

Appluent Business Solutions: Client Report

5th Floor Analytics

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Objectives

Increase Website Traffic Improve Social Media Presence

Professionalism





Strategy & Implementation



Increase Website Traffic

Improve social Media Presence

Professionalism



- 2 Google ads
- A/B Testing between 2 Ads





Social Media Campaigns

- Introducing the Team
- New App release campaign
- Weekly LinkedIn & Twitter posts





Website Changes & SEO

- Revamping page content
- Conduct site audit
- Identify functionality errors
- Updated version of Managed Services Newsletter



Results

Google Ad Results

(Primary Ad: Oct. 10th-November 7th)

<u>Ad 1</u>

- 1,834 Impressions
- 44 Clicks
- 2.39% click through rate

Google Ads A/B Test

Oct. 24th - Nov. 7th

Ad 1

- 1,216 Impressions
- 22 Clicks
- 1.8%

<u>Ad 2</u>

- 231 impressions
- 11 clicks
- 4.76 % click-through rate

Social Media Results

Linkedin

- 130 Unique Visitors up 39%
- 14 New followers up 40%
- 2.1 K Impressions up 540%
- 18 Custom Button Clicks up 28%
- 11 Shares

Twitter

- 362 impressions
- 16 engagements
- 1 new follower

Website Results

- 12.21% increase in user traffic
- 12.77% increase in new user traffic
- 15..64% of traffic was from Google Ads





- Company Overview
- Google Adwords
- Improvement of Social Media
- Website
- Newsletter
- 3 Month Plan
- Recommendations

Who is Appluent?

- Salesforce consulting partner
 - USA
 - India
- Launched in 2014
- Team of eight consultants
- Salesforce implementation app development
- Salesforce consultation offerings
 - Custom development, Integration,
 QuickStart, and CPQ





APPLUENT'S LOCATIONS

Offices located in the United States and India



Target Market

Small to Large Businesses Businesses
Interested in
Salesforce
Implementation

Current Salesforce users looking for optimization



Local Competitors

Salesforce consulting firms within a 15 mile radius of Appluent Business Solutions











Existing Digital Assets



- Last post was in July
- Limited engagements
- Hard to reach consumers



- Did not post any content for 8 months
- Lack of activity between followers and Appluent



- Main social media platform for providing content
- Most engagements



- The Appluent website was an afterthought for the company
- Well designed but lacking content

Client's Concern

Digital Presence

Brand Awareness

Clientele

Client is not utilizing its digital assets enough

Client wants to increase brand awareness

Client wants to reach a larger clientele

Objectives

Increase Website Traffic

- Increase
 website traffic
 by 10% in one
 month
- Increase click through rate by 2% in one month

Increase Social Media Presence

- Increase social media presence to drive brand awareness, and customer interaction.
- Produce 10 social media posts
- Increase Twitter followers by 5
- Increase LinkedIn connections by 5

Increase Brand Awareness

- Obtain 1,000+
 Google ad impressions
- Increase twitter impressions by 10-15%
- Increase LinkedIn impressions by 10-15%



Strategy





- 3 Google ads
- A/B Testing between 2 Ads



Social Media Campaigns

- Introducing the Team
- New App release campaign
- Weekly LinkedIn & Twitter posts



- Made newsletter to promote Appluent
- Describes Appluent's services for potential clients



Website Changes & SEO

- Revamping page content
- Conduct site audit
- Identify functionality errors

Increase Web Traffic

Google Adwords: Objective

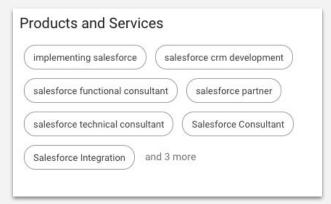
Increase traffic to the website by 10%

Google Adwords: Implementation

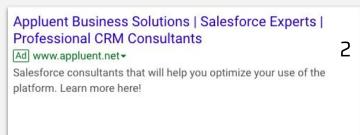
- Started with name of company to ensure **brand** awareness
- Included expertise of Salesforce specifically
- Maximized the **reach** by extending it far outside Philadelphia
- Targeted **14,551,250** people



*10 Mile radius around Philadelphia







Google Adwords: (Raw Data)

Ad #1

Appluent Business Solutions | Salesforce Experts

Ad appluent.net ▼

Salesforce consultants that will help optimize your use of the platform. Learn more here!

- Ran from October 10th November 13th
- 1,834 Impressions
- 44 Clicks
- Click through rate 2.39%
- \$134.00

Ad #2

Appluent Business Solutions | Salesforce Experts | Professional CRM Consultants

Ad www.appluent.net -

Salesforce consultants that will help you optimize your use of the platform. Learn more here!

- Ran from October 24th November 7th
- 231 Impressions
- 11 Clicks
- Click through rate 4.76%
- \$21.88

Google Adwords: A/B Testing

*Ad #2 includes a third heading

Ad #1

Appluent Business Solutions | Salesforce Experts

Ad appluent.net ▼

Salesforce consultants that will help optimize your use of the platform. Learn more here!

Ad #2

Appluent Business Solutions | Salesforce Experts | Professional CRM Consultants

Ad www.appluent.net ▼

Salesforce consultants that will help you optimize your use of the platform. Learn more here!

Improve Social Media Presence

Thoughts on their social media presence before the project

- Limited Posts & Engagement
- Limited Content
- No posts in over 8 months
- Appluent on Facebook by continuing to post content
 - Minimal content on Linkedin or Twitter
 - Twitter didn't fit their client's demographic
 - Very low engagement
 - o Opportunities within Linkedin and Facebook
- Felt that if customers looked at their social media they could get the impression that they may be out of business since they were not posting



Social Media Objectives

- Increase brand awareness on social media platforms (Twitter and LinkedIn)
- Engage with followers on social media through social media posts
- 4 Gain more followers combined for social media platforms
- Gain traction with posts by getting at least 1,000 impressions
- Get Interactions through likes and shares on posts



Social Media Implementation

Came up with two social media campaigns to run on their social media

Use tweetdeck to schedule posts for these campaigns

First Campaign

- Introduce their social media family to the Appluent team
- Allows for their followers and potential customers to get to know who they are working with

Second Campaign

- Promote their new app that they have coming out
- Will be teaser posts
- Call to action posts

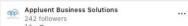


Social Media: LinkedIn Posts For the First Campaign



Over the coming weeks, we will introduce our LinkedIn family (you) to our amazing staff. Each week, we will dedicate a post to one of our team members—showing our appreciation for everything that they contribute to Appluent.





Jaime was first introduced to Salesforce while working in Sales as a Salesforce User back in 2012. While Sales was competitive and fun, it lacked the problem solving that Jaime enjoys. After realizing the capabilities of Salesforce and how powerful of a tool it can be, she decided to start learning more on Salesforce Trailhead. After a few months of trails and self-studying, Jaime achieved her Salesforce Administration Certification in 2015 and joined Appluent. Since joining, Jaime continues to learn and grow with Salesforce by achieving additional certifications such as Sales Cloud Consultant, Service Cloud Consultant, and CPQ Specialist. As the Client Success Manager, Jaime is responsible for overseeing Operations to ensure Project and Client Success throughout the Client's journey with

#appluent #appluentfam #salesforce #clientsuccess
#salesforceadministrator #salesforceadmin





Social Media: Twitter Posts For the First Campaign



Over the coming weeks, we will introduce our Twitter family (you) to our amazing staff. Each week, we will dedicate a post to one of our team members—showing our appreciation for everything that they contribute to Appluent.





Nicole has a passion for helping organizations transform using technology. Since September 2018, she has been motivated to find answers to some of the most pressing business issues. Nicole enjoys cooking delicious Italian meals and spending time with her two dogs, Louie and Lala.





Appluent @appluent

Michael eventually found a passion for Salesforce development when first working in the platform in 2015. Michael is responsible for client solutions and leading the development team. Michael enjoys bowling, fishing and making popcorn in the Appluent kitchen. #Seniordeveloper





Social Media: Posts For the Second Campaign



Appluent @appluent

UserPulse, a new Salesforce user management app that helps admins deactivate, move, or reassign users more efficiently within an organization. Visit our website to learn more about UserPulse, a straightforward way to manage your user: https://bit.ly/20crDVw

IDENTIFY NAVIGATE REMOVE

COMPLETELY remove a user from dependent metadata!



Appluent @appluent

As a Salesforce admin you spend so much time deactivating, moving, or reassigning users, it makes you want to cry. Visit our website to learn more about UserPulse, a simple way to manage your user: https://bit.ly/2OcrDVw



Professionalism

Issues & Opportunities

Appluent's website was in strong shape

- Received strong scores from site audit in SEMrush
- Did not require internal linking
- Good use of backlinks
- Few site errors found

Opportunities

- Revamping the 'about' page as part of brand awareness initiative
- Rectify errors found in site audit
 - Notify Appluent of 404 errors, bad links, and spam
 - Flag any SEO issues

Tweaking the About Page

Before



What was needed?

 Appluent personnel are missing from the page

Why is that important?

- Will be helpful for appealing to leads on website
- Makes Appluent more personable
- Improves professionalism
- Coincides with our social media campaign

After



CONCA PARTNERS CONTACT APPS LOGIN

Our Team



Nicole has a passion helping organizations transform using technology. Since joining Appluent in September 2018, she has been motivated to find answers to some of the most pressing business issues. Whether it is increasing end user adoption, streamlining sales processes, or increasing customer satisfaction, she has been able to quickly identify the shortcomings and create a strategic solution using the power of the Salesforce Platform, Outside of Appluent, Nicole enjoys cooking delicious Italian meals and spending time with her two dogs, Louie and Lala.



Jaime was first introduced to Salesforce while working in Sales as a Salesforce User back in 2012 While Sales was competitive and fun, it lacked the problem solving that Jaime enjoys. After realizing the capabilities of Salesforce and how powerful of a tool it can be she decided to start learning more on Salesforce Trailhead. After a few months of trails and self-studying. Jairme achieved her Salesforce Administration Certification in 2015 and joined Appluent, Since joining, Jaime continues to learn and grow with Salesforce by achieving additional certifications such as Sales Cloud Consultant, Service Cloud Consultant, and CPQ Specialist. As the Client. Success Manager, Jaime is responsible for overseeing Operations to ensure Project and Client Success throughout the Client's journey with Appluent.



Michael has over 10 years of experience architecting and developing web based enlutions in usonics industries that include manufacturing, healthcare. insurance and advertising. After years of developing enterprise web applications from the ground up using such technologies as ColdPusion, Oracle PL/SQL, PHP, C# and many IsvaScript frameworks Michael eventually found a passion for Salesforce development when first working in the platform in 2015. Since moving into the Salesforce ecosystem. Michael has earned his Platform. Developer I certification and has continued testing how far he can push Salesforce. As the Senior Developer, Michael is responsible for client. solutions and leading the development team. When not behind the keyboard, Michael enjoys bowling, fishing and making poporm in the Appluent



Raisa Cupta - Delivery Manager

Raisa joined Appluent Business Solutions team in September of 2017. She started off as an implementation Consultant and Business Analyst, quickly progressing to the role of Salesforce Delivery Lead in our India office. An engineering graduate having over nine years of experience in IT, with maximum time spent in Salesforce across roles including Delivery Manager Team lead Administrator Consultant, Test automation expert. Also, a certified Administrator, App. builder and Sales cloud consultant. She is a certified Conga expert as well and helps designing Conge solutions while understanding client business processes. Daisa enjoys implementing. new features in salesforce and believes in non-stop learning.

Daica is an auid seader and has keen. interest in music. She pursues these passionately whenever she is not playing with her daughter



Sounderya Raghav - Head of People and Business Operations

With an experience of over II years in the domain of Human resources, Compensation & Benefits, capability building, policy formulation, setting HP direction. Telent strategy and internal communications; Sounderya is currently heading Appluent's India Practice. She joined the Appluent Business Solutions team in May of 2017 and helped Creg grow Appluent's India office. She is passionate about people aspect of organizations and believes in creating high performing environments while having fun. Starting her career in one of the Big 4. she moved to Salesforce industry and love every bit of it. She loves travelling and exploring new locations as She strongly believes that travelling is the best form of education she can give to



Greg's journey in the Salesforce ecosystem began as an admin by accident in 2004. He was leading a sales team where the rough Salesforce implementation fell into his lap. Creq. immediately caw the impact that Salesforce had on his own and the team's performance. He then decided to leave his sales post and turn techie, leveraging his Computer Science experience at Temple University Cred began his journey to becoming an admin, developer and later consultant. working for small-medium businesses to Fortune 500 companies as a Salesforce customer. He founded Appluent Business Solutions in 2014 from the ground up and has grown the organization to a Silver Salesforce Partner delivering over 250 projects with a stellar team surrounding him. When Greg is not managing the business, he enjoys hanging out with his wife and three daughters, watch

What we did:

Added company personnel to the 'about' page

Why?

- Coincides with our social media campaign
- A best practice especially for those who do consulting

Before

Newsletter Update

<u>After</u>



Use Your Hours For:

- Configuration
- ▶ Data loading
- Development of new and existing functionality
- Platform enhancements
- Remote and or on-site support
- End-user training
- Learn best practices of the Salesforce platform



Contact Us

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MANAGED SERVICES Let Us Take Care of Things

Here, at Appluent Business Solutions, we strive to be a one-stop shop for all of our incoming, current, and past clients. One of the ways we're successfully achieving this is by providing ongoing post-implementation support once a project is complete to ensure your org continuously adapts to your growing company.

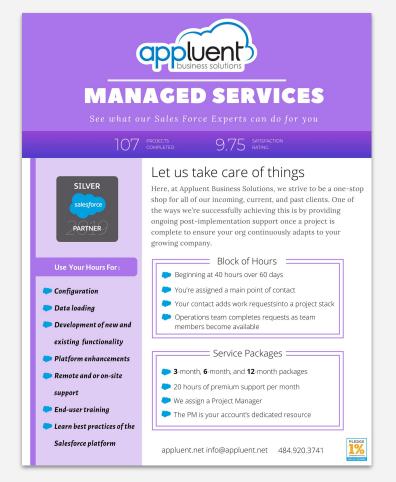
Choose the Managed Service option that best meets your platform goals:

▶ Block of Hours

- Beginning at 40 hours over 60 days
- You're assigned a main point of contact
- Your contact adds work requests into a project stack
- Operations team completes requests as team members become available

Managed Services Packages

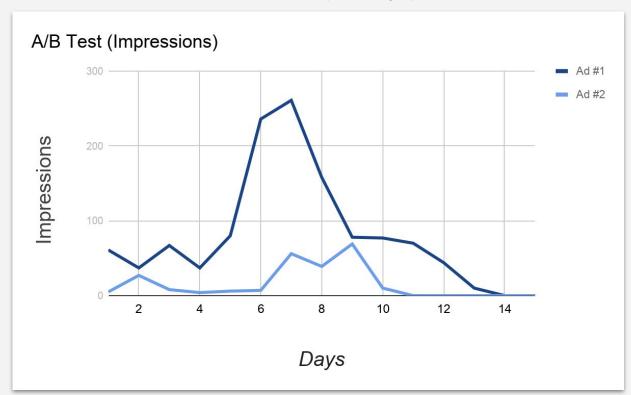
- > 3-month, 6-month, and 12-month packages
- > 20 hours of premium support per month
- We assign a Project Manager your main point of contact.
- ▶ The PM is your account's dedicated resource



Results

Google Adwords: A/B Test (Impressions)

October 24th - November 7th (15 days)



Ad#1

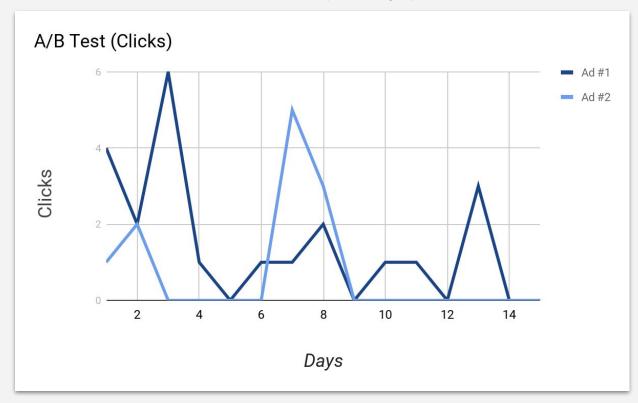
1, 216 Impressions

Ad #2

231 Impressions

Google Adwords: A/B Test (Clicks)

October 24th - November 7th (15 days)



Ad#1

Ad #2

11 Clicks

22 Clicks



Linkedin Results

- 2,100 Impressions
- That is a 540% increase

Impressions

- 14 new followers
- 40% increase

Followers

- 130
- 39% increase

Unique Visitors

- 18
- 28% Increase

Custom Button Clicks

• 11 Shares on posts

Shares



Twitter Results

4 New Followers

Followers

• 494 Impressions

Impressions

17 Total
 Engagements on Posts

Engagements

Website Traffic Results

12.21%

Increase in user traffic between Oct 14th to Nov 12th

15.64%

Percentage of website traffic came from Google Ads

12.77%

Increase in new user traffic between Oct 14th and Nov 12th

Three Month Plan

Three Month Plan: January

Website & SEO

- Add meta descriptions to 11 pages
- Establish sitemap for website
- Increase word count for 6 pages
- Use keywords to optimize web content

Social media

- Implement the social media posts provided each week on Twitter and LinkedIn
 - On Tuesday, release post on app
 - On Thursday, release post about employee

Schedule Content

 Create and schedule new content for social media and Google Ads campaign for February

Google Smart Campaign

 Continue with Google Ads campaign targeting a 15-mile radius around Philadelphia to promote app

SUN	MON	TUE	WED	THU	FRI SAT	
JAN 2020			01	02	03	04
05	06	07	08	09	10	11
Run Google Ads		Post about social media about app release		Post on social media about employee profile		
12	13	14	15	16	17	18
Run Google Ads	Refer to summary about website & SEO tips	Post about social media about app release		Post on social media about employee profile		
19	20	21	22	23	24	25
Run Google Ads		Post about social media about app release		Post on social media about employee profile		
26	27	28	29	30	31	
Run Google Ads		Post about social media about app		Post on social media about employee	Create & schedule new content for	

Three Month Plan: February

Google Ads

- Create two ads for app to conduct A/B testing
- Measure which one is most effective

Social media

- Continue weekly posts on Twitter and LinkedIn
 - Updates on what the company is up to and showcasing how new app works

Google Reviews

- Encourage past and current clients to leave reviews on Google My Business page
 - Incentivize clients to post about their experience working with Appluent

Schedule Content

 Create and schedule new content for social media and Google Ads campaign for March

SUN	MON	TUE	VVED	THU	FRI	SAI
FEB 2020						01
02	03	04	05	06	07	08
~					.	
Run Google Ads		Post on social media about company updates		Post on social media what UserPulse can do		
09	10	11	12	13	14	15
Run Google Ads		Post on social media about company updates		Post on social media what UserPulse can do		
16	17	18	19	20	21	22
Run Google Ads		Post on social media about company updates		Post on social media what UserPulse can do		
23	24	25	26	27	28	29

Three Month Plan: March

Google Ads

- Continue to run successful ad from A/B testing to promote app
- Create Smart Campaign driving traffic to website

Social media

- Continue weekly posts on Twitter and LinkedIn
 - Updates on what the company is up to and showcasing how new app works

Create Campaigns

• If Appluent team feels comfortable running ads, the company can create social media campaigns

SUN	MON	TUE	WED	THU	FRI SA	Т
0′	02	03	04	05	06	07
Run Google Ads		Post on social media about company		Post on social media new things happening in the industry		
MAR2020		updates		in the industry		
30	3 09	10	11	12	13	14
Run Google Ads		Post on social media about company updates		Post on social media new things happening in the industry		
1	5 16	17	18	19	20	21
Run Google Ads		Post on social media about company updates		Post on social media new things happening in the industry		
22	2 23	24	25	26	27	28
Run Google Ads		Post on social media about company updates		Post on social media new things happening in the industry		
29	30	31				

Recommendations

- Invest in more Google Ads
- Use Facebook ads since that is their most engaging platform
- Use boosted posts on Linkedin
- Delete Twitter since it that platform has the least engagements
- Develop a social media calendar
- Use Hootsuite to schedule future social media posts
- Add a biweekly blog to their website addressing Salesforce's tips, how-to, and problems/solutions
- Optimize website with more call-to-actions

Value to Appluent

- Appluent spent no money
- Appluent is going through a change with their marketing team.
 - They are losing their marketing manager so they are looking for outside help
 - Helped set deadlines with a consulting company without having to meet face to face
 - Able gain leadership skills
 - Remotely work together and communicate consistently in order to complete all objectives
- Got more exposure through social media and google ads
 - Provided with weekly content on social media
 - Exposed to new ways of posting
 - New through of getting business through google ads
- Experience in working with people remotely
 - Able to set deadlines
 - Constant Communication



Thank You!

If you have any questions please contact us at

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