#### CUSTOMER SUCCESS OVERVIEW



## BUSINESS IMPACT

**200%+ Overall Customer Growth** 

Flo-Rite increased their staff and service vehicles, plus is planning an office expansion to support their growth from their marketing campaign.

# \$35k Initial Revenue Boost

Flo-Rite generated \$35k in revenue from the first three jobs they booked after launching their targeted Express-News print program.

## OVERVIEW

### **Business Challenge**

Flo-Rite owner and proud military veteran Frank Flores' challenge was increasing awareness of the business up to the level of his competition. He felt that if awareness was equal, his team could compete and win long-term customers based on their high quality of service. As the lesser-known regional player in San Antonio, he needed to invest wisely in a marketing campaign that delivered his powerful and unique message to the right audience at the right time.

### **Campaign Strategy**

The team at Express-News built Flo-Rite's campaign assets immediately to match their ambitious goals. These assets included new creative for print & digital, website, search campaign and editorial content with Flo-Rite's message of integrity and quality woven in. The next step was sequencing the campaign to 1) build a base level of awareness, 2) increase volume during peak seasons and 3) leverage relevant event-based advertising opportunities.

### PRODUCTS















MARKETING





# CAMPAIGN ELEMENTS

### **Print Advertising**

Flo-Rite's ad campaign was featured in the Express-News JBSA's Air Show special section and magazine-quality keepsake publications, Rodeo and Fiesta. Included in the ad is a new tagline developed by Express-News that emphasizes Flo-Rite's commitment to quality.

#### Native Advertising

**Express-News** featured Flo-Rite's story of HVAC education for local homeowners and Frank's distinguished military career and business values in an editorial style advertisement that was distritbuted on mvSA.com and a network of targeted sites.

	en 07/35/2017 1.26 PM PIN 8*	A
_		course of a year, your home heating and cooling system can
		200 hours? If you compare that to a vehicle running at 45 mp ne, you're looking at putting the equivalent of 140,000 miles o
	your heating and cooling a	nit each year.
	That's a lot of mileage on	something that you rely on to keep you and your family
		Texas' extreme weather. An annual tune up will keep your
PWAU system	sunctioning at its sarest and i	healthiest — and will save you energy and money.
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THE LAST A/C GUYS

SERVICE: "We pride ourselves in quality

here to educate you and build a life-long

relationship."

customer service. We won't take advantage of you like many other companies. We're

INTEGRITY: "As a veteran-owned company, we follow strong moral principles and values

which we won't compromise. You'll notice that we truly want what's best for you as soon as we set foot in your home."

EXCELLENCE: "We provide you what other

companies simply can't: excellence. We use 100% American-made parts installed by our expertly-trained technicians. Quality parts, erior service, overall excell **Choose Flo-Rite for** 

your next and last HVAC company 210-469-8500 www.acrepairsatx.com

#### **Display Advertising**

Display ads were promoted on mySA.com and an extended network of sites targeting Flo-Rite's ideal customers with compelling copy highlighting seasonal promotions throughout the year.



### Website Design

A professional website was built featuring Flo-Rite's accreditations, equipment specials, forms, live-chat and more to turn casual browsers into onsite HVAC appointments.





"Express-News has been a game-changer for my business. They write my ads, set up my website and meet with me weekly to discuss performance. They truly care about my company as well as me personally. No doubt, they helped my business grow threefold in the last 2 years."

FRANK FLORES | Owner

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