

Digital Marketing Campaigns





..... Retail

On average, Wyng's Retail customers have seen:

26,500+ campaign visits per month

5,400+ UGC claims and sign-ups

10% increase in conversion with UGC in purchase path

> 25% increase in net new emails from UGC

On average, Wyng's Media & Entertainment customers have seen:

35,000+ campaign visits per month

8,400+ UGC claims and sign-ups

20% more repeat visits on site with UGC

90% more time spent on site with UGC

On average, Wyng's CPG customers have seen:

CPG

35,000+ campaign visits per month

9,400+ UGC claims and sign-ups

50% lift in engagement and sharing when consumer content is in campaigns



PROMOTION

This approach is the closest to traditional marketing and aims to generate hype for a brand, event, or product. That could mean facilitating conversation at Billboard's Touring Conference or encouraging fans of Sour Patch Kids Slurpee to take and share a selfie. The focus here is on exposure (though the best campaigns make conversion as seamless as possible), and promotion is the most straightforward type of engagement.

River Island

#ImWearingRI | Brand Promotion

Template Hashtag Content Collection & Response, Content Gallery on Website

Length Evergreen River Island, a London-based high fashion brand, wanted to showcase the stylishness of its customers so it launched the #ImWearingRI campaign. In exchange for a chance to win a £100 gift voucher, fans could upload a photo of themselves wearing the brand's clothing to Twitter or Instagram, and the resulting gallery demonstrated the diversity of the clothing line. In one photo, a young girl (whose Instagram account has 117,000 followers) poses in black skinny jeans, a tan baseball cap, and a fur-lined jacket. Another photo shows a woman's postworkout selfie. "Booty day done," the caption reads. "Obsessed with these @riverisland leggings #imwearingri #riverislandactive #shesquatsbro."



Not only did River Island get a range of images that created a sleek gallery, but this campaign was also successful because of the ease of conversion. The River Island team tagged each image with the associated product(s) and category, and when you clicked one, it was displayed with links to purchase the clothes worn in the photo. Connecting UGC to product pages like this can increase conversions by 10 percent.

#IMWFARINGRI SHARE YOUR RIVER ISLAND STYLE USING #IMWEARINGRI ON TWITTER V AND INSTAGRAM FOR YOUR CHANCE TO WIN A £100 GIFT VOUCHER WOMEN MEN KIDS + UPLOAD A PHOTO + SOCIAL

PROMOTION

Billboard

#TouringConf | Event Promotion

Template Auto Scroll Gallery

Length

2 Days

With panel topics like "Still Crazy After All These Years: Tales from the Lobby Bar" and "The Drummer Just Did What? Contemporary Artist Management and the Art of the 3 A.M. Call," Billboard knew that its 2015 Touring Conference would be engaging. Still, they wanted to harness that power as effectively as possible. So, in the middle of the stage at the main ballroom, ten feet above the floor, they mounted a projector that displayed tweets tagged with #TouringConf.

As they saw their peers' conference photos on the screen, attendees felt compelled to submit their own, providing the event with free hype

> Still one of my favorite pics from the #touringconf. @bradpaisley, sorry to put you on blast like https://t.co/zof9Fw9FF1

Congrats to endorsers @Imaginedragons & @SouthwestAir for your @billboard #TouringConf win for Best Concert &

Thu Nov 19 2015 on Twitte

\$

and reinforcing key points from the panels. For example, when Adam Alpert, the Chainsmokers' manager, said that music festival fans don't want to be sold to and instead "want to be along for the ride," the quote resonated with fans, who then tweeted it and amplified the conversation. Billboard knew that, by virtue of being there, conference goers were already engaged and looking to network, so the company provided them with an easy, visible, and real-time way to promote both themselves and the panels, a perfect short-term campaign.

Jesse Kirshbaum @.lesseKav

Eollow

Fans are smarter and have more access than ever. They don't want to sold to. They want to be along for the ride. -Adam Alpert #TouringConf





PROMOTION

Slurpee

Sour Patch Watermelon Slurpee Launch | Product Promotion

Template

Hashtag Content Collection & Response, Content Gallery on Website

Length 3 Months In 2015, Slurpee (in conjunction with 7-Eleven) launched the "official drink" of the summer, a Sour Patch Watermelon Slurpee that came with its own hashtag: #SPKSlurpeeSelfie. The zaniness of fusing the two products, the youthful connotations of the brands, and the neon gumby mascot all encouraged equally silly (and shareable) selfies. Most die-hard fans took pictures with the drink, a bag of the candy, and the free pair of SPK sunglasses. One loyalist even submitted a nine-paneled gallery of his Slurpee experience. Slurpee's campaign demonstrated how well they knew their demographics. By pairing the product launch with its own hashtag (and also giving out swag), the company capitalized on a target audience that organically produces UGC already. For example, in one five-anda-half minute YouTube video (with 333,000+ views), a fan teaches how to make a Sour Patch Kids pizza. #SPKSlurpeeSelfie channeled that energy into a fun and promotional gallery.



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CONNECTION

Sometimes, a brand de-emphasizes its product in order to highlight a lifestyle, emotion, or set of values. For example, instead of running a campaign that touts its soap, a company can instead ask its customers to share the messy parts of their lives. The focus here is tying the brand to a feeling rather than a specific product.

Kidde

"Let Your Dog Be a Dog"

Template

Hashtag Content Collection & Response, Content Gallery on Website

Length 3 Months Kidde knew it would be difficult for customers to show its home security products in action, so the company took its social media campaign in the opposite direction. Now that customers could watch over their house using the RemoteLync[™] Monitor and RemoteLync[™] Camera, the company reasoned that their dogs could stop being guard dogs. Using the hashtag #LetYourDogBeADog, the brand called for pictures of what their four-legged friends were doing with all of their spare time.

Kidde's creative campaign replaced an object with which customers have no emotional

connection (a home security system) with something that they care very much about, which is evident in the content gallery launched on their website. Participants submitted pictures of a puppy playing with a basketball, a pug dressed in a blue shirt, and a husky retrieving a stick. There was even a photo of a kitten that had ostensibly been relieved of its guard duties. By connecting with customers via their pets, Kidde capitalized on their emotional resonance and ensured a successful campaign.



CONNECTION

Sounders FC

#GoodPlayOffKarma

Template Pinmap Gallery

Length 2 Months Sounders FC, Seattle's pro soccer team, capitalized on an unexpected emotion during last year's post-season: altruism. They asked fans to accumulate #GoodPlayOffKarma by performing good deeds and posting about them on social media. What resulted was both silly ("I feel like the near-constant rain this week has been #goodplayoffkarma") and sincere ("Donated many clothes and toys for the kids at an orphanage #GoodPlayoffKarma").

Because the campaign was tied to the Sounders (and, by extension, to fan's sense of loyalty), the good deeds often involved the team, earning the club the best kind of advertising: "Gave my autographed cap signed by Chad Marshall to a very sweet young sounders fan #goodplayoffkarma." The team further heightened the appeal by teaming up with local businesses (a free 8" sampler pizza from 'Zaw for any fan wearing Sounders gear) and including a pinmap of geo-tagged deeds:

- Give \$\$\$ to charity.
- Don't have \$\$\$? Give time to charity.
- See someone strutting down the street in Sounders gear? Give that someone a high five.
- Buy the guy at the bar next to you a brew...a microbrew.
- Go green (Rave Green, of course) and take the bus to work.
- Have a Timbers fan in your neighborhood?
 Buy that fine neighbor a Sounders hat. And a scarf too.

Ultimately, the karma accrued wasn't enough for a playoff victory, but the campaign garnered a lot of good will and enthusiasm from its fan base.



CONNECTION

Lava Soap

#WhatDoYouGetInto | Product Promotion

Template

Hashtag Content Collection & Response, Content Gallery on Website

Length 4 Months For Lava Soap's 2016 campaign, they had an obvious, albeit brutally uninteresting, option for generating consumer content: encourage fans to take pictures with a bar of soap. Instead, the brand went in the opposite direction and asked for pictures of the messy parts of their customer's lives, the activities that required Lava Soap. "We like to get into anything at the beach," one consumer says of her picture of a toddler chasing three seagulls on the shoreline. "Lava soap after a long day helps with that." Other pictures showed a woman flexing at spin class, a group of athletes covered in mud, and a freshly weeded garden.

By positioning their product as the result of a process, Lava capitalized on consumers' sense of adventure. Even the hashtag— #WhatDoYouGetInto—implies action, demonstrating that any product, even a bar of soap, can be marketed in a dynamic way.



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INSPIRATION

When we say "inspiration," we don't mean something vague and abstract. We mean that the campaign gives customers the knowledge to go do something, whether that's planning a three-day trip to Philadelphia or homemaking a pendant lamp for under \$25. The focus here is on teaching, and though it asks more of the consumer than a promotion does, inspiration also leads to greater commitment from participants.

Bon-Ton

"Very Merry" Christmas Countdown -What To Buy

Template

Countdown Calendar

Length 21 Days

Sometimes, all the inspiration a consumer needs is a good idea. For the first three weeks of December, Bon-Ton, a department store with 275 locations, offered a Very Merry Countdown Calendar with 21 types of potential gift recipients, like itty bitty babies, fitness lovers, or foodies. Every day, the company emailed out a gift suggestion for that group (with the corresponding link, of course) and a new sweepstakes. In exchange for entering her email, a shopper earned the chance of winning the entirety of one of the gift lists. Bon-Ton collected over 6,000 emails during the course of the campaign.

A campaign built around inspiration is only as successful as the action it promotes, and Bon-Ton made the follow-through as easy as possible. The calendar included people that many consumers feel compelled to buy gifts for but don't necessarily know that well (like teachers, coworkers, and kids under 10), so the inspiration was more resonant than traditional advertising. The daily cadence not only encouraged repeat visits, but it also allowed Bon-Ton to identify the most engaged consumers, who could then be emailed after the campaign ended. To further drive traffic, the campaign offered exclusive sales, downloadable coupons, text message reminders, and a \$20 reward for every \$200 spent. By Christmas morning, Bon-Ton's ROI was in the triple digits.

DECEMBER 1-21 ERY MERRY (gift guide & sweeps)

Explore the gift guides below to get that "oh-my-goodness-how-did-you-know" reaction.





INSPIRATION

Philadelphia Tourism

#VisitPhilly - Where To Go

Template

Pinmap

Length 1 Year Philadelphia Tourism reworked the idea of a postcard into a campaign by tagging over three dozen iconic sites around the city with #VisitPhilly. The organization knew that tourists would already be taking photographs, and by painting messages like "With love, Philadelphia XOXO" on the installations, they made the photos even more likely to be shared on social networks. The resulting gallery featured everyone from young couples to parents with children to members of a visiting women's rugby team.

Philadelphia Tourism's inspiration worked on two levels: prompting tourists to visit more sites (and take more pictures) and then using those pictures to attract more visitors. Consider one of the sites, an oversized deck chair. Its silly proportions, comfortable seating, and strategic placement in front of the waterfront encouraged visitors to stop and strike a pose. The hashtag painted on the front suggested an easy way to share the image, and when they uploaded the picture, visitors could see other popular destinations in the city, inspiring them to keep exploring. Likewise, when friends and family back home saw the picture, they could click the tag and instantly connect with more Philadelphia sites, further promoting the city as a tourist destination.



INSPIRATION

DermaBlend

"Set + Refresh"

Template Content Gallery on Website

Length Evergreen DermaBlend wanted to promote its products by teaching consumers how easy it was to keep their makeup fresh and renewed, so they recruited women like Jenna, a mother, barre instructor, and fitness blogger. As she does lunges and squats in Central Park, Jenna explains that, "Just because I'm always on the go, I always keep Set + Refresh in my bag at all times. It keeps my makeup in place all day, and it's also a great refresher." By showing how other successful women, including a professional makeup artist and brand strategist, integrate Set + Refresh into their hectic lives, DermaBlend's campaign inspires women to do the same. "Before heading to a meeting or going out to an event", says Amy, a PR and marketing director for L'Oreal, "I like to use something that gives me a fresh look."



CREATION

Length

Brands can also defer to the imaginations of their fans. What consumers create can be actual, such as a chicken tikka masala Tostito's entrée. or aspirational, like a ski vacation in British Columbia that they just might win. The focus here is on creativity, and creation fosters a deeper relationship than promotion or inspiration.

White Stuff, a British fashion and lifestyle brand, donates at least one percent of its profits to its charitable foundation. To better include consumers in this philanthropy, every retail location gave out white fabric patches for its Are You Thready? campaign. Consumers then sewed their original designs on the patches, and every time they posted one on social media, the company donated £5 to their local store's charity. At the end of the campaign, White Stuff posted its 20 favorite patches on its website.

The elaborateness of the submissions reveals how successfully White Stuff targeted their audience. One entrant created an entire nautical scene with a sailboat, crashing waves, and a flock of seagulls. By tying the event to charity and promoting the winning submissions, the company encouraged high participation, and by distributing the patches in their stores and also randomly giving out £50 gift cards, the brand ensured that consumers were walking through their doors.



CREATION

British Columbia Tourism

"Ski It to Believe It" | Travel

Template

Quiz

Length 3 Months British Columbia Tourism already excelled at inspiration. On their homepage is a threeminute video of Donovan Tildesley, a blind skier based out of B.C. In between sweeping views of wind-swept mountains and shots of Tildesley skiing runs too advanced for most sighted people, he says, "I've got a lot of room to move, a lot of room to ski. I've got a lot of room to have fun. Mountains are a full sensory experience. You don't need to see to appreciate any sort of beauty." The site links to resort maps, hotel bookings, and special offers, but the brand engaged even further with its 2013 "Ski It to Believe It" contest. For this campaign, prospective visitors planned their ideal vacation. By dragging and dropping tiles, they chose five activities from a list of all the attractions that B.C. offers, including shredding double black diamonds, dog sledding, and shopping in the village. However, their choices weren't idle fantasies. One entrant would win \$15,000 toward a trip to one of the area's 13 ski resorts, which encouraged participants to imagine more vividly their dream getaway. Even if they didn't win, they'd already pictured themselves on the slopes, which is the first step in attracting tourists.



CREATION

Tostitos

#TostitosPlus2 | Cooking

Template Photo & Video Contest

Length 1 Month In November of 2015, Tostitos pushed its customers to expand the culinary boundaries of the brand. For the chance to win a vacation for four to Orlando, entrants could post a picture of their original recipe, and the resulting concoctions were ones that even Harold and Kumar would be proud of: Tostitos covered in goat cheese and hot pepper jelly, Tostito filled to the brim with frosting and sprinkles, Tostitos holding fried pork and caramelized onions, Tostitos adorned with dark chocolate and pistachios. One key to Tostitos' success was the campaign's accessibility. All entrants needed were a bag of the chips and a little creativity. The intrigue of the submissions, which ranged from the delicious to the deranged, also helped drive traffic. Overall, #TostitosPlus2 showed that brands can leverage their customers' enthusiasm—even if the results aren't always savory.



Appendix







Hudson's Bay

"Stars on Stripes" | Hashtag Content Collection & Response and Content Gallery on Website (1 Year)

Hudson's Bay, a Canadian retailer with 90 stores, ran a clear, focused campaign. In their downtown stores, they put carpets with outlined footprints and encouraged customers to take a "shoefie." With the same background for all the pictures (the brand's signature striped pattern), the resulting gallery was both consistent and diverse.



FabKids.com, part of TechStyle Fashion Group, capitalized on an activity that parents already love to do: share cute photos of their kids. The brand further incentivized participation by offering a free FabKids outfit to the monthly winner, encouraging playful competition and generating an adorable content gallery on their website.



Kérastase #MyIdealCurl | *Photo Lab (Evergreen)*

To celebrate the diversity of hairstyles, Kérastase, which sells luxury hair care products, launched a photo lab campaign. After customers upload a selfie, they choose the adjective that best describes their perfect style, like "sexy," "wild," or "beachy." Then, it's filtered to black and white and set behind a pink Eiffel Tower with the caption "#MyIdealCurl is beachy."

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MYIDEALCURL IS

DEALCURL IS

vivacious

naturel





WeWOOD

#WeWood | Hashtag Content Collection & Response, Content Gallery on Website (Evergreen)

Before launching its hashtag campaign to collect UGC, WeWOOD, which sells natural wooden watches, populated the gallery on its website with sample images: clean, crisp photos that prominently featured their timepieces. By making its expectations clear, the brand collected similarly high-quality content, which they then paired with conversion units.



Syracuse Crunch

6

#StarsInCuse | Hashtag Content Collection & Response and Content Gallery on Website (4 Months)

During its #StarsInCuse campaign, Syracuse Crunch, a minor league hockey team, offered fans a shot at the Jumbotron. By using the hashtag for their photos, they could see their pictures in a content gallery on the website, and a few entrants were then broadcast at the games – the ultimate goal for any sports fan.

Edmonton International Airport

"EIA Great Jetaway" | Hashtag Content Collection & Response and Content Gallery on Website (3 Months)

Instead of a traditional sweepstakes, EIA asked users to nominate someone who deserved a "great getaway." During the submission process, entrants had to tag three friends, broadening the campaign's reach. Of the 252 stories collected on Twitter and Instagram, the company ultimately chose David Maludzinski, a retired sergeant in the Royal Canadian Mounted Police who started studying Portuguese to combat his PTSD.





Toronto Raptors

"Player Created Collection" | Hashtag Leaderboard (Evergreen)

The Toronto Raptors didn't just involve fans in its latest campaign. First, they asked players to custom design a new basketball hat. Then, fans used the designated hashtag to vote for their favorite. The friendly competition inspired loyal participation, and the hat that won was guaranteed to be a fan favorite.







BF Goodrich

"Are You Driver Enough?" | Hashtag Content Collection & Response (4 Weeks)

In 2015, BF Goodrich launched a competition to find which of its users was "driver enough." To enter, fans could give the "epic 140-character tale of what makes you drive enough," share a photo ("Technically, it's not a selfie if your car's in it") or post a video ("Sling mud, burn out, be creative"). The ultimate prize was a trip to Gateway Canyon, CO, but all entrants could buy four new BF Goodrich tires and get a \$70 rebate after submission, an extra incentive that boosted participation.



TurboTax

"Absolute Zero" | Photo & Video Contest (9 Months)

TurboTax recently launched its Absolute Zero campaign to promote the fact that customers can file their state and federal taxes for \$0. To spread awareness, the company asked customers to share a photo that "shows how much you want to pay to file taxes. Hint: It's \$0." Participants could enter every 24 hours in order to win the daily prize of a \$100 gift card, the weekly prize of a \$500 gift card, or the grand prize of \$5,000 cash.







Capitalizing on the feeling of hometown pride, Midwest Living launched its "Greatest Town" campaign in the summer of 2016. To enter, consumers had to turn on their geolocation, snap and caption a photo, and share it using the #MLGreatestTown tag. In the end, Traverse City, MI, the "cherry capital of the world," earned the trophy, which Midwest Living celebrated with food trucks, Frisbees, and a silent disco.







A month and a half before the Academy Awards, this daytime talk show asked its viewers to predict the winners in all 24 categories. The awards ceremony was already popular with Kelly and Michael's target audience, so the tie-in only increased their relevance. The day after the Oscars aired, the hosts announced that Barbara Brooks had won the grand prize: a trip to Buccaneer in St. Croix.

Harpoon Brewery #LoveBeerLoveLife | Content Gallery (2 Days)

Every May in Boston, Harpoon hosts HarpoonFest, a two-day celebration that includes a brewery tour, keg bowl for charity, live music, and tons of beer. In 2016, the company invited fans to share how they #LoveBeerLoveLife for a chance to win four tickets to the event. Instead of forcing their product into the campaign, Harpoon instead focused on the good vibes associated with HarpoonFest.







Ciroc

"Step Into The Circle" | Photo & Video Contest (Two Weeks)

Ciroc wanted to emphasize that it's part of a luxurious lifestyle, so it invited customers to "step into the circle." Using a photo of P. Diddy and his model friends as an example, the brand asked consumers to submit a picture of their crew enjoying a night out using the hashtags #StepIntoTheCircle and #CirocContest. The best seven photos were awarded an unforgettable New Year's Eve party. 14

Microsoft Office

"Choose The View From Your Office" | Faceoff (4 months)

Rather than building a social media campaign around its new software, Microsoft Office asked its consumers whether they'd prefer to have a view of a beach or mountains from their office. Each representative image featured a laptop showing a Microsoft program, which was displayed every time a person voted, indirectly creating hype for Microsoft Office.







Spalding

#TrueBelievers | Hashtag Content Collection & Response and Content Gallery on Website (Evergreen)

Instead of encouraging fans to take pictures with its products, Spalding invited athletes to snap a photo of themselves in action and explain how they stay "true to the game." The photos were then filtered to black and white (an on-brand aesthetic) and featured on the website. By focusing on a quality that's important to athletes—grit the company reinforced its legitimacy as a sporting goods company.

16 Honda Civic

#1DCivicDesignContest | Photo & Video Contest (1 Year)

Ingeniously coincident with One Direction's new album, Honda Civic's #1DCivicDesignContest challenged consumers to custom design their own car. The winner, chosen by the British boy band, earned a real-life version of their digital creation, raising the stakes for the design process and capitalizing on One Direction's soaring popularity (their 2014 tour was the highest-grossing of the year).





Cake Boss

"BornToBake" | Hashtag Content Collection & Response and Content Gallery on Website (Evergreen)

When it launched the #BornToBake tag, Cake Book capitalized on two activities that their target demographic already loves: baking and sharing their creations on Instagram. Approved images, like a cake of the Teenage Mutant Ninja Turtles peeking their heads out of a manhole cover, appear on the website along with conversion units (a round cake pan). The gallery, then, serves both as monument to consumers' creativity and inspiration for others.

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Wyng is a marketing platform for brands and agencies to build and run campaigns that drive participation and elevate consumer influence. We powered the first Super Bowl hashtag commercial in 2011. Since then, we've continued to evolve our platform to align with shifts in consumer behavior through a robust library of campaign templates. We help brands create communities, what we call tribes, bound by affinity and connection. Wyng is headquartered in New York City.

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