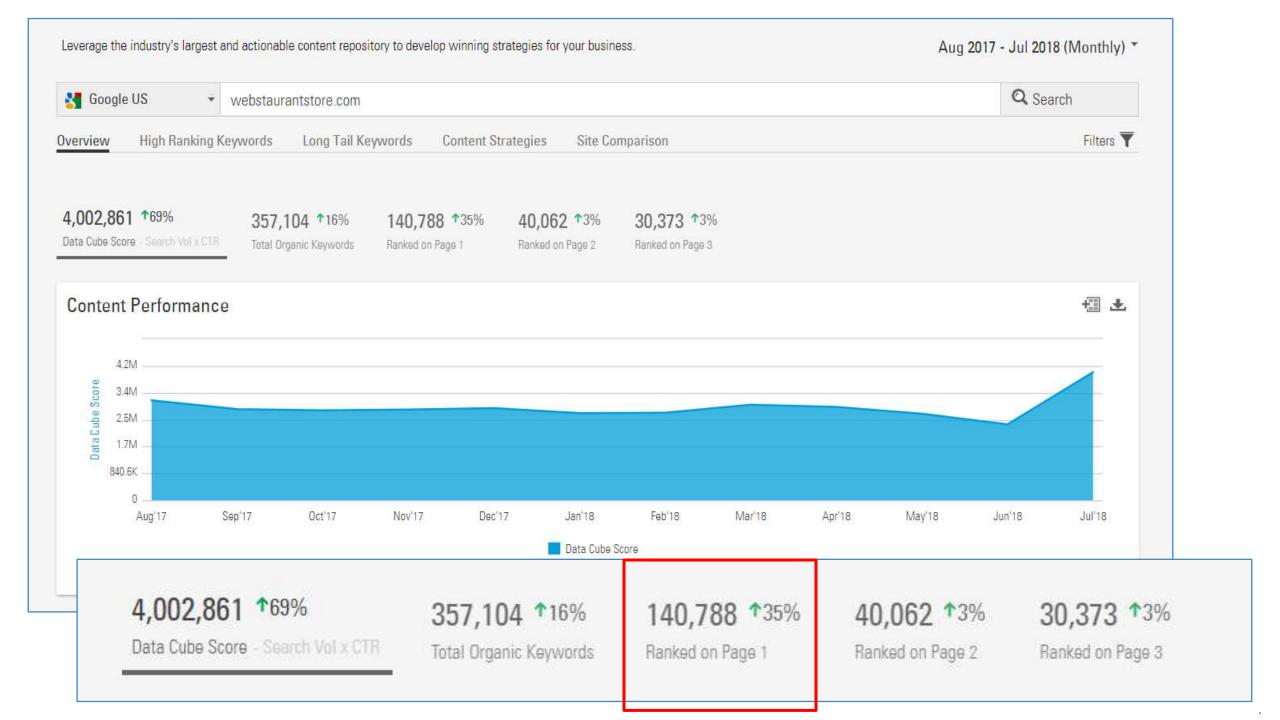


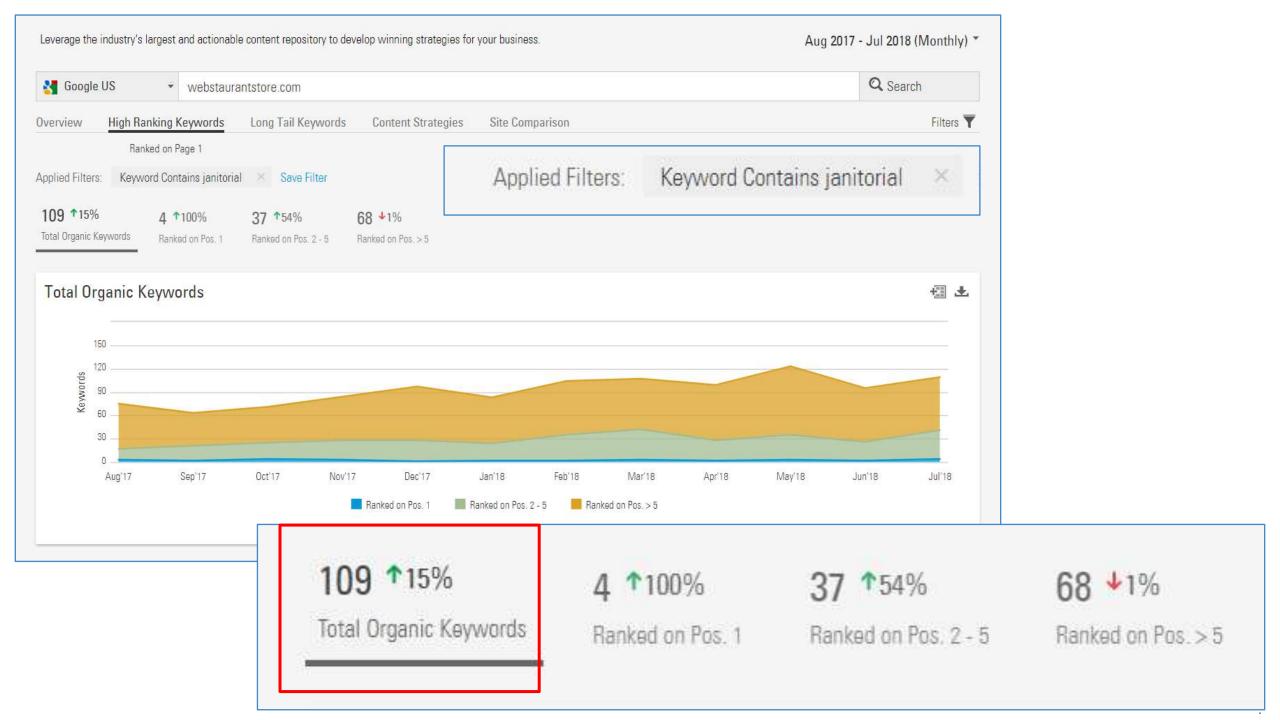
Microfiber Cloths & Mitts

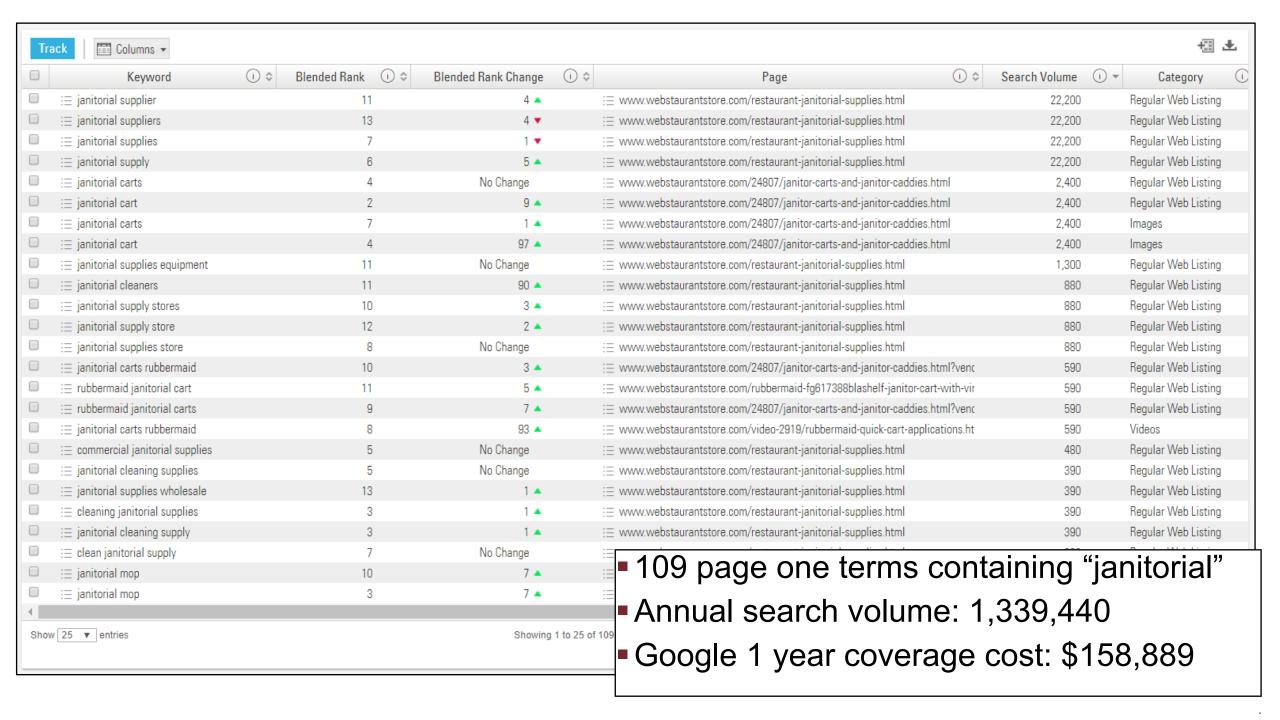




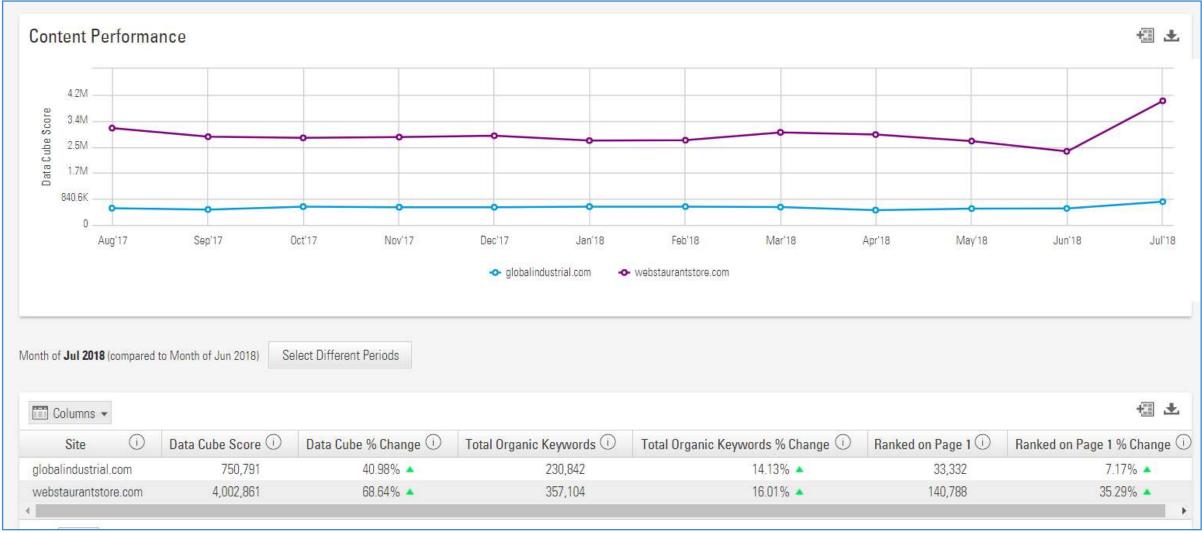
Janitorial Brush Buying Guide Nothing ruins a dining out experience like messy floors, dusty windows, and dirty



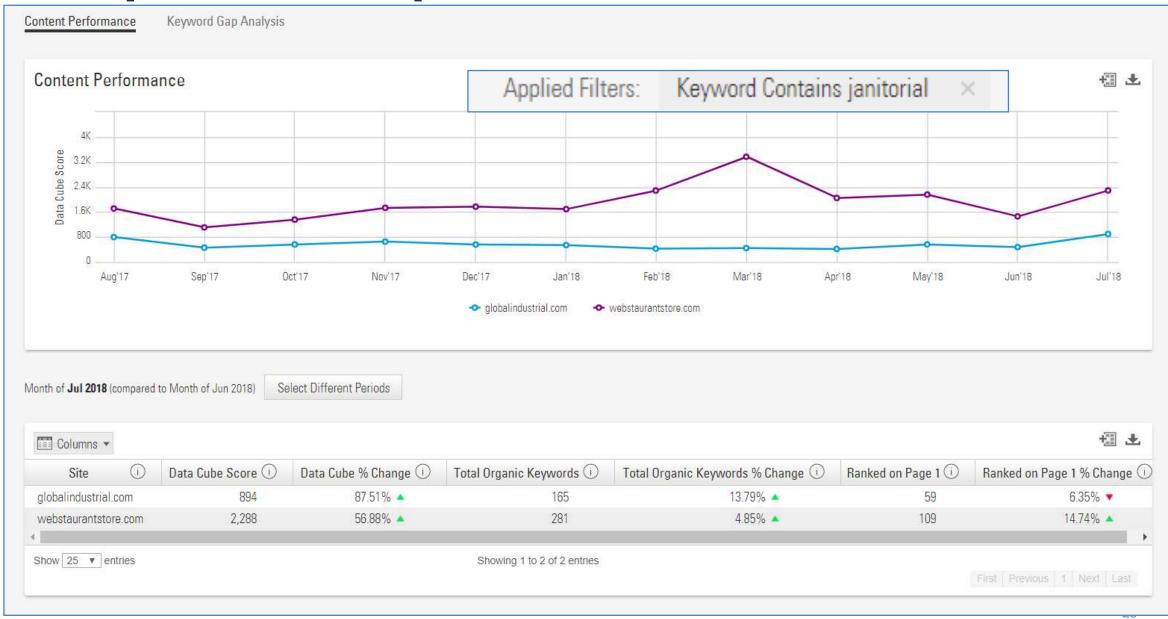




Comparative Report: "All Terms"

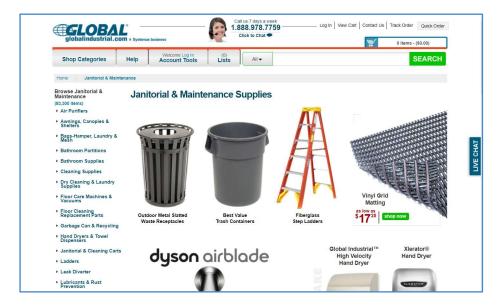


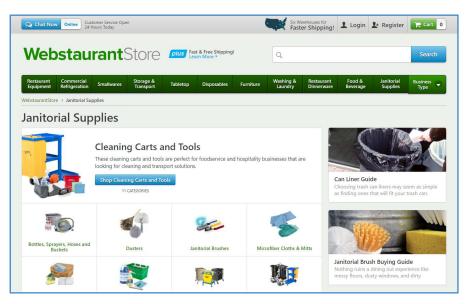
Comparative Report: "Janitorial"



Side by Side Comparison

KPI	globalindustrial.com	webstaurantstore.com
Datacube score	750,791	4,002,861
Page 1 Rankings	33,332	140,788
Page 1 Rankings "Janitorial"	59	109
Estimated Yearly "Janitorial" Search Volume	289,680	1,344,360
Estimated Yearly "Janitorial" Clicks	20,883	104,245
Estimated Yearly "Janitorial" Search Value	\$32,213	\$158,889





Keyword Gap Analysis

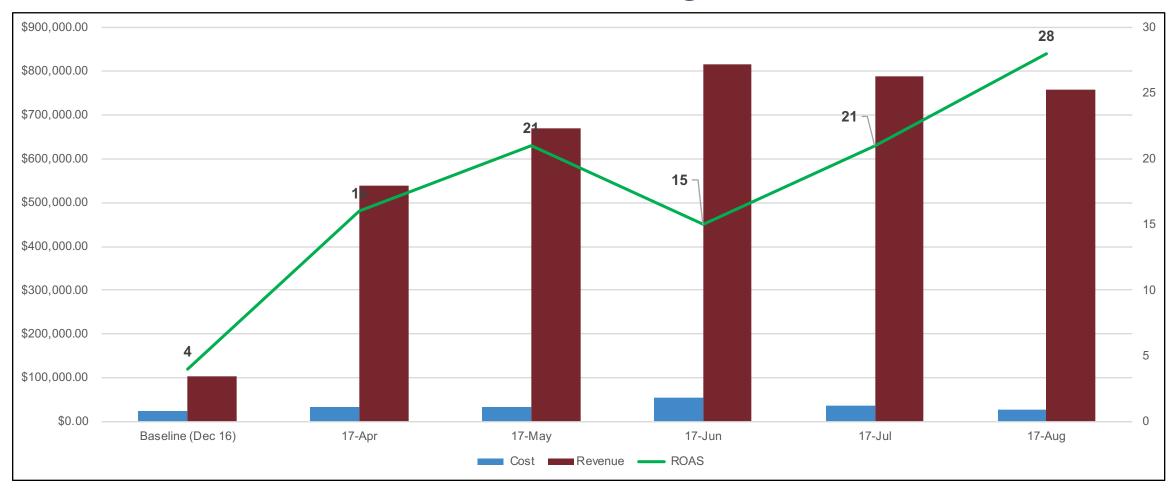
Blended Rank Better than 11 Search Volume Greater than 49 Applied Filters: Keyword Contains janitorial Kevword (i) \$ Blended Rank Blended Rank Change Page (i) \$ Search Volume (i) * ⋮ janitorial supplies := www.webstaurantstore.com/re 1 ▼ 22,200 ⋮ janitorial supply 6 95 🔺 := www.webstaurantstore.com/r€ 22,200 ⋮ janitorial supply stores 10 91 🔺 :≡ www.webstaurantstore.com/rε 880 ⋮ janitorial supplies store No Change := www.webstaurantstore.com/re 880 : ≡ commercial janitorial supplies 5 No Change := www.webstaurantstore.com/re 480 :≡ www.webstaurantstore.com/rε 1 🔺 25 terms with over 600 ⋮ janitorial cleaning supplies No Change := www.webstaurantstore.com/re := www.webstaurantstore.com/re searches per year := www.webstaurantstore.com/r€ := clean janitorial supply No Change ⋮≡ janitorial products 9 : ≡ www.webstaurantstore.com/r€ 594,360 total searches per ⋮ janitorial dust mop := www.webstaurantstore.com/si 2 🔺 ⋮ janitorial cleaning products No Change := www.webstaurantstore.com/re year ⋮ list of janitorial supplies No Change ⋮ professional janitorial supplies No Change i≡ www.webstaurantstore.com/rε Google estimate per year 10 ⋮ janitorial carts for sale : ≡ www.webstaurantstore.com/2 9 92 🔺 value: \$118,842 ⋮ janitorial cleaning supplies nea := www.webstaurantstore.com/r€ ⋮≡ used janitorial carts := www.webstaurantstore.com/la 1 🔺 Estimated annual clicks: i = unisource janitorial supply 99 🔺 := www.webstaurantstore.com/vi i≡ www.webstaurantstore.com/fε ⋮ unisource janitorial supply 99 🔺 78,607 99 🔺 := www.webstaurantstore.com/vi ⋮ janitorial vacuum cleaners : ≡ www.webstaurantstore.com/1: 6 3 🔺 : ≡ online janitorial supplies 8 2 🔻 := www.webstaurantstore.com/re 50 : ≡ online janitorial supply 10 4 ▼ := www.webstaurantstore.com/re 50 ⋮ janitorial supplies online No Change := www.webstaurantstore.com/r€ 50 ⋮ janitorial vacuum cleaners 30 94 🔺 := www.webstaurantstore.com/la 50

Helpful SEO Takeaways...

- Take SEO very seriously and do it!
 - You will look back and say it was the best thing you ever did for your business
- Document, prioritize and share your target terms on a hot sheet
 - Relevance and search volume
 - Competitive presence
 - Category and product terms
 - Profitability and CLV (customer life time value)
- Optimize on categories and products
 - Category pages: "fishing tackle" with static and dynamic elements that draw people into the shopping experience
 - Product pages: "Shimano Baitrunner D" with clean code and unique descriptions for each published instance
- Know where you stand by monitoring your SEO health
 - •Website code compliance and content optimization
 - Competitive presence under target terms and the full universe of terms
 - •Know and track your ROI KPIs (traffic, actions, sales, leads)

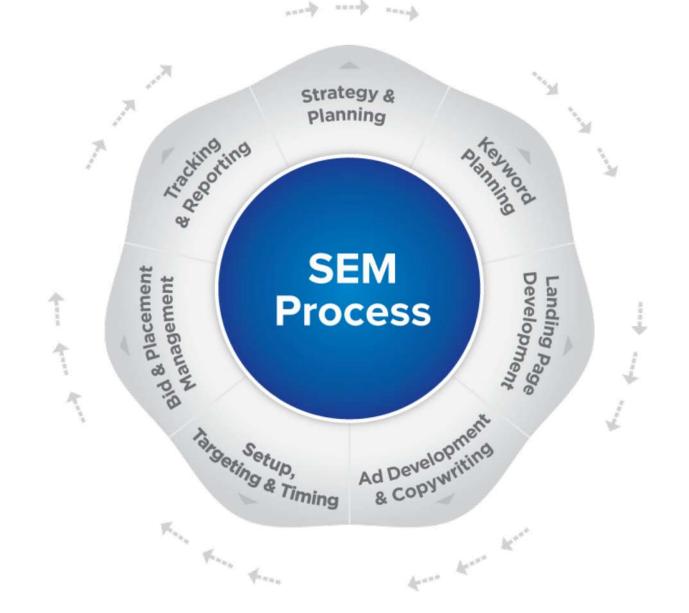
2. SEM (Paid Search)

Ecommerce Case Study: SEM Volume and Efficiency



■ 600% increase in ROAS from December to August

Paid Search Management Process



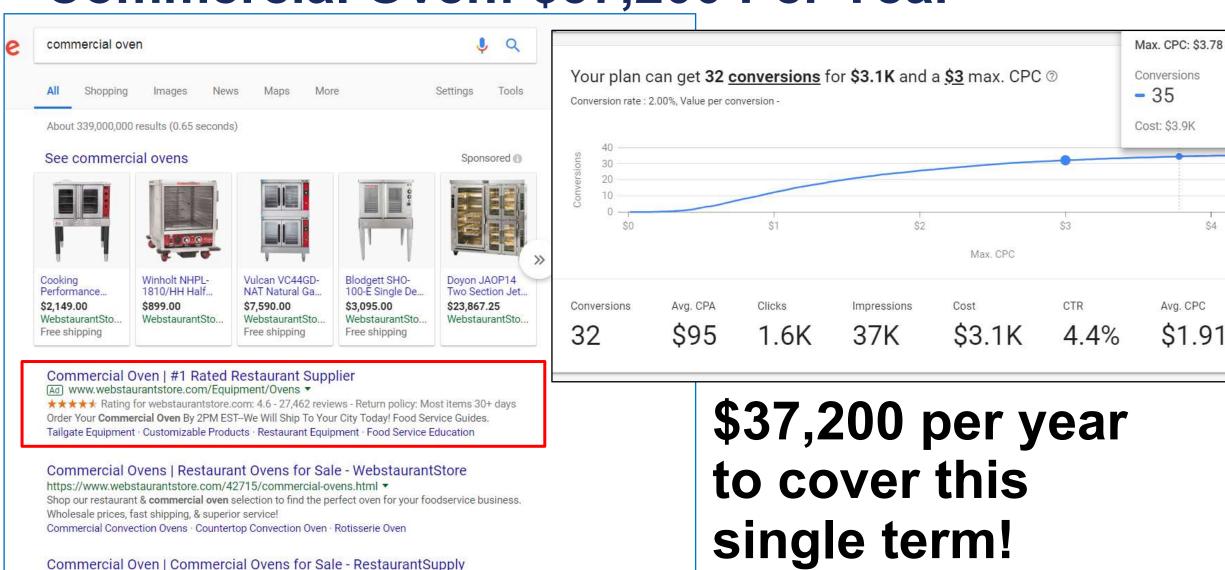
Commercial Oven: \$37,200 Per Year

https://www.restaurantsupply.com/commercial-ovens -

Wholesale prices, fast shipping and superior service. If you're ...

Convection Ovens · Gas Convection Ovens · Bakery Deck Ovens

Shop our commercial ovens to find the right oven for your restaurant or food service business,



Google estimated metrics: Oct. 2018

Avg. CPC

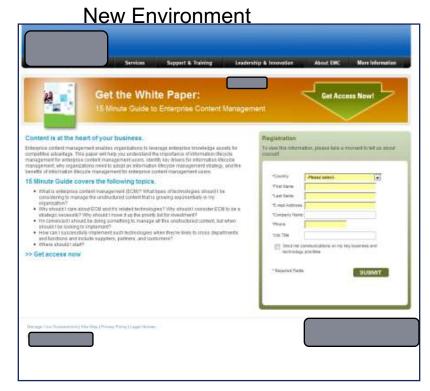
\$1.91

The big question is:

How can I afford to be at the top for the top searched terms in my space?

Battle is Won on The Landing Page

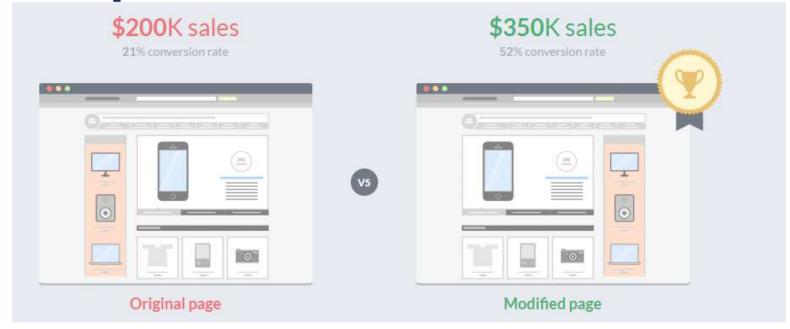




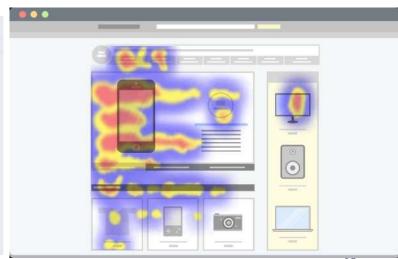
Old EnvironmentNew Environment% ChangeConversion Rate1.07%14.46%1,251%

Conversion Rate Optimization via VWO

- Landing page CRO for ecommerce
 - Prices
 - Offers
 - Copy
 - •Images
 - Video
 - Page structure
 - Associated products
- KPIs
 - Conversion rate
 - Average sale

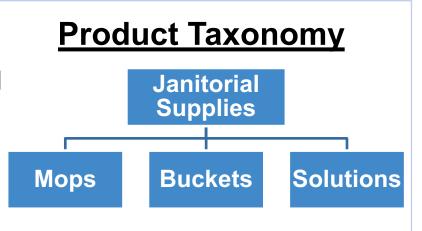


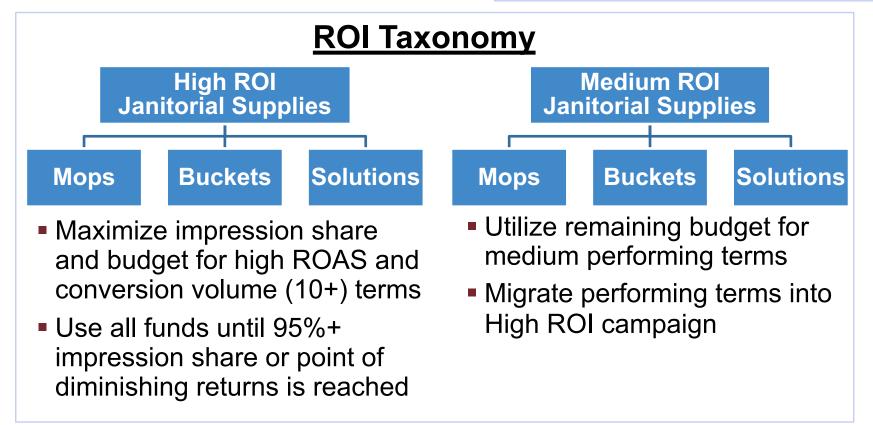




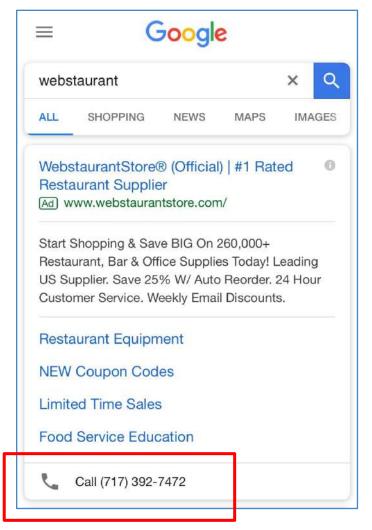
Account Structure Product vs. ROI Taxonomy

- One budget and impression share level for entire category and campaign
- Lower performing terms may be depriving high ROI terms of budget





Reveal the Full Value Keyword Level Call Tracking & Click to Call



Campaign	Clicks	CTR ②	Avg. CPC	Calls ②	Missed calls	Rcvd. calls	Avg. call duration ②
Total	156,095	3.16%	\$2.32	13,309	138	13,171	8 mins 56 secs
Insurance CA	2,286	13.51%	\$2.15	691	8	683	9 mins 21 secs
Insurance MA	1,784	1.52%	\$1.46	537	6	531	8 mins 49 secs
'PPO NY	1,183	0.89%	\$1.59	514	5	509	8 mins 7 secs
HMO FL	1,118	1.18%	\$1.48	485	5	480	6 mins 19 secs
НМО СА	919	0.92%	\$1.68	466	3	463	8 mins 37 secs
Why TX	1,408	1.22%	\$1.90	458	5	453	9 mins 17 secs

Sample Paid Search Topline

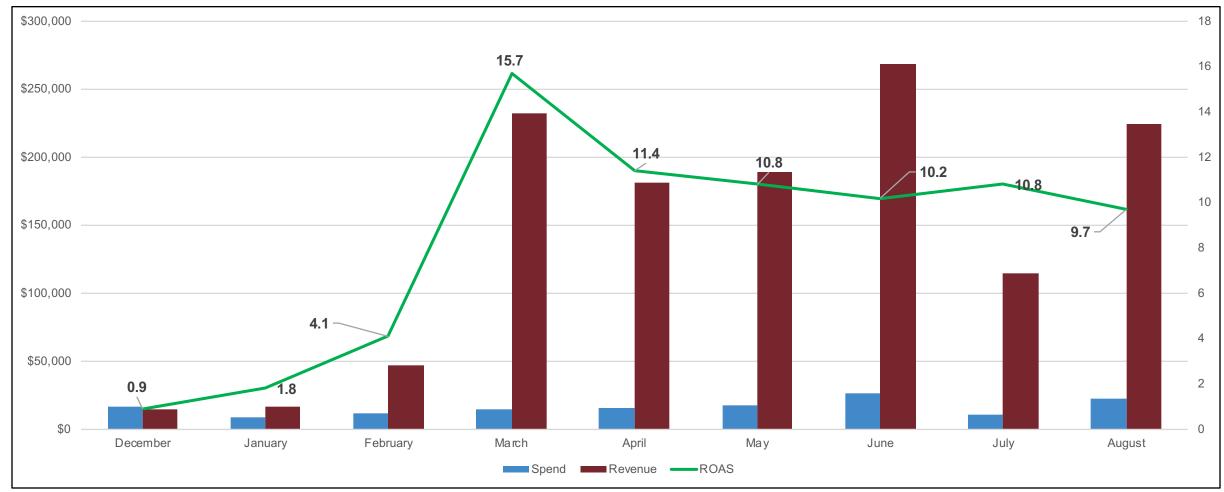


Helpful SEM Takeaways...

- Know your KPIs
 - •Meet with your people and have a weekly (if not daily) tracking summit
 - •Question why things did not work / Question why things did work
- Test an ROI based campaign taxonomy
 - Focus your budget and impression share on what works!
 - •Have multiple ROI thresholds set in your bid management platform
- Reveal the full value
 - Track phone calls and online purchases to their source
- Over time, know your new customer rate and value
 - •Identify customer sources and product sales that yield high value customers
 - •Bid higher on terms and products that yield high value repeat customers
- Implement zealous CRO (conversion rate optimization)
 - ■The battle is won on the landing page make the best of this one chance!
 - Great landing pages turn non-performing terms into performing terms

3. PLAs and Feeds (Paid Search)

Ecommerce Case Study PLAs (Product Listing Ads)



• 978% increase in ROAS from December to August

PLAs/Shopping Feed Advertising

























Feed Creation, Management & Optimization



Treadmill Electric

\$205.99

Motorized Power Fitness

Running Machine W/Mo...

Running Jogging Fitness

Machine for Home ...

全年 1 28

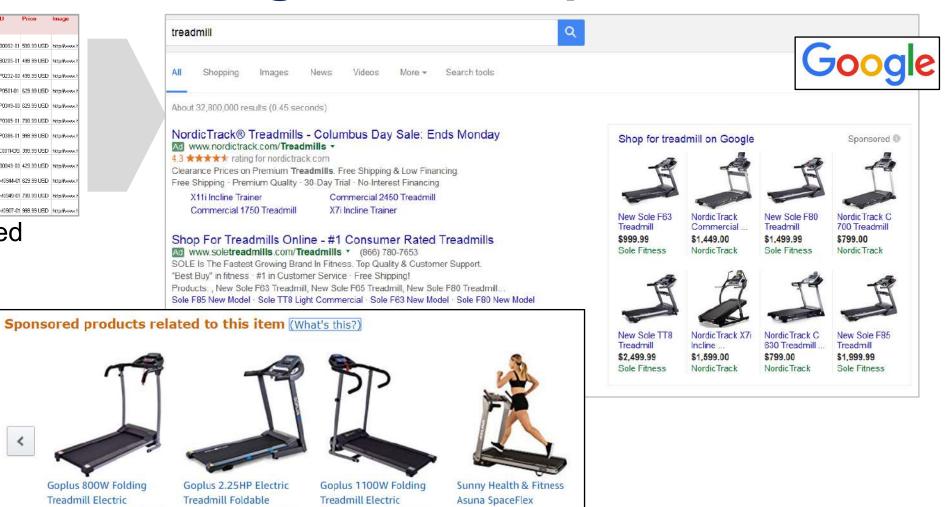
\$249.99

Motorized Power Fitness

Running Machine w/ ...

\$179.99

Dynamic Product Feed 72 Fields



Motorized Running

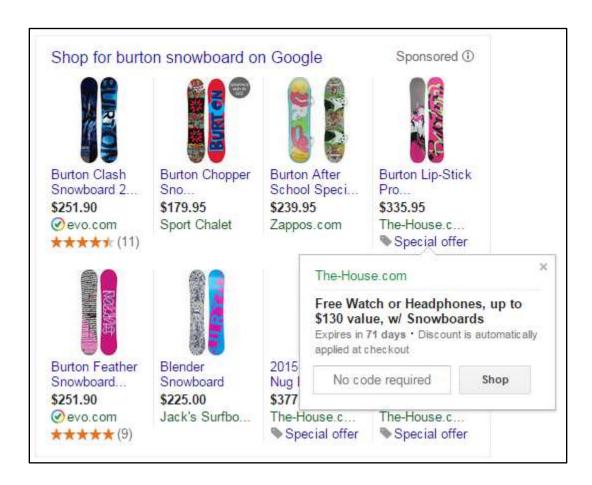
全社会

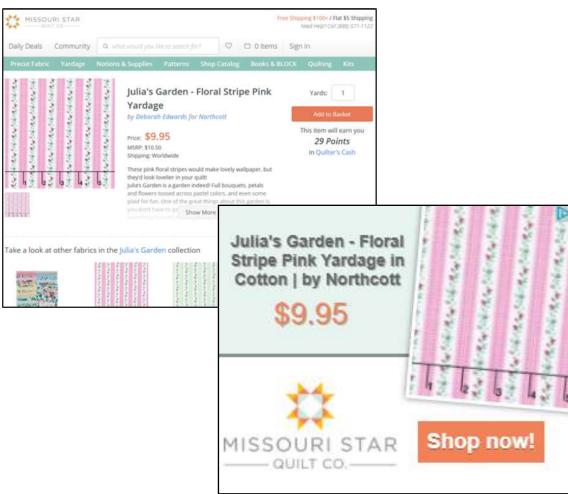
\$769.99 prime

Treadmill with Auto...

amazon

Google Merchant Feed Powered Merchandising and Dynamic Ads





Match Google and Amazon's Taxonomy

• All product databases must be converted from retailers' product taxonomy to Google and Amazon's database taxonomy

```
505374 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Candle Making Kits
4778 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Drawing & Painting Kits
6382 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Fabric Repair Kits
6989 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Incense Making Kits
502979 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Jewelry Making Kits
6829 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Mosaic Kits
7096 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Needlecraft Kits
503758 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Scrapbooking & Stamping Kits
4986 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Craft Kits > Toy Craft Kits
505372 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials
24 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper
505399 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Cardstock & Scrapbooking Paper
2532 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Construction Paper
8168 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Craft Foil
505400 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Drawing & Painting Paper
2967 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Origami Paper
6110 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Transfer Paper
2741 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Art & Craft Paper > Vellum Paper
505380 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Craft Fasteners & Closures
4226 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Materials > Craft Fasteners & Closures > Buttons & Snaps
505408 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
505409 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
6145 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Ma
500056 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
4174 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Ma
505378 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
505417 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
500094 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
505416 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
499879 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
505415 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
505414 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
6558 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting Ma
505381 - Arts & Entertainment > Hobbies & Creative Arts > Arts & Crafts > Art & Crafting
```

Acceptable categories:

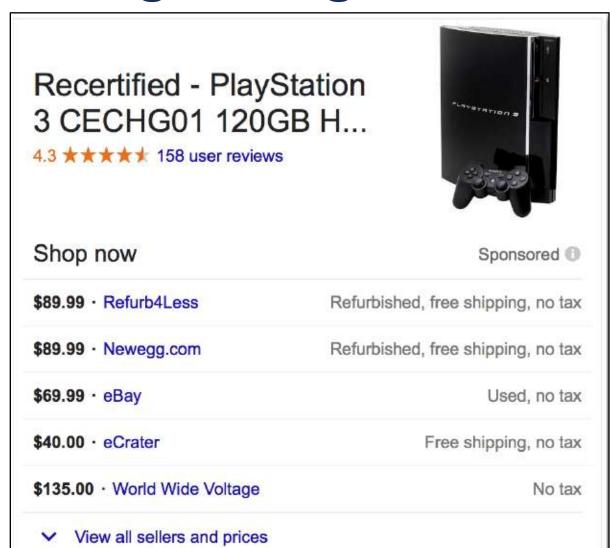
- 1604 or 'Apparel & Accessories > Clothing'
- 203 or 'Apparel & Accessories > Clothing' > Outerwear'
- 5598 or 'Apparel & Accessories > Clothing' > Outerwear > Coats & Jackets'

Invalid categories

- 166 or 'Apparel & Accessories'
- Failing to provide any 'google product category'

Google Shopping Pricing Intelligence

- Shopping price intelligence
- Puts competitive pricing at managers' fingertips
- Enables reactive and immediate pricing optimization



Google Merchant Feed Audit

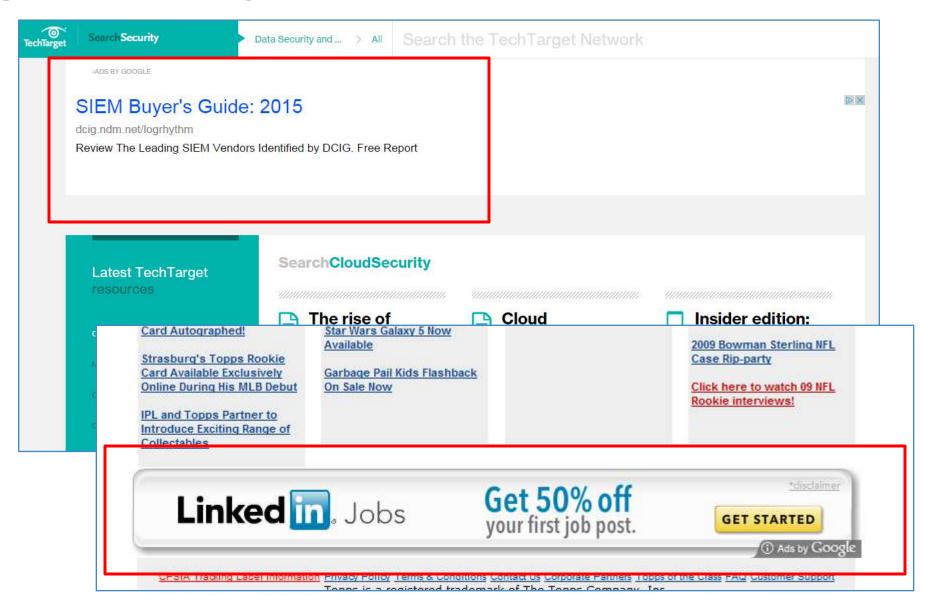
Best Practice	Problem Count
Title contains Brand	▲ 18
Title contains Color	▲ 2,545
Title contains Size	▲ 629
Title contains whitespace at beginning	⊘ 0
Title contains whitespace at end	⊘ 0
Title does not contain HTML	▲ 609
Title does not contain HTML Entities	▲ 609

Helpful Feed/PLA Takeaways...

- Know your KPIs
 - •Meet with your people and have a weekly (if not daily) tracking summit
 - •Question why things did not work / Question why things did work
- Align product database and Google/Amazon shopping taxonomy
 - •This is the big ROI lever that should be pulled first!
- Keep feeds up-to-date in terms of product selection, availability and pricing
 - Out of date feeds or back ordered inventory waste tons of money!
- Alternative campaigns, buckets and segments by:
 - Price point/COGS, historical performance and ROI, seasonality, Holidays and more...
- Constantly optimize your feeds
 - Ensure titles contain brand, keywords, size, color, availability, condition, etc.
 - Check for broken links and images
 - Adjust bids and pricing based on ROAS and competitive pricing intelligence
- Integrate feeds with retargeting and dynamic product ads
 - •Give the consumer a second chance!

4. Remarketing

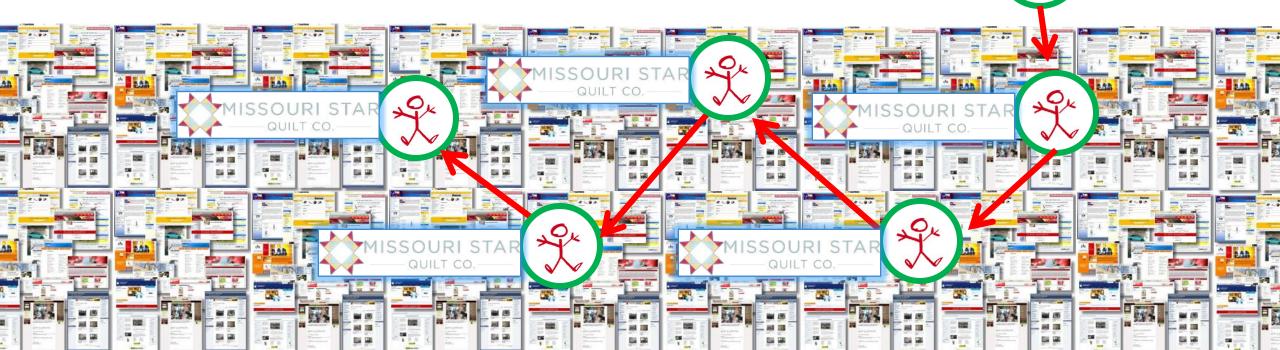
Google Display Network



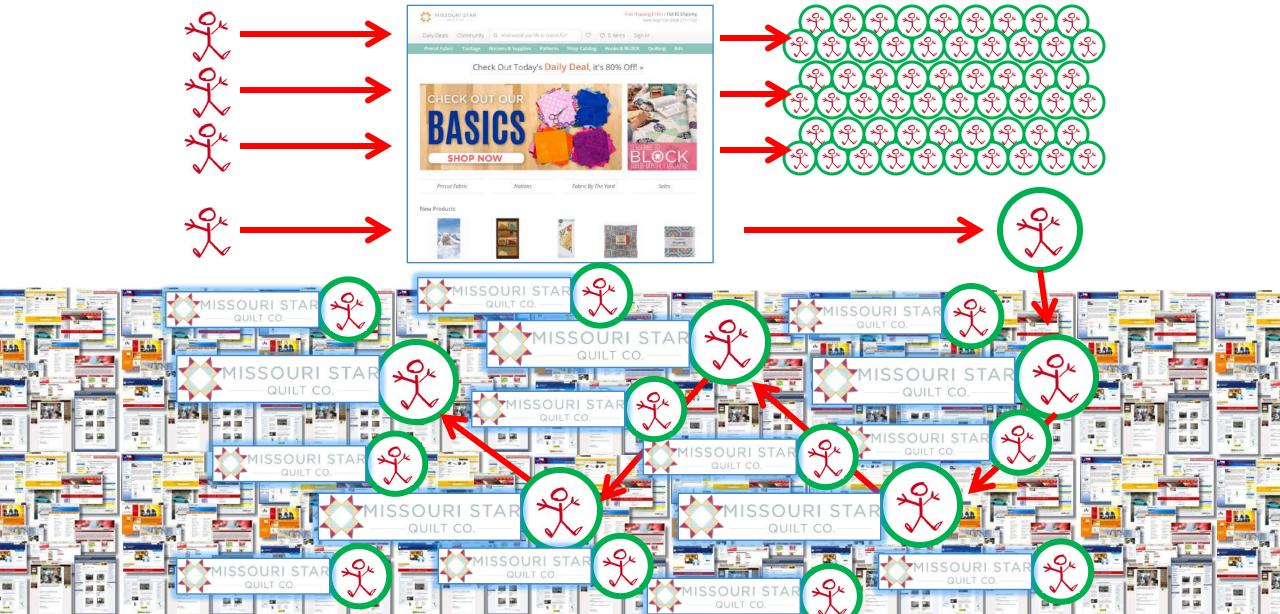
Display via Retargeting







Display via Retargeting

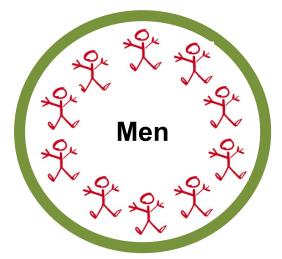


Segmented Retargeting Cookie Pools

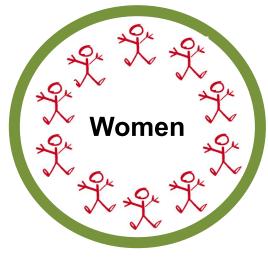












Helpful Retargeting Takeaways...

- Know your KPIs
 - •Meet with your people and have a weekly (if not daily) tracking summit
 - •Question why things did not work/Question why things did work
- Segment
 - ■ROI levels, purchase consideration duration, products and categories, sex, etc...
- Go dynamic
 - Use dynamic ads from Google and Criteo that display products recently examined by the prospect
- Test different ad formats and networks
 - Google Dynamic Ads vs Criteo
 - Google Display Network vs Centro (DSP network)
- Entice with better offers quickly
 - New price, limited time, free shipping, etc.
- Test durations and negative cookies
 - •Match cookie duration to purchase consideration phases
 - Change or suppress ads after purchase

Social Advertising

Social / Facebook Case Study

Benchmark ROAS: 4

Goal ROAS: 11

Launch baseline ROAS (November 2016): 16

Peak ROAS: 44

August ROAS: 21

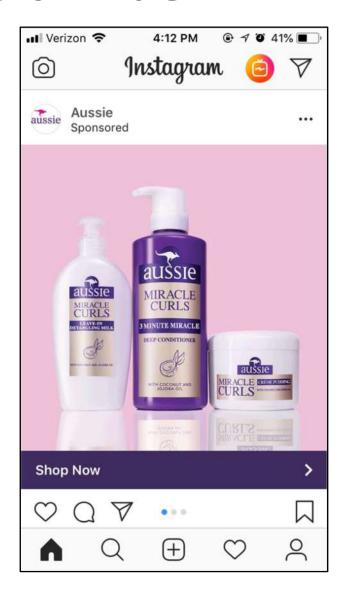
Month	Impressions	Clicks	CTR	Cost	СРС	Revenue	ROAS
November-16	8,010,051	127,519	1.59%	\$ 46,710.44	\$ 0.37	\$ 734,591.09	16
April-17	8,262,237	126,167	1.53%	\$ 26,415.83	\$ 0.21	\$ 1,157,368.83	44
May-17	4,239,887	81,496	1.92%	\$ 17,307.48	\$ 0.21	\$ 751,712.64	43
June-17	10,421,532	142,301	1.37%	\$ 58,412.57	\$ 0.41	\$ 1,147,500.27	20
July-17	10,996,520	136,437	1.24%	\$ 57,369.60	\$ 0.42	\$ 1,215,980.58	21
August-17	6,931,831	111,515	1.61%	\$ 43,685.25	\$ 0.39	\$ 920,373.01	21

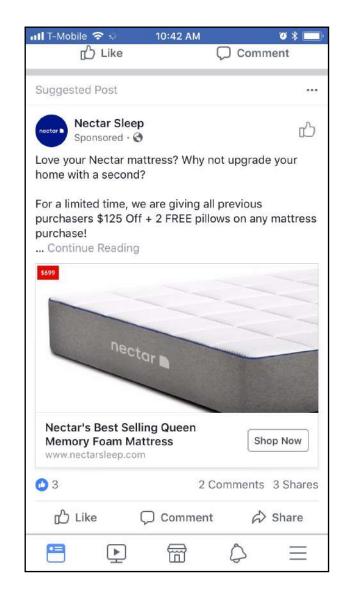
Integrated Results

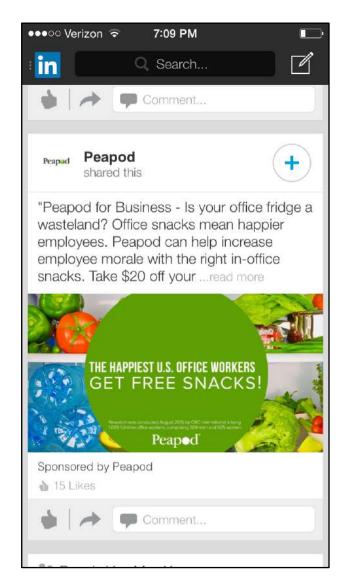
Tactic	Spend	Revenue	ROAS
Facebook	\$382,494.80	\$9,315,669.65	24
SEM	\$267,450.00	\$5,371,471,50	20
PLAs	\$278,542.00	\$5,614,413.40	17

- Facebook proved to be the most successful tactic but hit an audience reach and performance cap (CRO and daily deals to custom audience has yielded an ROAS as high as 44 but quickly degraded if deals were not constantly refreshed)
- SEM (with text based retargeting) had a healthy 20 ROAS and still has room to scale with surgical CRO
- PLAs drove a 17 ROAS and have significant potential to scale with other channels and CRO

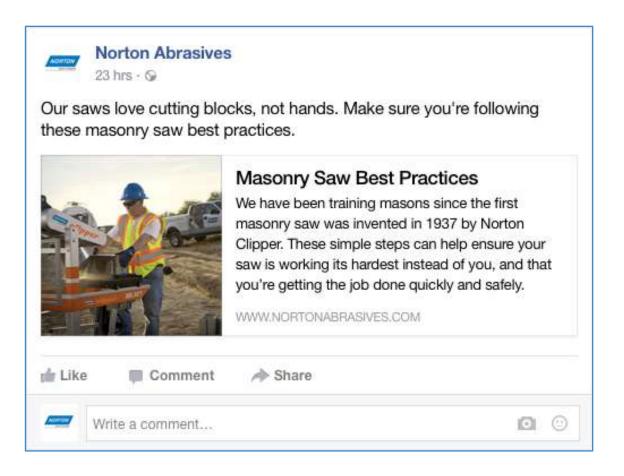
Social Ads







Facebook Audience: Stone Masons



Potential Audience:

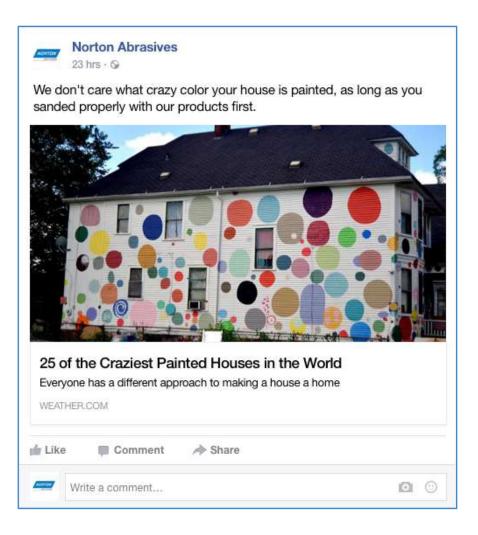
Potential Reach: 2,200,000 people



Audience Details:

- Location:
 - United States
- Age:
 - o 18 65+
- People Who Match:
 - Interests: Masonry
 - Field of study: Masonry
 - Employers: Masonry
 - Job title: Stone Mason, Brickmason or Masonry
- Interest expansion:
 - Off

Facebook Audience: Serious DIY'er



Potential Audience:

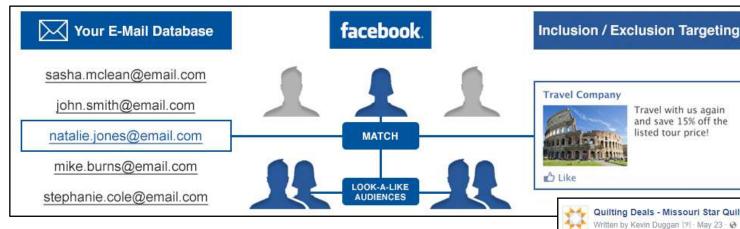
Potential Reach: 31,000,000 people



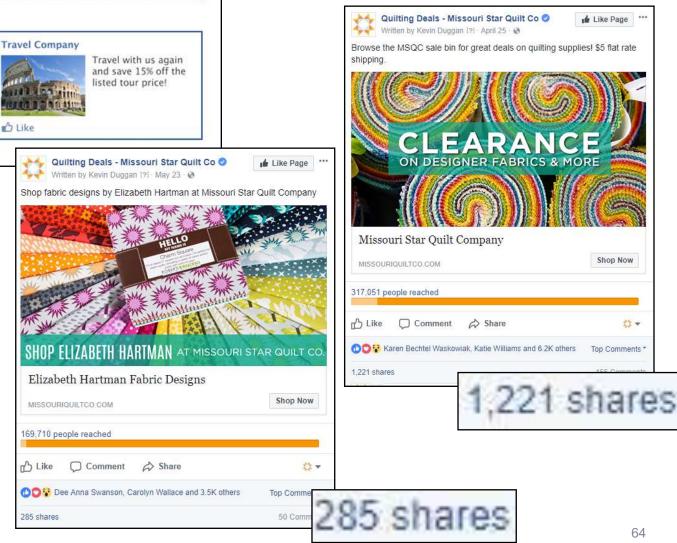
Audience Details:

- Location:
 - United States
- Age:
 - o 18 65+
- People Who Match:
 - Interests: Renovation, Home Improvements, Home Decoration & Design, Remodeling My Home, Architecture & Design, Building Design+Construction, Home repair, Do it yourself, Home improvement, Remodeling My House, DIY Network, Home construction, Custom home, Home Design, Architecture & Interior Design, Home Designing, Fixer-upper, House-building or Home Renovations
 - Behaviors: Home renovation
- Interest expansion:
 - Off

Custom Audiences with Relevant Offers



- Segment by purchasing history –
 show people what they like to buy
- Always be refreshing offers
- Extend the winning ads with Look-A-Like targeting
- Capitalize on the SHARES!



Helpful Social Advertising Takeaways...

- Know your KPIs
 - •Meet with your people and have a weekly (if not daily) tracking summit
 - •Question why things did not work / Question why things did work
- Create and segment your custom audiences
 - Purchases, behavior, CRM data, etc...
- Test lots and lots of pre-approved ads and offers
 - Don't let your ads burnout
 - •Have ads and offers locked and loaded and ready to go at all times
 - Test various calls to action buttons
 - •Match imagery to your audience
- Create social urgency
 - •Limit "today only" to impulse purchases, daily deals
- Integrate with search
 - Match high ROI products and keywords to likely social audiences

Overdrive's 5 Pillars of Ecommerce Success

- SEO
- SEM
- PLAs
- Remarketing
- Social advertising

- Scalability and reliability
- New customers
- Optimization testing
- Measured marketing
- Competitive advantage

Thank You & Any Questions?

Harry J. Gold
CEO/Managing Partner
Direct 617-254-5000 x 1100
hgold@OverdriveInteractive.com



