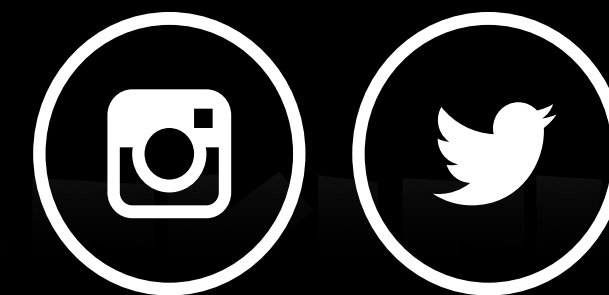




THE HUGE POWER OF SMALL: HOW TO CREATE AN AMAZING CUSTOMER EXPERIENCE



@ADUPONT65



A man in a dark suit, blue shirt, and red tie stands with his arms crossed, smiling slightly. He is positioned in the foreground, with a blurred background showing a crowd of people, some wearing red shirts, suggesting a public event or rally.

Move Visibility

More Leads



How Do I Decide Where To Start?

A man in a dark suit, blue shirt, and red tie stands with his arms crossed, smiling. He is in the foreground, slightly to the left. In the background, a crowd of people is visible, some wearing red shirts, suggesting a public event or protest. The background is blurred.

**How Do I
Stand Out?**

A man with dark hair, wearing a dark suit, blue shirt, and red tie, stands with his arms crossed and a slight smile. The background is a blurred indoor setting with other people and greenery. Large, bold text is overlaid on the image.

**How Do I Get
People To Know
We Exist ?**



2,599,049,587

Google searches [today](#)



2,471,389

Blog posts written [today](#)



294,321,208

Tweets sent [today](#)



2,733,625,627

Videos viewed [today](#)
on YouTube



31,814,079

Photos uploaded [today](#)
on Instagram



53,371,711

Tumblr posts [today](#)



2,258,249,476

Facebook active users



719,770,526

Google+ active users



348,906,032

Twitter active users



242,157,557

Pinterest active users



134,871,071

Skype calls [today](#)



50,886

Websites hacked [today](#)

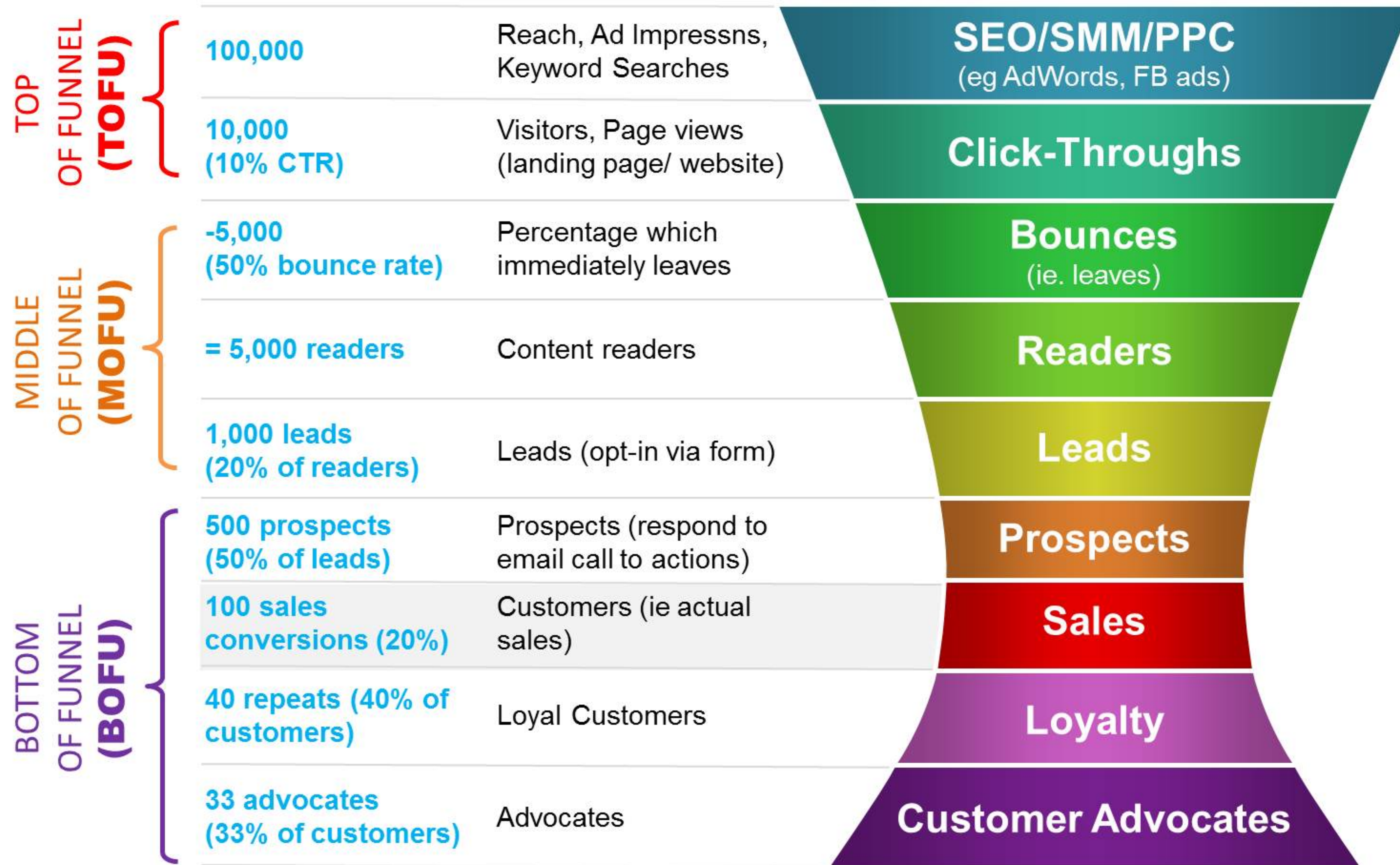
THE DIGITAL MARKETING FUNNEL

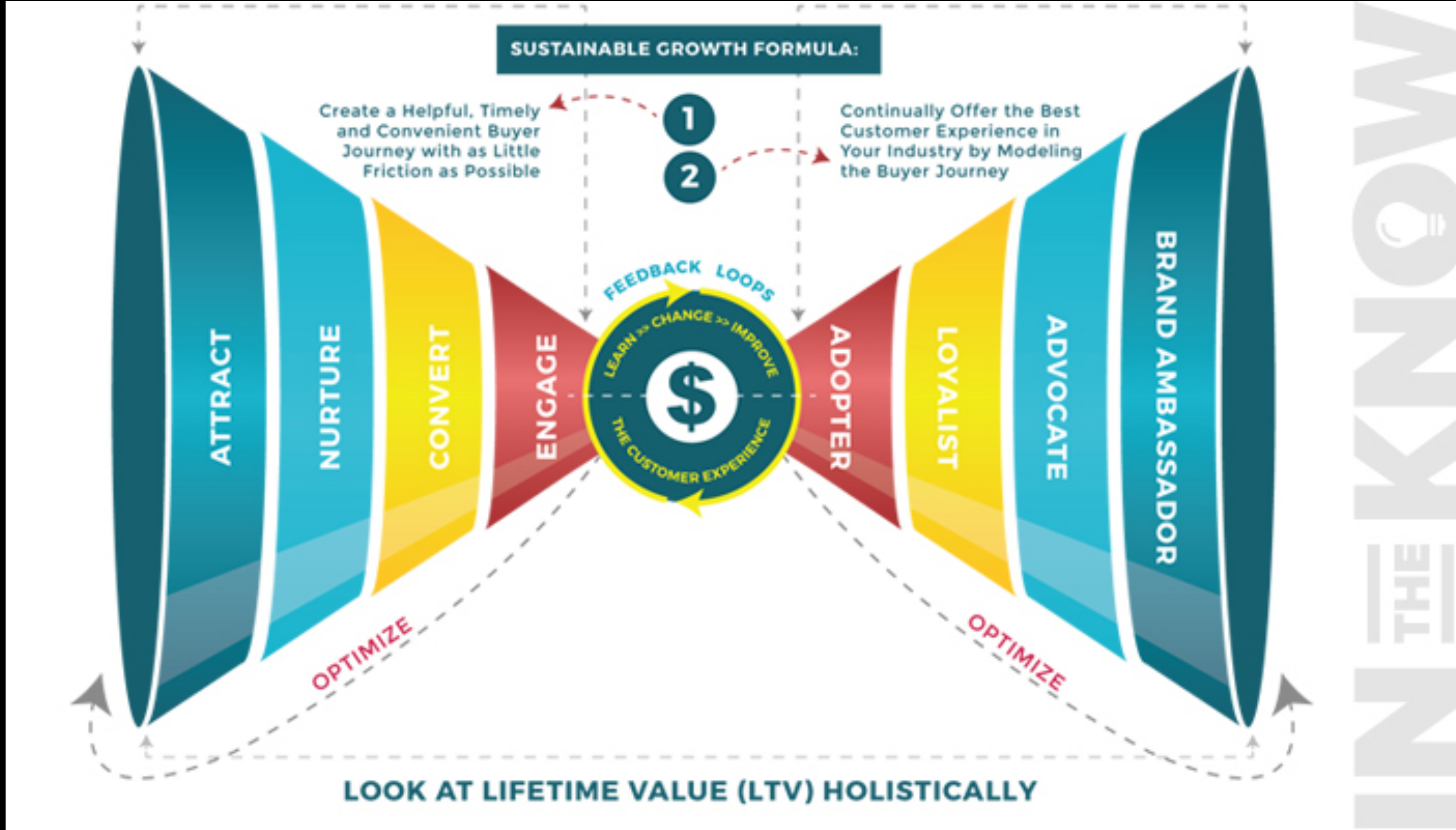


If we **INTERACT** and **ENGAGE**

Awareness > **Trust** > **Loyalty**

Digital Marketing Funnel (Analytics)





LOYALTY

LOYALTY

The image features the word "LOYALTY" in a bold, white, sans-serif font against a solid black background. A large, thick red prohibition symbol, consisting of a circle with a diagonal slash, is centered over the word, specifically covering the letters "Y", "A", and "L".

*"In fact, our research revealed
they are more likely to have a
negative reaction to a company's
attempt to earn their loyalty."*

87%

Like to shop around

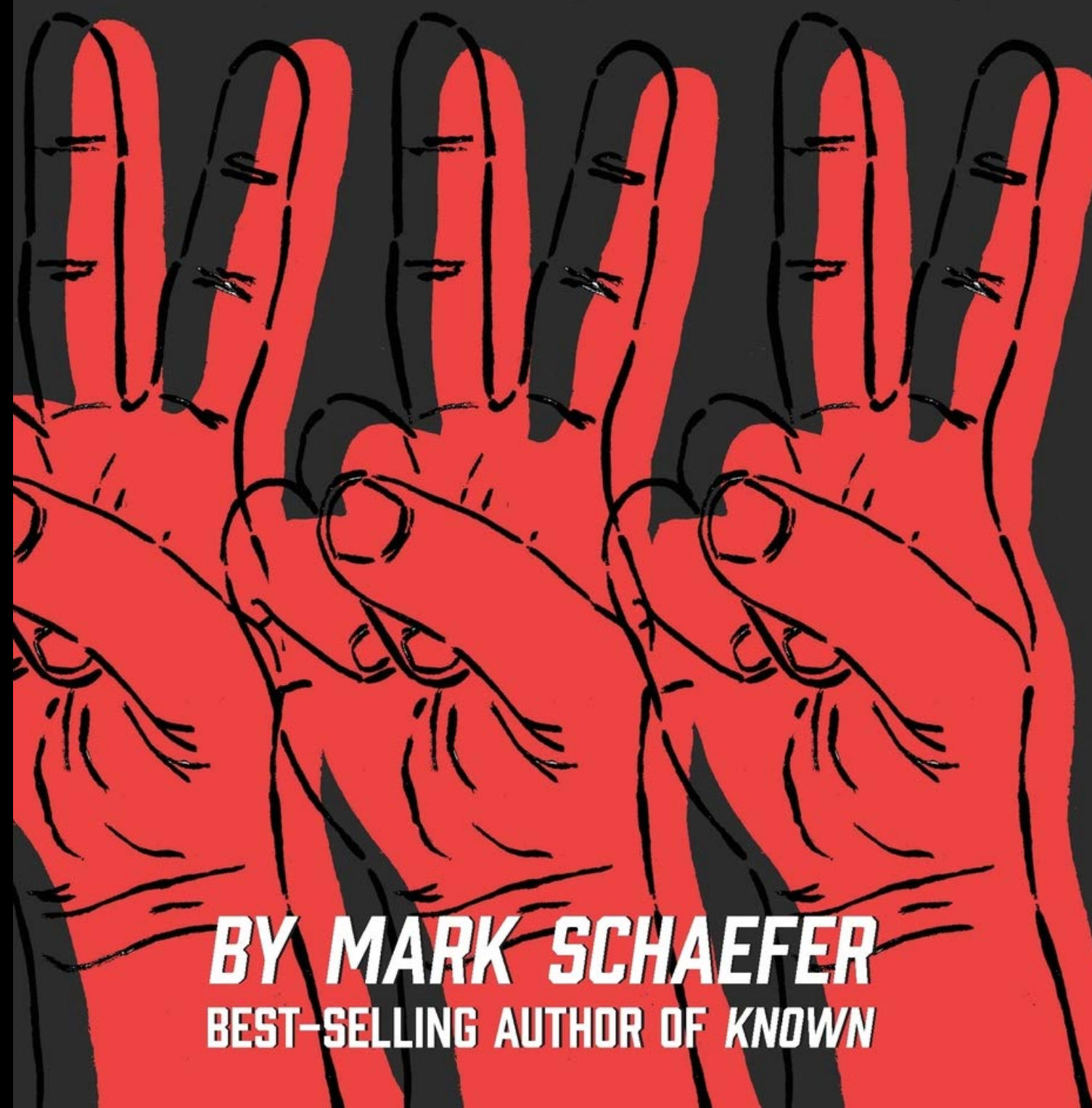
Accenture

**DISRUPTION
IS NOW HERE**

**DISRUPTION
IS NOT NEW**

MARKETING REBELLION

THE MOST HUMAN COMPANY WINS



BY MARK SCHAEFER
BEST-SELLING AUTHOR OF *KNOWN*





Watch "Soldiers of Fortune"
For exciting adventure, on the
7-Up TV show every week.

Copyright 1988 by The Seven-Up Company



Why we have the youngest customers in the business

This young man is 11 months old—and he isn't our youngest customer by any means.

For 7-Up is so pure, so wholesome, you can even give it to babies and feel good about it. Look at the back of a 7-Up bottle. Notice that all our ingredients are listed. (That isn't required of soft drinks, you know—but we're proud to do it and we think you're pleased that we do.)

By the way, Mom, when it comes to toddlers—if they like to be coaxed to drink their milk, try this: Add 7-Up to the milk in equal parts, pouring the 7-Up gently into the milk. It's a wholesome combination—and it works! Make 7-Up your family drink. You like it . . . it likes you!

*Nothing **does it** like Seven-Up!*



Watch "Soldiers of Fortune"
For exciting adventure, on the
7-Up TV show every week.



Why we have the youngest
customers in the business

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Nothing *does it like* Seven-Up!



He's one of the busiest men in town. While his door may say *Office Hours 2 to 4*, he's actually on call 24 hours a day.

The doctor is a scientist, a diplomat, and a friendly sympathetic human being all in one, no matter how long and hard his schedule.

According to a recent Nationwide survey:

MORE DOCTORS SMOKE CAMELS THAN ANY OTHER CIGARETTE

DOCTORS in every branch of medicine—113,397 in all—were queried in this nationwide study of cigarette preference. Three leading research organizations made the survey. The gist of the query was—What cigarette do you smoke, Doctor?

The brand named most was Camel!

The rich, full flavor and cool mildness of Camel's superb blend of costlier tobaccos seem to have the same appeal to the smoking tastes of doctors as to millions of other smokers. If you are a Camel smoker, this preference among doctors will hardly surprise you. If you're not—well, try Camels now.



Your "T-Zone" Will Tell You...

T for Taste...
T for Throat...

that's your
proving ground
for any cigarette.
See if Camels
don't suit your
"T-Zone" to a "T."

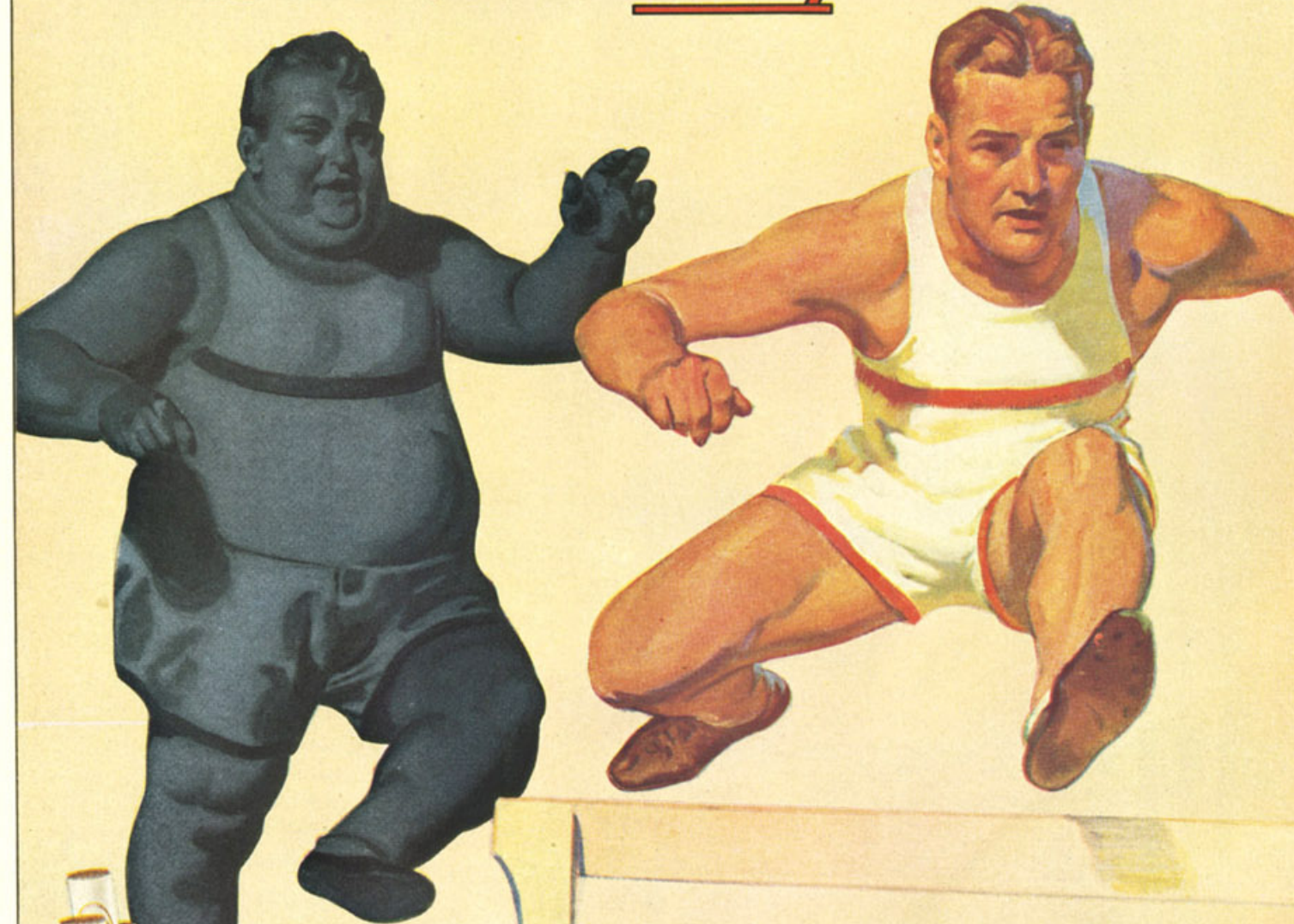


CAMELS Costlier Tobaccos

FACE THE FACTS!

When tempted to over-indulge

"Reach for a Lucky instead"



Be moderate—be moderate in all things, even in smoking. Avoid that future shadow* by avoiding over-indulgence, if you would maintain that modern, ever-youthful figure. "Reach for a Lucky instead."

Lucky Strike, the finest Cigarette you ever smoked, made of the finest tobacco—The Cream of the Crop—"IT'S TOASTED."

Lucky Strike has an extra, secret heating process. Everyone knows that heat purifies and so 20,679 physicians say that **Luckies** are less irritating to your throat.

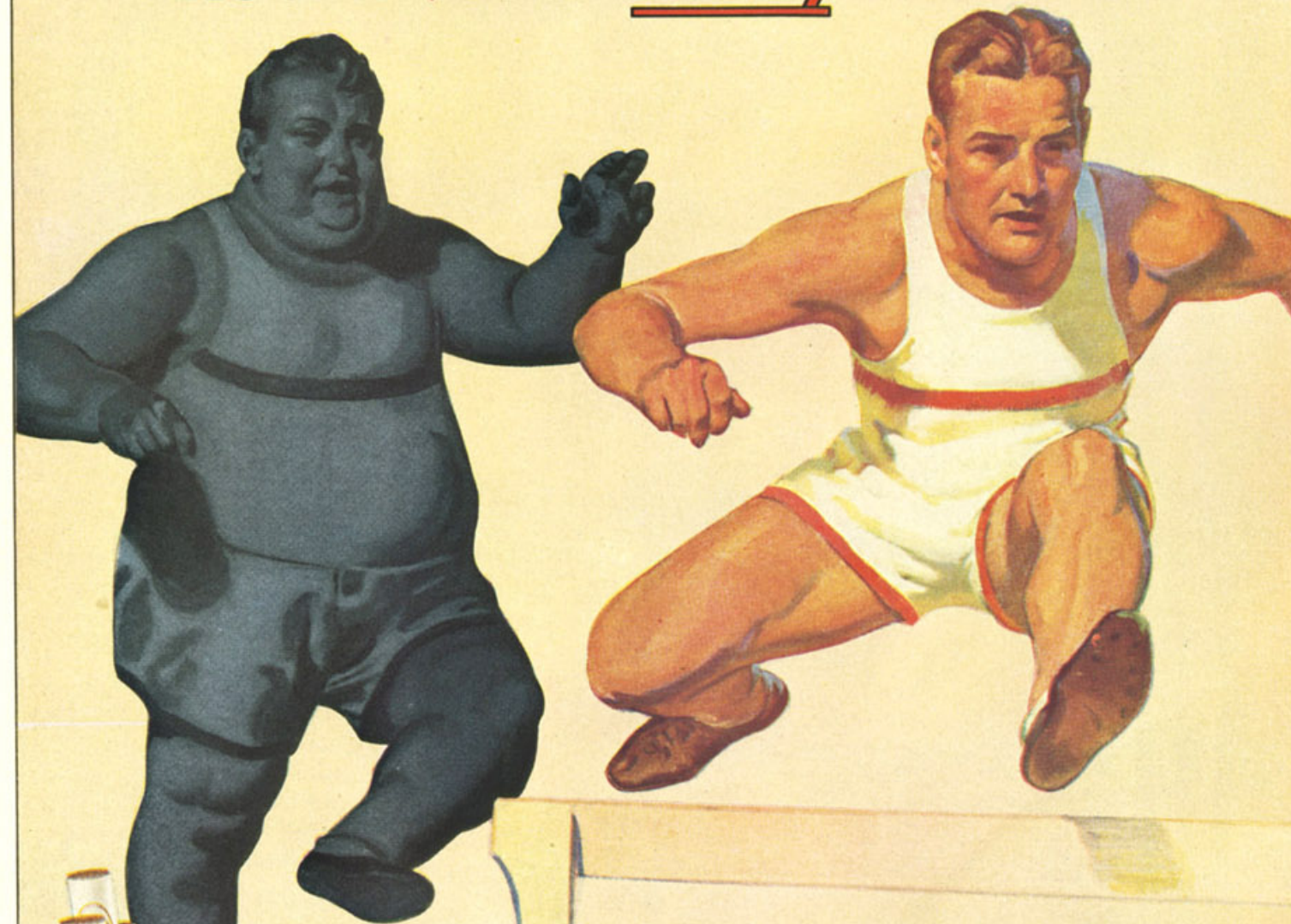
"It's toasted"

Your Throat Protection—against irritation—against cough.

*We do not say smoking **Luckies** reduces flesh. We do say when tempted to over-indulge, "Reach for a **Lucky** instead."

FACE THE FACTS!

When tempted to over-indulge
 "Reach for a Lucky instead"



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"It's toasted"

Your Throat Protection—against irritation—against cough.

*We do not say smoking **Luckies** reduces flesh. We do say when tempted to over-indulge, "Reach for a Lucky instead."

A BIT OF PLEASURE
 My spirit—the spirit of Christmas-giving—
 is abroad in the land. A gift that expresses
 that spirit, and brings pleasure to every
 home, both great and small, is rare indeed.
 Such a gift, my friends, is LUCKY STRIKE.

Santa Claus

Luckies—a light smoke
 OF RICH, RIPE-BODIED TOBACCO—"IT'S TOASTED"



They're young... They're in love...
They eat LARD

©1957. Issued by The British Lard Marketing Board in conjunction with the Department of Health.



**British Lard
Marketing Board**

FIRST DISRUPTION

STOP LYING







<http://www>





The image features a vibrant, stylized map of the world as a background. The map is composed of glowing green and yellow landmasses against a deep blue ocean. A complex network of thin, white and yellow lines crisscrosses the globe, representing global connectivity or data flow. In the upper right corner, a bright, glowing yellow sun or light source creates a lens flare effect. Overlaid on this background is the Google logo, which consists of the word "Google" in its characteristic multi-colored font: blue 'G', red 'o', yellow 'o', blue 'g', green 'l', and red 'e'.

Google

SECOND DISRUPTION
END OF
SECRETS

Imagine I have an idea
for a retail store and
I'm looking for investors?

No Advertisements

No Aisle Signage

Won't Bag Groceries

Pay To Shop

\$25,000

COSTCO

WHOLESALE

LIQUOR
SALES

LIQUOR SALES
HOURS
Monday - Friday
10 am - 9 pm
Saturday
10 am - 8 pm
Closed Sunday
to warehouse stores

ENTRANCE

EXIT

COSTCO
MEMBERS ONLY
MON - FRI 10:00 - 8:30
SATURDAY 9:30 - 6:00
SUNDAY 10:00 - 6:00
OPEN 24 HOURS & DAY AT WWW.COSTCO.COM

HFD





No Advertisements
No Signage
Won't Bag Groceries
Pay To Shop



why?



Good Company
Pay Employees Well
Environmentally Friendly



Good Experience
Fun To Shop There
\$1.50 Hot Dog & Soda



Not Connected by Advertisement
No Sales Funnel
No Telemarketer

A large warehouse filled with stacks of food products like Capri Sun and V8, with people walking through the aisles.

EMOTIONAL CONNECTION

THIRD DISRUPTION

**CONSUMER
DRIVEN**



57%

Decision is Made Without YOU (up to 70%)

Gartner

*"A company is no longer what
we tell the customer it is. It's
what they tell each other it is."*

NO ADS

NO FUNNEL

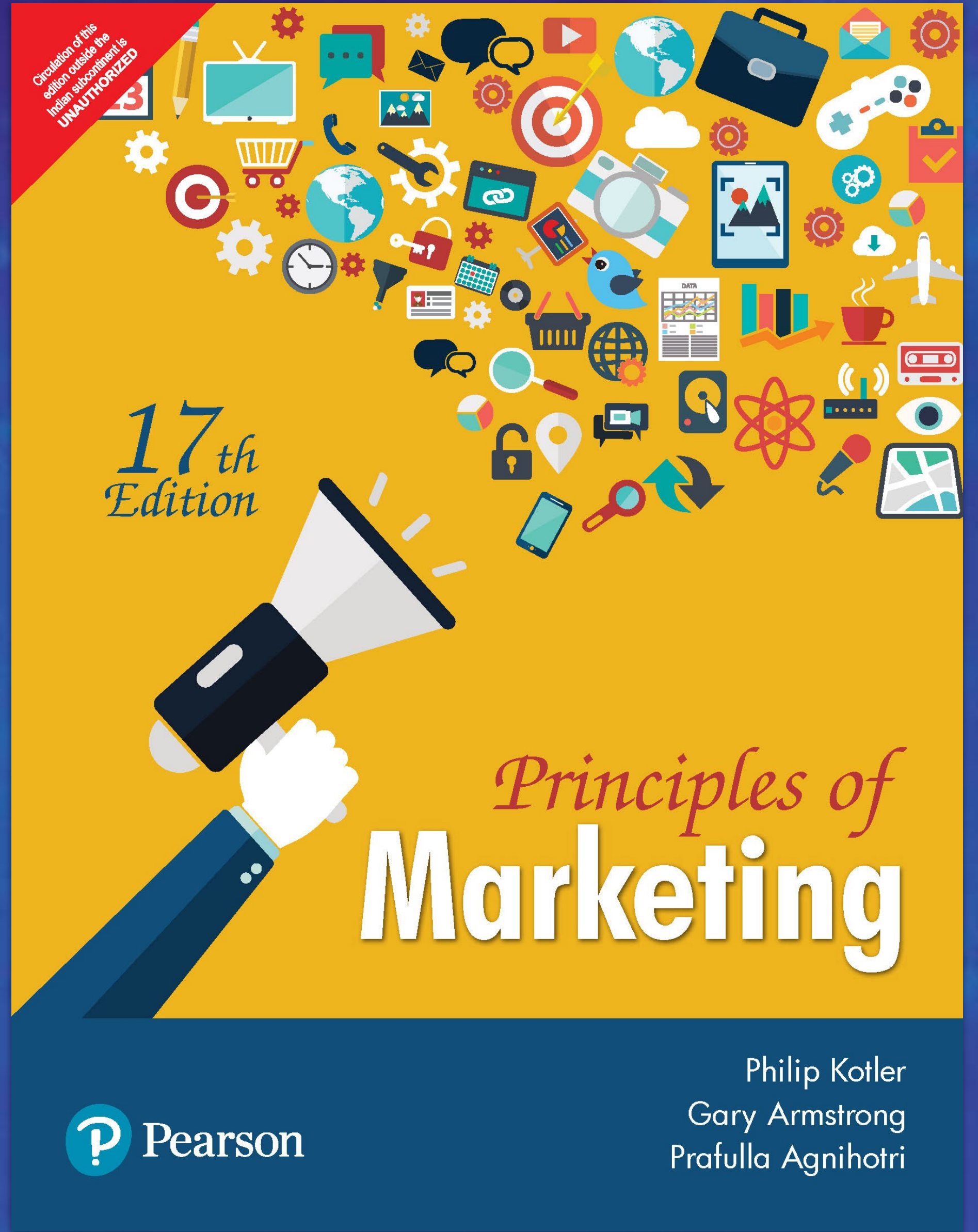
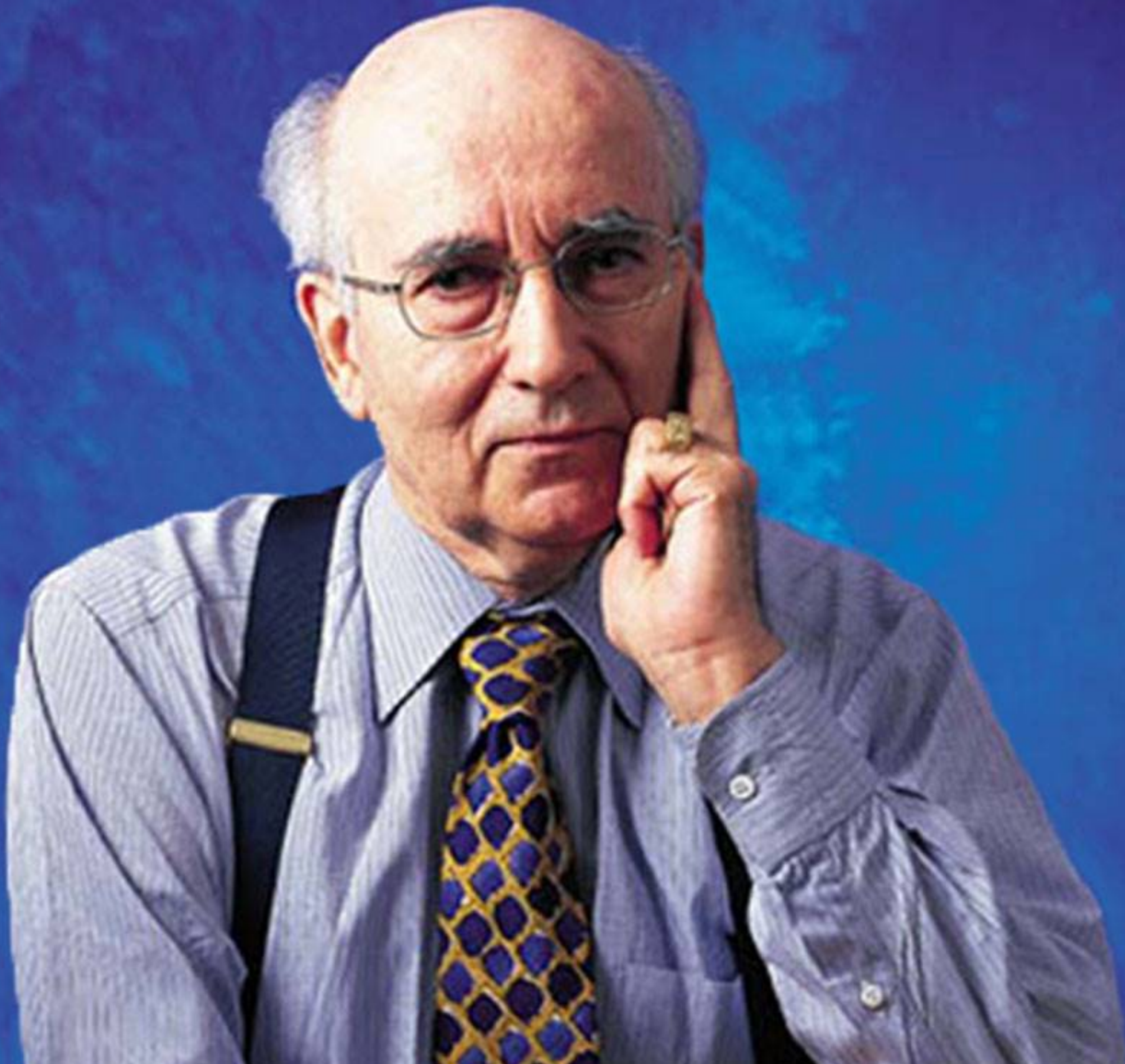
NO LOYALTY

NOW

WHAT?

4 PRINCIPLES





 **Pearson**

Philip Kotler
Gary Armstrong
Prafulla Agnihotri

 **Pearson**

Prafulla Agnihotri
Gary Armstrong



MARKETING IS
ALL THINGS
HUMAN



LIKE MINDED





Procter&Gamble





Procter&Gamble

1-Customer is the **HERO**

2-Customer is the **MARKETER**

3-You are the **GUIDE**

Procter & Gamble

FIRST PRINCIPLE

**THEY ARE
THE HERO**

(NOT YOU)





The Complete Guide to Creating
Customers with Word of Mouth



TALK TRIGGERS

Author of Hug Your Haters

**JAY BAER
& DANIEL LEMIN**

*"The **best way** to grow your
business is to have your
customer do it for you with
word of mouth"*

***“Word of Mouth is the single
most persuasive factor that
people use to make decisions”***

The background of the slide features a professional video camera on the right side, with its lens and various controls visible. The rest of the background is a blurred image of a crowd of people, suggesting a public event or a social gathering. The overall lighting is dim, with the camera and the text being the primary sources of light.

83%

More Likely To Buy

Talk Triggers



NO

STRATEGY

COMPETENCY DOESN'T

CREATE

CONVERSATION

WE EXPECT
GOOD

WE TALK ABOUT
AWFUL
AWESOME

"We ignore average or good"

A background image showing three young adults sitting outdoors on a stone ledge. A woman on the left in a pink tank top is leaning forward, looking at a smartphone held by a woman on the right in a dark blue tank top. A man in a dark blue t-shirt sits between them, also looking at the phone. They are all smiling and appear to be in a relaxed, social setting with greenery in the background.

1 - REMARKABLE

2 - REPEATABLE

3 - REASONABLE

4 - RELEVANT

SKIP'S

KITCHEN









REMARKABLE

(Worthy of Remark - Not Complicated)

REPEATABLE

(Everyday, Everybody)

REASONABLE

(Win a Cruise vs. Get a Cookie)

RELEVANT

(Make Sense)



GENEROSITY

(More Generous than they expect)

RESPONSIVENESS

(Faster than they expect)

USEFULNESS

(Free Truck Rental)

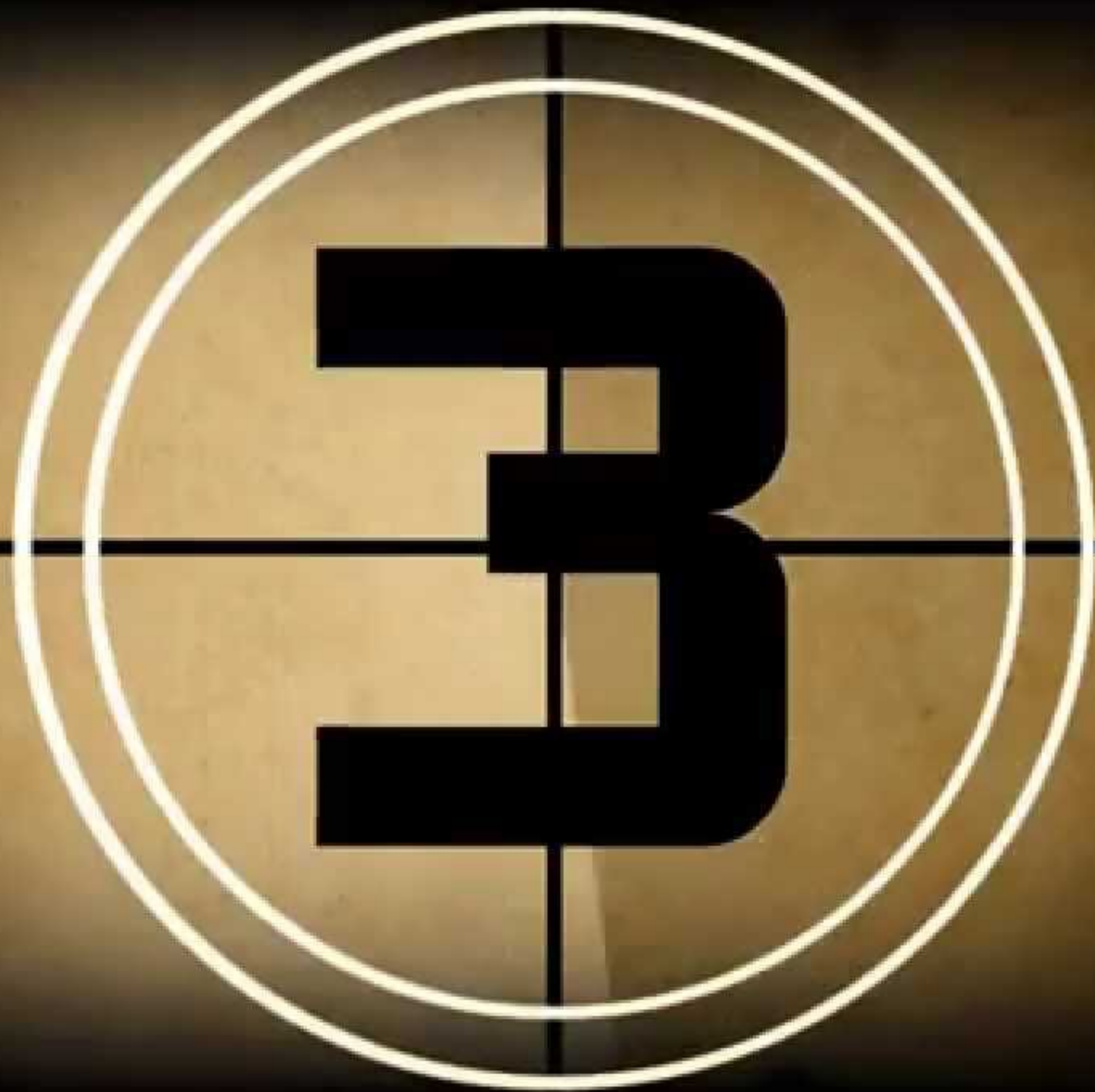
EMPATHY

(Buying or Selling is Emotional)

SECOND PRINCIPLE

BE REMARK-ABLE

(WORD OF MOUTH)





Why Certain Experiences Have Extraordinary Impact

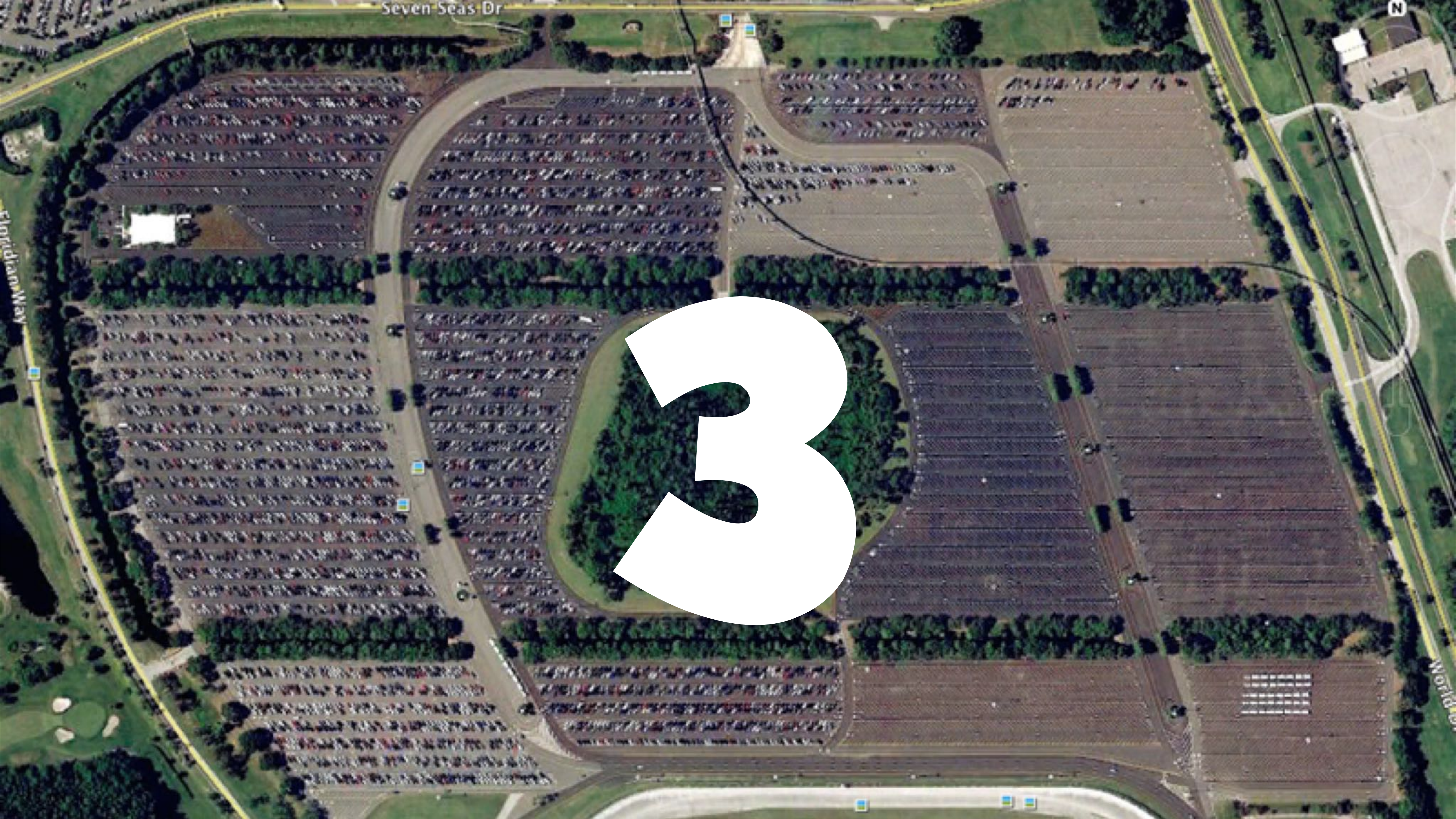
THE POWER OF MOMENTS



CHIP HEATH & DAN HEATH

The bestselling authors of *SWITCH* and *MADE TO STICK*

















6

Average



9

Outcome

**BUILD PEAK
MOMENTS
INTO EXPERIENCES**

THIRD PRINCIPLE

**BUILD PEAK
MOMENTS
INTO EXPERIENCES**

4







Tactile Sensory

Wow!

The Huge Power of
SMALL

Problem:

We focus too much
on **tactics** and forget
about the **touchpoints**
of the business itself.



**What If We Shifted
Our Focus From
Tactics to Touchpoints ?**

A young woman with blonde hair, smiling warmly, wearing a blue and red plaid shirt. The background is a blurred office setting.

Truth:

Improving the
Customer Experience
is the best way to
grow your business

A young woman with blonde hair, smiling, wearing a blue and red plaid shirt. The background is blurred, showing what appears to be a modern interior with white furniture.

73 %

**of buyers point to
customer experience
as an important
factor in purchasing
decisions**

(Source: Temkin Group)

A close-up portrait of a middle-aged man with a light-colored goatee and short hair, looking directly at the camera with a serious expression. He is wearing a dark blue or black crew-neck shirt over a white t-shirt. The background is blurred, showing warm, out-of-focus lights, possibly from a window or interior lighting.

Truth:

**The success of your
business is relative
to the quality of
each touchpoint .**

A close-up portrait of a middle-aged man with a light-colored goatee and short hair, looking directly at the camera with a neutral expression. He is wearing a dark blue or black crew-neck shirt. The background is blurred, showing warm, out-of-focus lights.

65%

**of buyers find a positive
experience with a brand
to be more influential than
great advertising**

(Source: Temkin Group)

A background image showing three young adults (two women and one man) sitting outdoors, looking at a smartphone held by one of the women. They are all smiling and appear to be engaged in a conversation. The image is slightly blurred and has a dark overlay to make the text stand out.

83%

**more likely to buy when someone recommends
based on their experience of the business**

(Source: Walker Study)

A hand-drawn sketch of a head, possibly a face, is the central focus. The sketch is done with dark lines and some shading. A hand is visible on the left side, holding a pencil. Several pencils are scattered around the sketch, and a ruler is visible at the top. The background is a light-colored surface, possibly a desk or a piece of paper. The text "NO STRATEGY" is overlaid on the image in a bold, sans-serif font. "NO" is in orange and "STRATEGY" is in white.

NO
STRATEGY



Change:

**Make The Small
Details **Worth As
Much Visibility As**
Your Business
As A Whole**

Change:

Choose **Tactics**
That Make Each
Touchpoint
Inspiring



**Is This How
An Inspired Realtor
Would Handle This?**

**What If Each
Touchpoint in Your
Company Created
A **Wow Moment** ?**

**What Would
That Do To Your
Bottom Line ?**

Marketing

Sales

**CUSTOMER
EXPERIENCE**

**Customer
Support**

**Product or
Service**

2022

**By 2022, the customer
experience will overtake
price & product as the key
brand differentiator**

(Source: Walker Study)

Quote/Proposal

Blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah

\$2,575.00

Quote/Proposal

Blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah

\$2,575.00

Quote/Proposal

\$2575 and that includes
a number of special
things

- ☑ Thing 1 with Benefit 1
- ☑ Thing 2 with Benefit 2
- ☑ Thing 3 with Benefit 3
- ☑ Thing 4 with Benefit 4
- ☑ Thing 5 with Benefit 5

Quote/Proposal

Blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah
blah blah blah blah blah

\$2,575.00

+37 %

Quote/Proposal

\$2575 and that includes a number of special things:

- ☑ Thing 1 + Benefit 1
- ☑ Thing 2 + Benefit 2
- ☑ Thing 3 + Benefit 3
- ☑ Thing 4 + Benefit 4
- ☑ Thing 5 + Benefit 5

40 %

\$2,575.00 > \$2575



52 %

**of customers are less likely to
engage with the company
because of a bad mobile
experience.**

Source: WOW Local Marketing

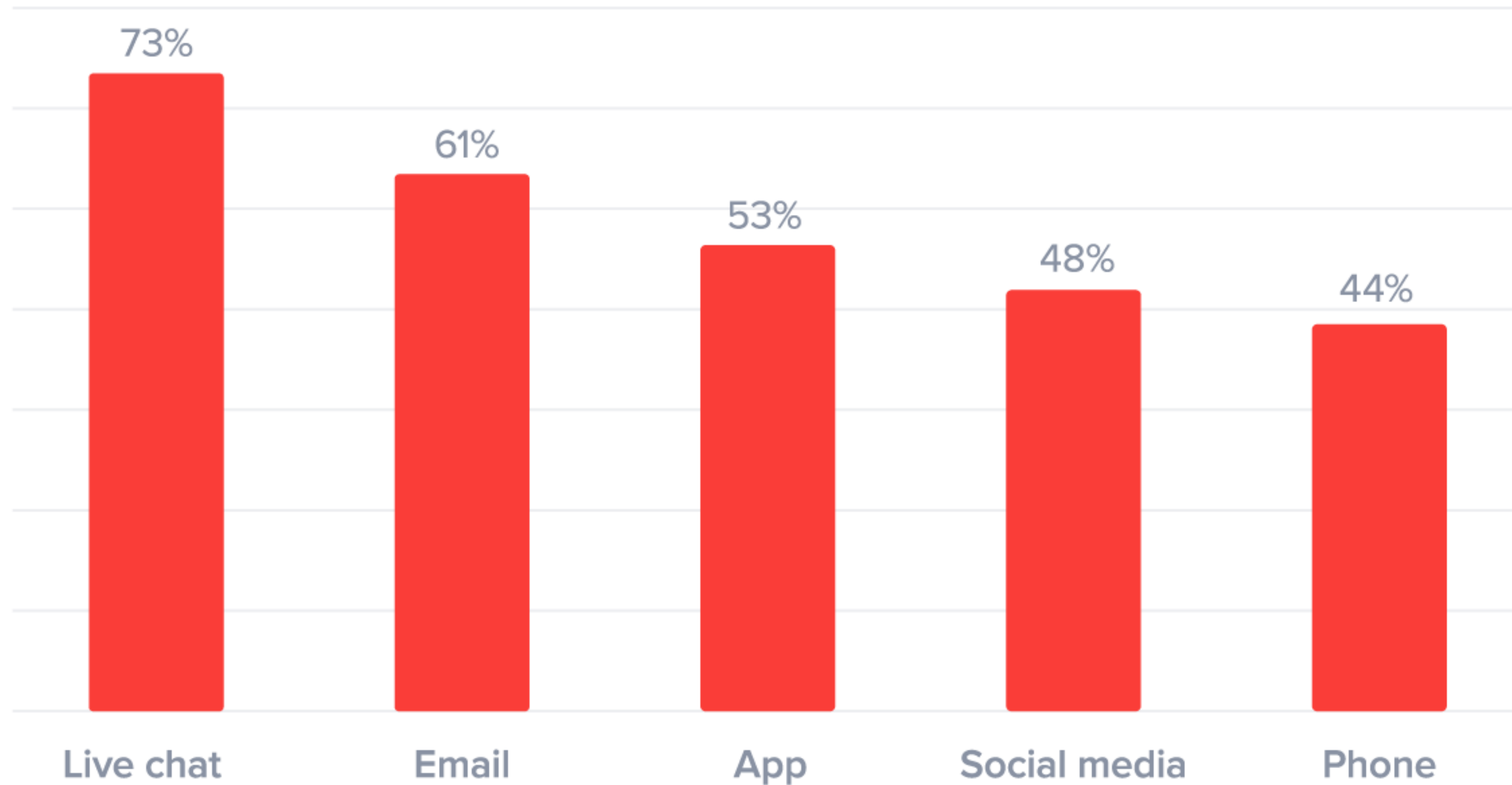


90 %

**of consumers rate an
“immediate” response as
important or very important
when they have a customer
service question.**

Source: WOW Local Marketing

Customer satisfaction ratings



Source: Consultancy

**What is your
response time on
Facebook Chat?**



SALE

UP TO 70% OFF
SHIRTS FROM \$29.50

SHOP SALE

SHOP SHIRTS

SHOP PANTS

SHOP SUITS



Friday 1st May 2015

You're absolutely marvellous

Dear Mr Reid,

At Charles Tyrwhitt, we endeavour to make the finest shirts in the world. That is all well and good, but without anyone to wear them, what would be the point? I am always reminded that without our loyal customers, we would be nowhere at all.

I have a message for you from all of us here at Tyrwhitt Towers, and especially from me: We think you're really rather marvellous, completely first-rate and out of this world fantastic. We are proud to have you as a customer; this voucher is sent as a token of our gratitude, to say thank you for sticking with us.

The voucher is yours to spend as you choose; you've earned it for giving this small but passionate shirt company a chance. Please use it on your next purchase, however large or small.

If you think we could be doing better, or have any feedback (good, bad or ugly), please get in touch and we will do our best to make you happy.

Yours faithfully,

Nicholas Wheeler

Friday 1st May 2015

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"You are absolutely marvellous"

The voucher is yours to spend as you choose; you've earned it for giving this small but passionate shirt company a chance. Please use it on your next purchase, however large or small.

If you think we could be doing better, or have any feedback (good, bad or ugly), please get in touch and we will do our best to make you happy.

Yours faithfully,

Nicholas Wheeler

Friday 1st May 2015

You're absolutely marvellous

Dear Mr Field,

"We endeavor to make the finest shirts."

At Charles Tyrwhitt, we endeavour to make the finest shirts in the world. That is all well and good, but without anyone to wear them, what would be the point? I am always reminded that without our loyal customers, we would be in a very precarious position.

I have a message for you from all of us here at Tyrwhitt Towers, and especially from me: We think you're really rather marvellous, completely first-rate and out of this world fantastic. We are proud to have you as a customer; this voucher is sent as a token of our gratitude, to say thank you for sticking with us.

This is all well and good, but without anyone to wear them, what would be the point?"

The voucher is yours to spend on anything you like, for any size, for all but our most exclusive shirt company a chance. Please use it on your next purchase, however large or small.

If you have any questions or feedback, please contact us (anytime, any day) by email or by post, and we will do our best to make you happy.

Yours faithfully

Nicholas Wheeler

Friday 1st May 2015

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Dear Mr Reid,

At Charles Tyrwhitt, we endeavour to make the finest shirts in the world. That is all well and good, but without anyone to wear them, what would be the point? I am always reminded that without our loyal customers, we are nothing.

I have a message for you from all of us here at Tyrwhitt Towers, and especially from me: We think you're absolutely fantastic. We're proud to have you as a customer, and we're grateful to you for sticking with us.

The voucher is yours to spend on any shirt you like, giving the shirt company a chance. Please use it on your next purchase, however large or small.

If you think we could be doing better, or if you have any feedback (good, bad or ugly), please get in touch and we will do our best to make you happy.

Yours faithfully,

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"We think you're really rather marvellous, completely first-class and out of this world fantastic."

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"The voucher is yours to spend as you choose, you've earned it for giving this small but passionate company a chance."

I have a message for you from all of us here at Tyrwhitt Towers, and especially from me: We think you're really doing it well, and we're proud to have you as a customer. It's not every day that you find a company that's so passionate about their customers, and we're really glad you're sticking with us.

The voucher is yours to spend as you choose, giving this small but passionate shirt company a chance. Please use it on your next purchase, however large or small.

If you think we could be doing better, please let us know. We're always open to feedback, and we will do our best to make you happy.

Yours faithfully,

Nicholas Wheeler

Nicholas Wheeler = \$500M

Charles Tyrwhitt = \$400M

\$20M in Sales

**Scaling the
Unscalable !**



74 %

**of consumers and buyers
say they'll pay more for a
great experience**

(Source: Sales Force)

[ABOUT US](#)[SERVICES](#)[LOCATIONS](#)[TREE CARE TIPS](#)[CONTACT](#)[FREE QUOTE](#)[CALL NOW](#)

Trees for life

Trees are a thing of beauty that add value to both your property and the environment. It's worth spending money and time on upkeep, removal and renewal.

[Book a free quote](#)

Approachable



Dependable



Consultations

9:55 or 10:25

POWER
of small



9:55 or 10:25

On-Time

or FREE

"We even get people standing at the end of their driveway watching their watches not believing we will be so punctual."

POWER
of small

Respect Time !



82%

**of buyers say that a slow response as the
biggest source of dissatisfaction**

(Source: Call Ruby)

Annual letter to Shareholders

Lawrence Fink - CEO
BlackRock



A photograph of Lawrence Fink, CEO of BlackRock, speaking. He is wearing a dark suit, a light blue shirt, and a blue and yellow striped tie. He has glasses and is gesturing with his hands. The background is a plain, light-colored wall.

**“...with the world undergoing
the **largest transfer of wealth**
in history: **\$24 trillion** from
Baby Boomers to Millennials.”**

Annual letter to Shareholders

Lawrence Fink - CEO

BlackRock

\$24

Trillions

BOOMERS
TO
MILLENNIALS

2022
SHIFT

A group of diverse young people, including men and women of various ethnicities, are smiling and looking at a smartphone held up by one of them, suggesting they are taking a selfie. The image has a warm, orange-toned overlay.

84%

Committed To Social Responsibility

(Source: Price Waterhouse)

A group of diverse young people, including men and women of various ethnicities, are smiling and posing for a selfie. One person in the foreground is holding a smartphone up to take the photo. The background is slightly blurred, suggesting an outdoor setting with trees.

63%

**more of them said “improving society”
than said “generating profit.”**

A scenic landscape featuring a paved road that curves through a field of yellow wildflowers. A large, leafy tree stands on the right side of the road, and a line of trees is visible in the background under a blue sky with scattered clouds. The overall scene is bright and natural.

**Socially
Responsible !**



BUSINESS FOR GOOD

[Q](#) [LOG IN](#) [CONTACT](#) [FAQ](#) [EVENTS](#)

[HOW IT WORKS](#)

[BENEFITS](#)

[TESTIMONIALS](#)

[OUR STORY](#)

[BLOG](#)

[JOIN US](#)

OUR MEMBERS ARE PASSIONATE ABOUT THE POWER OF GIVING

*Egle Blekaityte,
UAB Tavo
Laboratorija, Lithuania*



USE YOUR BUSINESS AS A REAL FORCE FOR GOOD. IMAGINE...

When you send an email

a mosquito net is given to prevent malaria

Sally,

We just want to say 'thank you' for using us to deliver that beautiful gift of flowers to Melissa.



And to make that 'thank you' really matter, we thought you'd like to know that **we've provided 17 people with maize grains in Kenya** to help them and their families build sustainable food supplies.

And that's been made possible by our membership of the Global Business Giving initiative B1G1. It means your gift to Melissa goes on giving multiple times and saves lives as well.

Thank you so much for being a client. We're privileged to serve you.

THANK YOU...



By you being at this event, a woman in Bangladesh receives access to a sewing machine for a week.

8 DECENT WORK AND
ECONOMIC GROWTH



10 REDUCED
INEQUALITIES



LEARN MORE



To put this belief into practice, we work with Entrepreneurs, Business and Government to design, develop, and implement environmental and social initiatives using lean startup and agile methods to provide a better return on everyone's investment and a positive impact on our community and planet.

Our Impacts

We also partner with [Buy1Give1](#) to make a positive impact on lives around the world through our everyday business activities. Every time you decide to work with us, use one of our services, or participate in one of our events we make a contribution, on your behalf, to one of the projects in Buy1Give1.

To date our clients have helped us build homes for underprivileged people in India, provided business training to women in Malawi Africa to help get them out of the cycle of poverty, provided solar lighting to families in India, and helped provide access to safe drinking water for children in Tanzania.

11,598

Our giving impacts to date

of access to life-saving clean water to families in Ethiopia

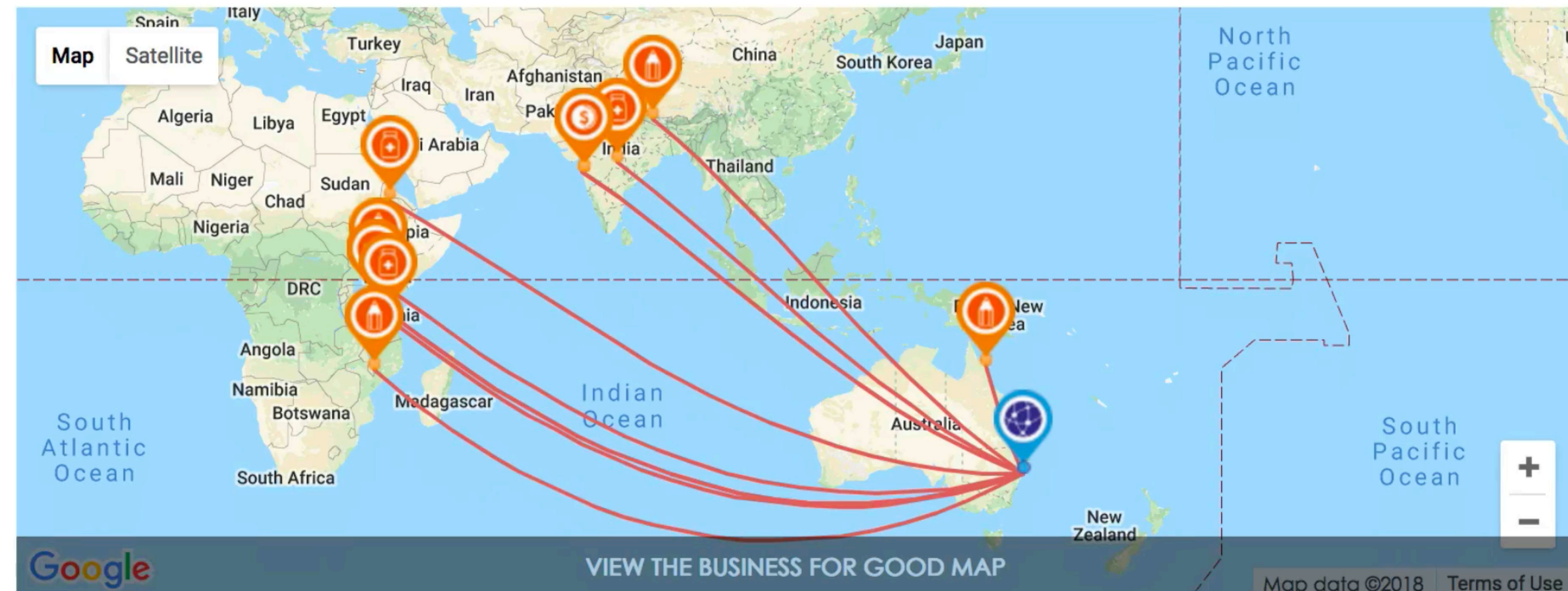
We've provided 14 days of computer education to children in need

We've given 98 days of business training to women in need in Africa

Find us on

B1G1

BUSINESS FOR GOOD



Total impacts

81,372



35,794

IMPACTS



801

IMPACTS



1,065

IMPACTS



6,818

IMPACTS



3,520

IMPACTS



67,847

IMPACTS



738

IMPACTS



37

IMPACTS



32,967

IMPACTS



4,000

IMPACTS

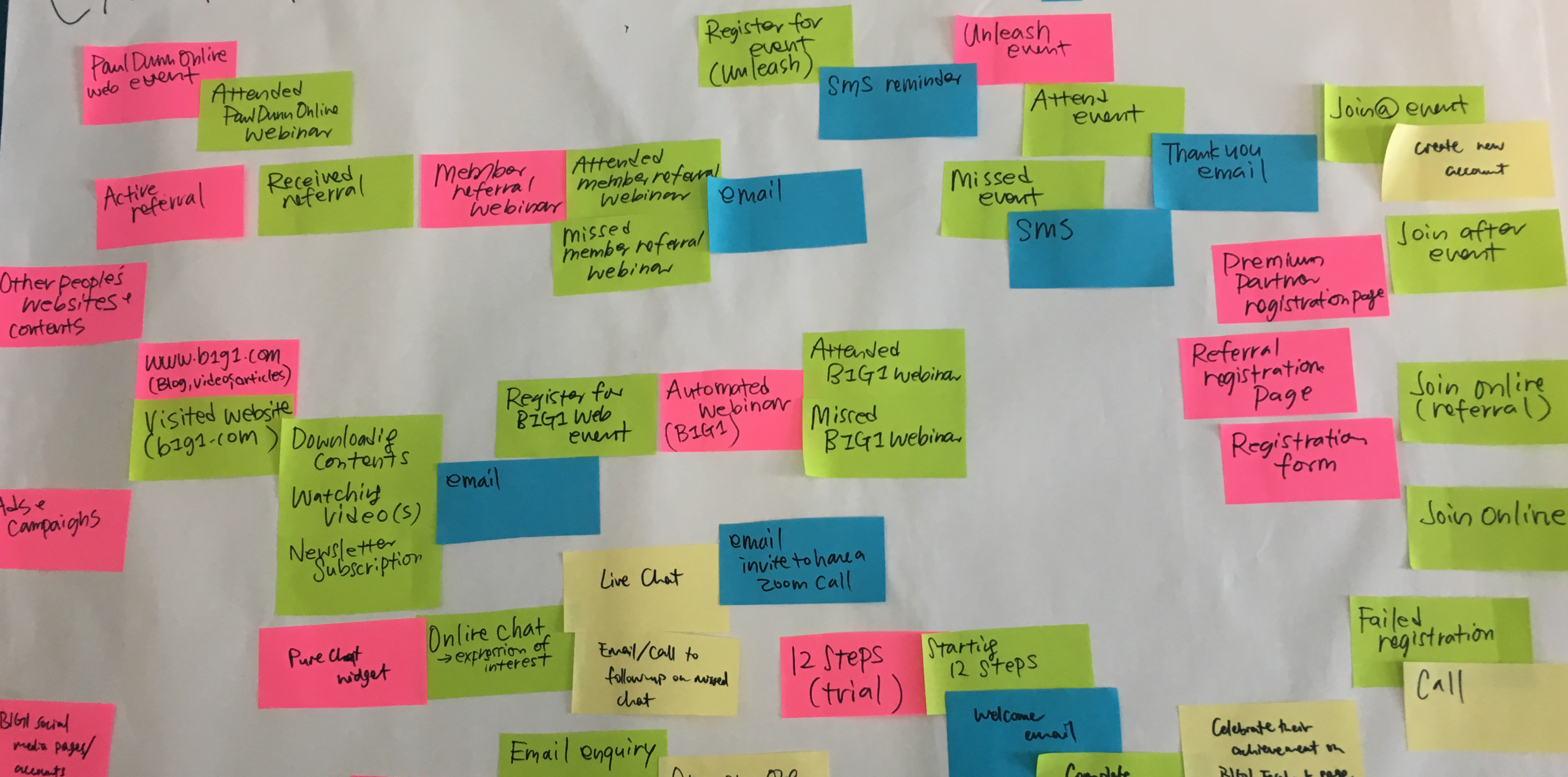
5 BENEFITS

- 1. Increased Customer Loyalty**
- 2. Increased Customer Satisfaction**
- 3. Word of Mouth**
- 4. Less Spending on Marketing**
- 5. Increased Profitability**

**Invoices, Receipts, Form Submissions,
Form Confirmation, Answering the
Phone, Email Signatures, Letters,
Cancellation, Returns, Training, On-
boarding, Register, Download, Live
Chat, Subscribing, Unsubscribe,
Website, Business Cards, Gifts,
Charity, Donations, Hiring...**

CREATING NEW MEMBERS

Opportunities
Automated responses
Customer actions
Personal responses



A top-down view of a wooden desk with a laptop, a camera lens, a smartphone, and earbuds. The laptop is on the left, the camera lens is at the top right, the smartphone is on the right, and the earbuds are at the bottom center. The text "Move Visibility" is overlaid in the upper half, and "More Leads" is overlaid in the lower half.

Move Visibility

More Leads



**Don't Focus
On Latest Hack !!**

A young woman with blonde hair, smiling, wearing a blue and red plaid shirt. The background is a blurred indoor setting.

Make each
TOUCHPOINT
Memorable

**Make each
TOUCHPOINT
Worthy of
Visibility**





**Make each
TOUCHPOINT
a Wow
Moment !**

The Huge Power of
SMALL



KEY TAKEAWAYS?

WHAT SURPRISED YOU?

ANY QUESTIONS?



STAY IN TOUCH !



www.AntoineDupont.com



www.youtube.com/AntoineDupont



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