

## WebTrends MarketingLab<sup>®</sup>

You bring the art. We'll deliver the science.

## A Few Words About WebTrends

- 12 years of consistent market share leadership
- Global operations 330 employees
- #1 in Web Analytics Strategy Forrester
- #1 in Web Analytics Market Presence
   Forrester
- #1 in Web Analytics Market Share, IDC
- More than 10.000 Enterprise customers globally on Webtrends 8
- More Enterprise On Demand Tagging customers than any other vendor
- 7500 people trained in over 1800 leading companies worldwide including Telecom Italia, Ferrari and Maserati
- 45 People in European Team; Offices and Training Centres throughout Europe
- Italy Presence and Offices
- Extensive European and Italy Partner Network

Microsoft HSBC (X) vodafone Sony Ericsson **BARCLAYS** XEROX. **SAMSUNG** mobile (oca loota ticketmaster WebTrends RELENTLESS ABOUT RESULT:

## WebTrends Selected European Customers



### WebTrends Selected European Customers



### WebTrends in Italia



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## **Microsoft Standardizes on WebTrends**

#### Account Profile:

- Multiple Business Units & 100s of departments
- 45 Billion page views
- Numerous analytics vendors

#### **Requirements:**

- Metric standardization across the organization
- Easy to use reporting and administration for hundreds of users
- Scale & solution flexibility
- Long-term vision
- Training and Support

#### **Result:**

- WebTrends chosen due to
  - Reporting flexibility and Easy Customization
  - Accurate key performance indicators
    - 1<sup>st</sup> Party Cookies
    - Unique Visitors over time
  - Ease of use
  - Segmentation deemed most powerful
  - Scalable, Secure On Demand Service
  - Unique Consistent Framework



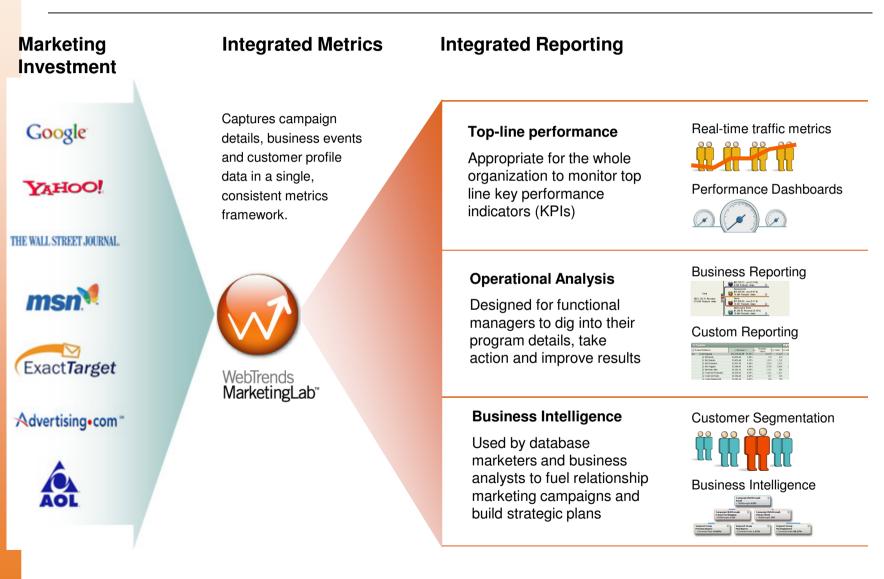


## Web analytics is expanding to meet the need

	1995	2000	Early 2000's	2006+
Audience	<ul> <li>IT Manager</li> </ul>	<ul> <li>Webmaster</li> </ul>	<ul> <li>Marketing Manager</li> </ul>	<ul><li>Entire Marketing Dept.</li><li>CMO / VP</li></ul>
Solution	<ul> <li>Web Traffic Reporting</li> </ul>	<ul> <li>Hosted Real-Time Analysis</li> </ul>	<ul> <li>Conversion Analytics</li> </ul>	<ul> <li>Marketing Performance Management</li> </ul>
3enefits	<ul> <li>Traffic Analysis</li> <li>Bandwidth Utilization</li> </ul>	<ul> <li>Quicker Analysis Time</li> <li>Content Analysis</li> <li>Path Analysis</li> </ul>	<ul> <li>ROI Focused Analysis</li> <li>Visit-based Reporting</li> <li>Customized Reporting</li> <li>Basic Segmentation</li> </ul>	<ul> <li>Integrated Metrics Framework</li> <li>Customer-focused Relationship Marketing</li> <li>Consistent KPIs</li> </ul>
Products	<ul> <li>Log Analyzer</li> <li>Analog</li> </ul>	<ul> <li>WebTrends Live</li> <li>WebSideStory Hitbox</li> <li>Superstats</li> </ul>	<ul> <li>WebTrends 7</li> <li>Google</li> <li>Yahoo</li> <li>Atlas,</li> <li>Cheetahmail</li> <li>MSN</li> </ul>	WebTrends MarketingLab™

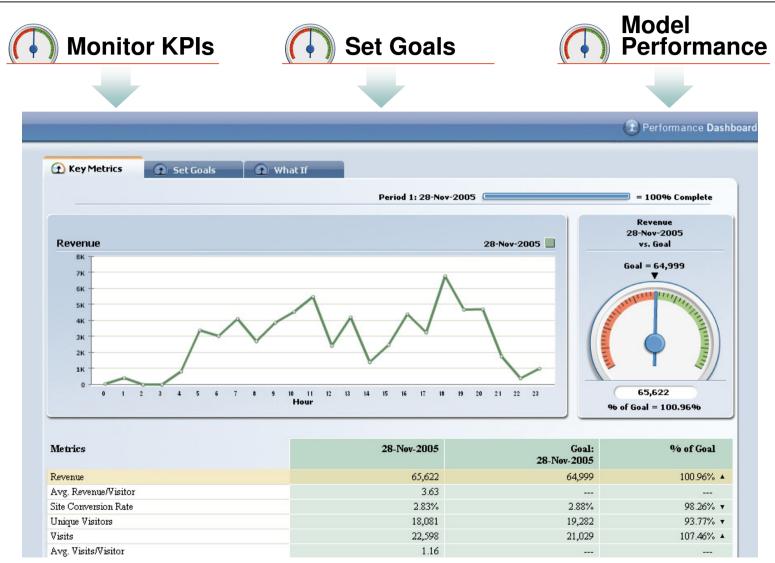


# Measure all your campaigns consistently





# Performance Dashboards to prove and improve your results





Framework for Marketing Success





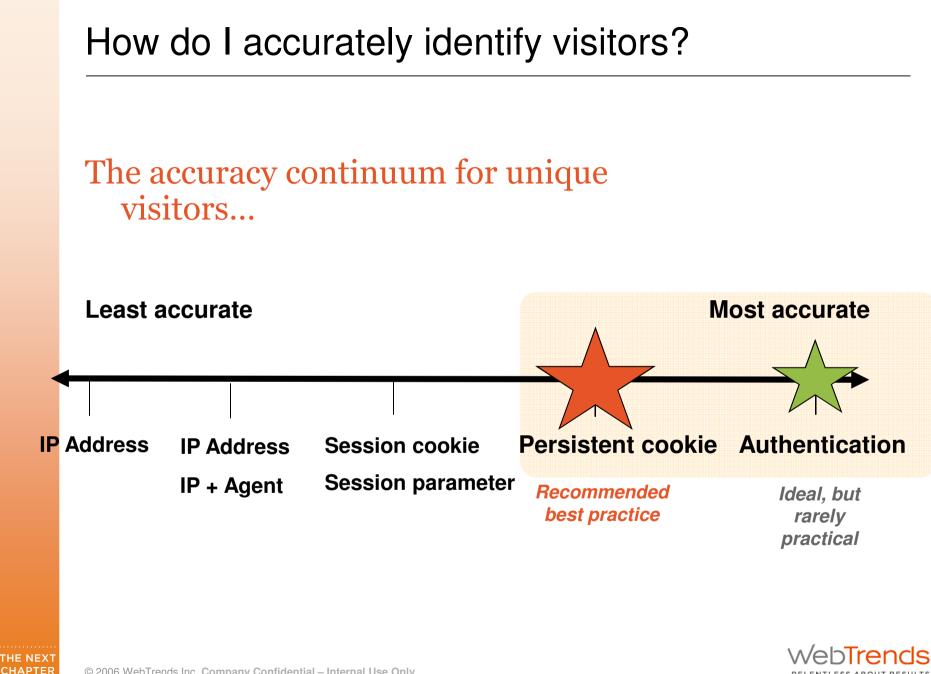
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Framework for Marketing Success

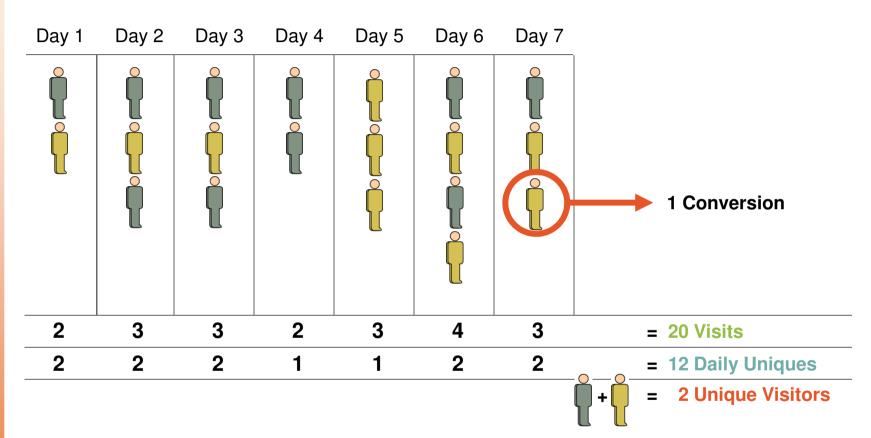




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### Unique visitors and conversion



- 1 Conversion / 20 Visits = 5.0% Conversion rate
- 1 Conversion / 12 Daily Uniques = 8.3% Conversion rate
- 1 Conversion / 2 Unique Visitors = 50% Conversion rate

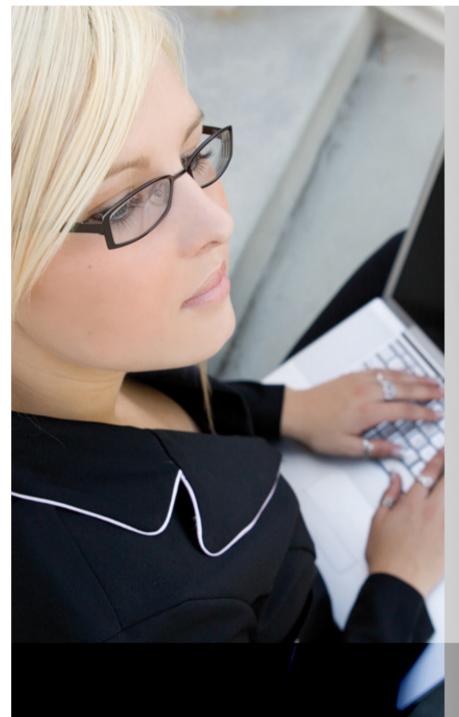


#### The Range of Services

Through our unique service model, we provide industry-leading services at every stage of our partnership.







Demo

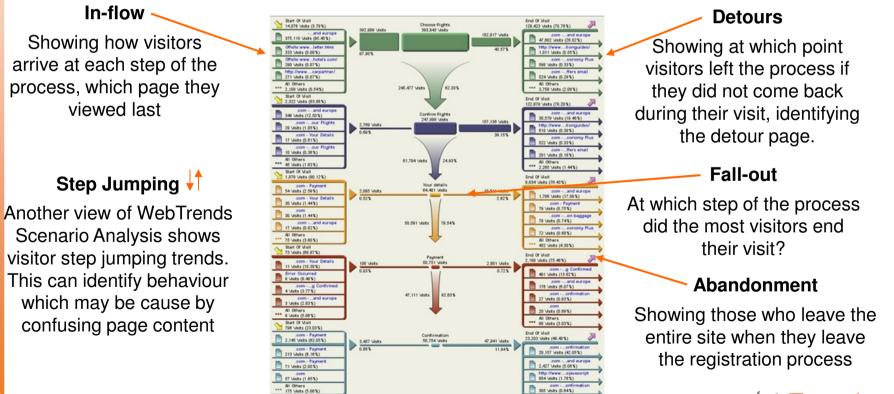


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### **Conversion Scenario Analysis**

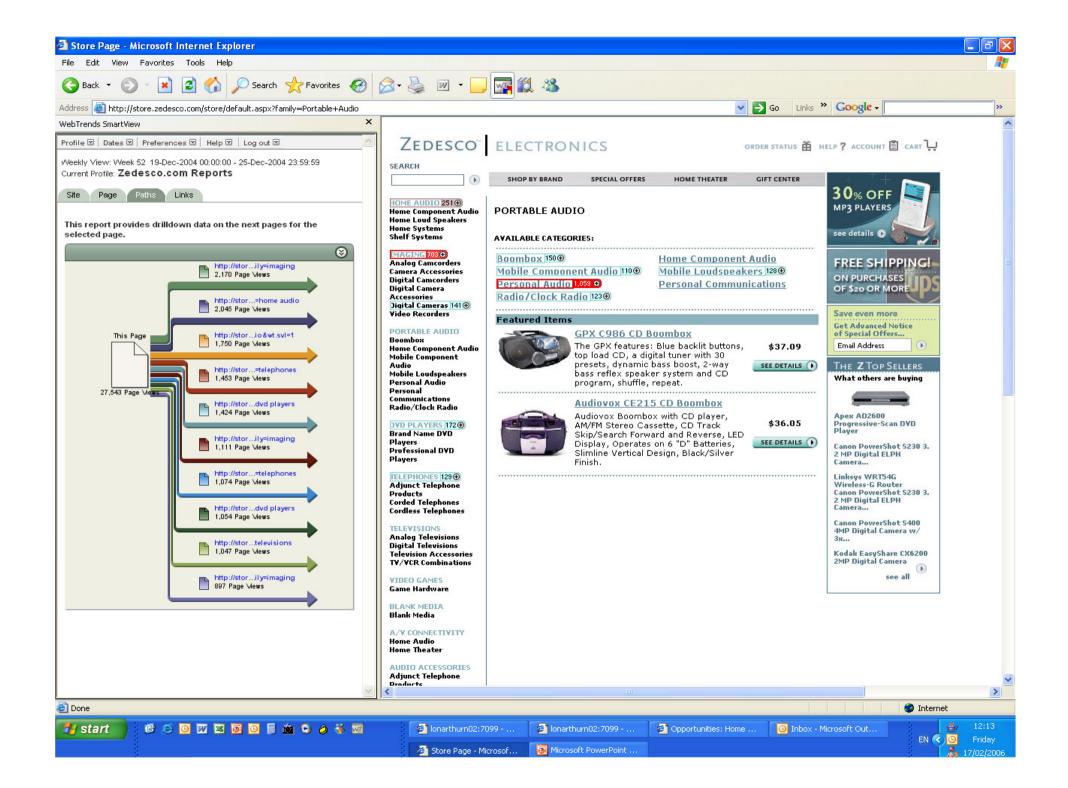
- Most Accurate Analysis
  - Shows optional step behaviour, counting and understanding every visit.
  - Unlimited steps can be included, pages or groups of pages.
  - No surcharge for multiple reports (often used for behaviour trials)

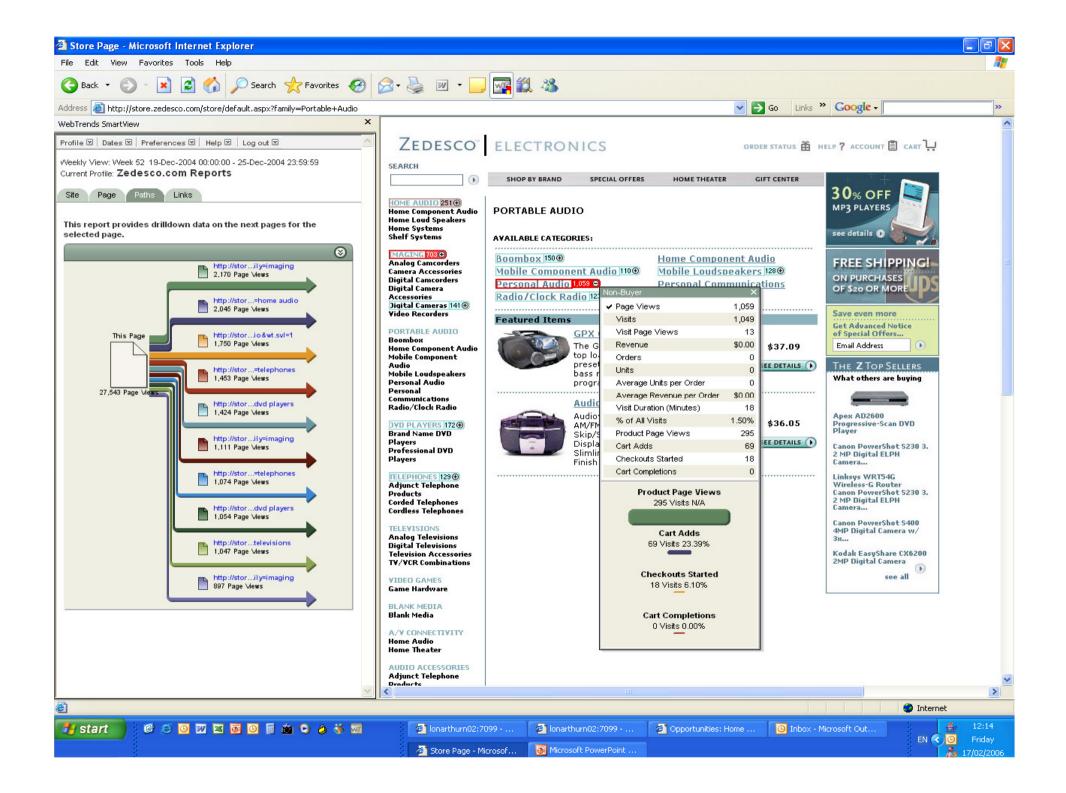


All Others 995 Visits (2.08%



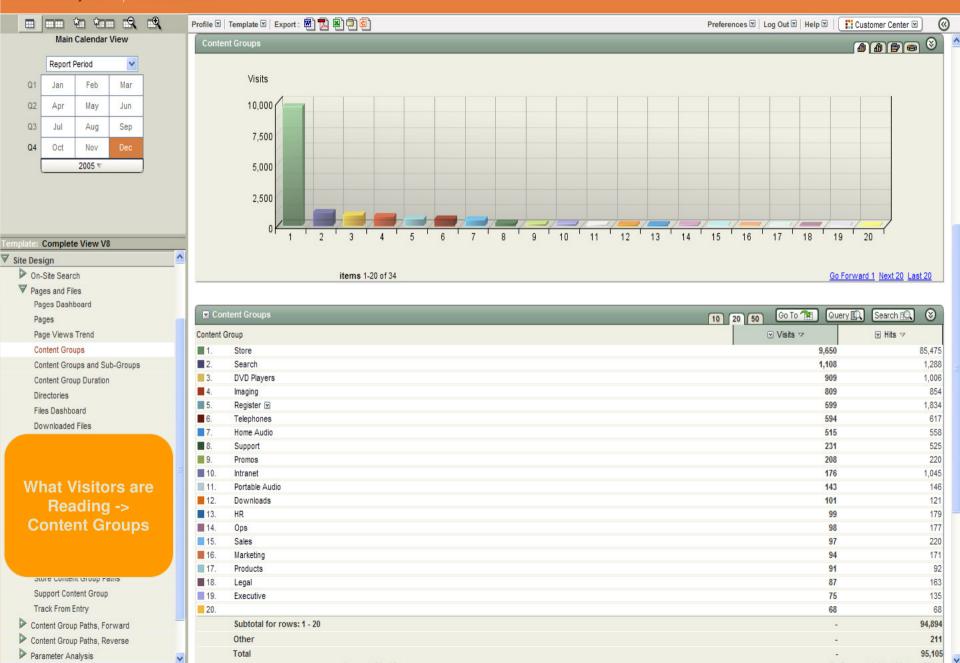
© 2006 WebTrends Inc. Company Confidential - Internal Use Only Scenario Analysis Report





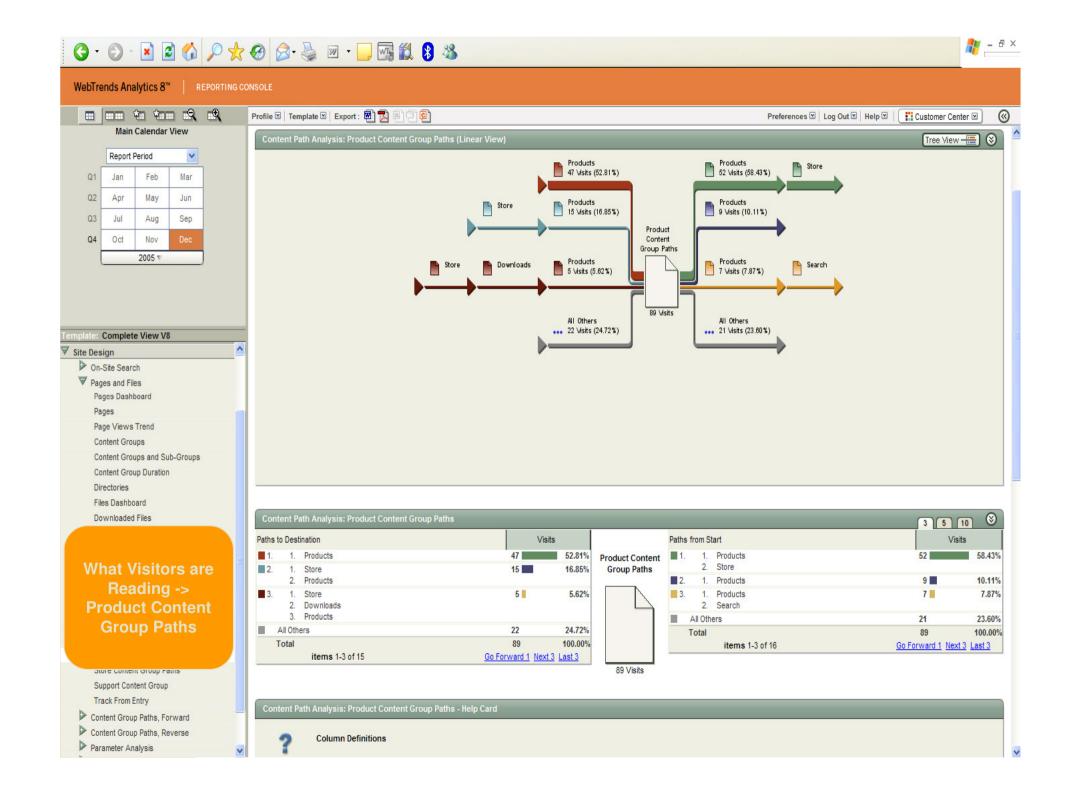
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WebTrends Analytics 8<sup>™</sup> REPORTING CONSOLE



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WebTrends Analytics 8<sup>™</sup> REPORTING CONSOLE



## Template: Complete View V8

On-Site Search
 Pages and Files
 Pages Dashboard
 Pages
 Page Views Trend
 Content Groups
 Content Groups and Sub-Groups
 Content Group Duration
 Directories
 Files Dashboard

Downloaded Files

What Keeps Visitors most engaged -> Content Group Duration Report

- Support Content Group Pauls Support Content Group Track From Entry
- Content Group Paths, Forward
- Content Group Paths, Reverse
- Parameter Analysis



■ Cor	ntent Group Duration		10 20	50 Go To 1 Quer	y 🕰 Search 🔝 ⊗	
Content	Group	. View Time マ	☑ View Time Average ▽	✓ Visits マ	👿 % of All Visits 🗵	
1.	Store	6,598,730.00	79.14	9,394	91.46%	
2.	Register	126,318.00	70.97	583	5.68%	
3.	DVD Players	69,845.00	71.27	886	8.63%	
4.	Intranet	66,084.00	66.82	163	1.59%	
5.	Imaging	60,363.00	72.64	788	7.67%	
6.	Search	55,877.00	44.21	1,085	10.56%	
7.	Telephones	44,177.00	72.90	583	5.68%	
8.	Support	42,437.00	83.21	225	2.19%	
9.	Home Audio	37,825.00	69.28	506	4.93%	
10.	Sales	14,616.00	70.27	91	0.89%	
11.	Promos	13,893.00	65.23	201	1.96%	
12.	HR	11,481.00	67.14	92	0.90%	
13.	Ops	11,024.00	66.01	92	0.90%	
14.	Portable Audio	10,585.00	75.07	138	1.34%	
15.	Legal	10,515.00	68.73	81	0.79%	
16.	Marketing	10,496.00	64.00	89	0.87%	
17.	Executive	7,952.00	63.11	71	0.69%	
18.	Downloads	7,706.00	66.43	98	0.95%	
19.	Products	7,490.00	84.16	88	0.86%	
20.	Corporate	5,969.00	82.90	30	0.29%	
items 1-20 of 33				Go Fo	prward 1 Next 20 Last 20	

Content Group Duration - Help Card

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#### Main Calendar View

Profile 🗵 | Template 🗹 | Export : 🗐 🔽 📳 🗐 🚱 Items 1-5 of 7

	Report	*		
Q1	Jan	Feb	Mar	
22	Apr	May	Jun	
23	Jul	Aug	Sep	
24	Oct	Nov	Dec	
T		2005 🐨		

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Performance Dashboards

Marketing Dashboard ▼ Campaigns

> Campaigns Campaigns Demand Channels

Segments Onsite Advertising Referrers Search Engines Visitors

Campaign Performance Dashboard Campaigns Dashboard Purchase Conversion Funnel by

> Campaign Drilldown

Bookmarks Overview

✓ Marketing

🕒 Campaign Drilldown		🕑 Clickthroughs 🌣	V	Dynamic Campaign Visitors (Monthly)	⊻ Visits ⊽	✓ Product Page Views	☑ Revenue ⊽	☑ Order
1.	😾 Email Campaign	961	33.64%	945		423	\$5,038.05	
		961	33.64%	945	1,388	423	\$5,038.05	
	Free Shipping and Special Offers	541	18.94%	533	766	264	\$1,745.69	
	Tirect Email	541	18.94%	533	766	264	\$1,745.69	
	♥ DVD – Free Shipping Purchases over \$20 Email	148	5.18%	145	195	75	\$250.12	
	xt679306	148	5.18%	145	195	75	\$250.12	
	Free DVD with DVD Purchase Email	114	3.99%	112	157	64	\$423.98	
	Free Shipping Toshiba	32	1.12%	32	56	21	\$0.00	
	Audio Accessories	31	1.09%	31	45	17	\$0.00	
	> Holiday Movies Email	20	0.70%	20		6	\$0.00	
	Free Regular Shipping on Electronics Email	19	0.67%	18	22	7	\$0.00	
	DVD Box Sets Email	18	0.63%	18	24	9	\$0.00	
	Free Shipping on personal audio	17	0.60%	17	24	5	\$0.00	
	Free Shipping on FRS 2 way Radios	15	0.53%	15	20	5	\$0.00	
	Free Shipping on Cordless Phones	15	0.53%	15	19	4	\$0.00	
	DVD Players Sale	12	0.42%	12	13	0	\$0.00	
	> Home Audio Sale Email	12	0.42%	10		3	\$498.98	
	Sprint PCS Sale and Rebates Email	11	0.39%	11	25	8	\$210.00	
	Free Shipping on Home Theaters	11	0.39%	11	22	9	\$0.00	
	DVD Gift Sets Email	11	0.39%	11	21	8	\$362.61	
	DVDs for \$4.94 Email	11	0.39%	11	28	9	\$0.00	
	Free Shipping on Digital Cameras	10	0.35%	10	12	2	\$0.00	
	➢ Hot New DVDs Email	9	0.32%	9	15	5	\$0.00	
	Free Shipping on Camcorders	9	0.32%	9	10	2	\$0.00	
	🔈 \$50 Nokia Gift Card Email	8	0.28%	8	11	3	\$0.00	
	Holiday Savings Center	8	0.28%	8		2	\$0.00	
	Red Tag Sale	253	8.86%	246	385	94	\$2,228.64	
	Zedesco Anniversary Sale	167	5.85%	166	237	65	\$1,063.72	
2.	Search Engine	581	20.34%	577	829	242	\$747.30	
3.	Advertising Partner	559	19.57%	556	759	174	\$1,394.83	
4.	Portal	488	17.08%	479	667	169	\$212.72	
5.	Direct Print	219	7.67%	216	297	85	\$184.36	
<b>6</b> .	Affiliate Network	46	1.61%	46	69	17	\$0.00	
7.	> Other	3	0.11%	3	5	0	\$0.00	
	Total for campaigns	2,857	100.00% items 1-7 of	7		1,110	\$7,577.26	

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#### Profile 🗵 | Template 🗵 | Export : 💌 🔂 📳 💭 🙆



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Performance Dashboards

Marketing Dashboard Campaigns Onsite Advertising Referrers Search Engines

> Search Engines Dashboard Most Recent Search Engines (All) Most Recent Search Engines (Paid)

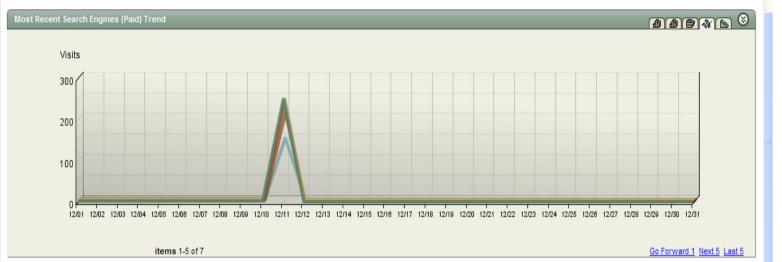
Are you well spending your dollars on Search? -> Paid Search Report

Bookmarks

Overview

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Site Design Site Performance Scenario Analysis This report displays the most recent paid search phrase and engine that a visitor used to access your site with measures evaluating those visits.



Most	t Recent	Search Engines (Paid)				(	Go To 🐄 🛛 Query 🕵	Search 🔝 🛞
Þ		Most Recent Search Engine Most Recent Search Phrase	⊡ Visits ⊽	⊻ Page Views マ	⊻ % of All Visits	Average Visit ✓ Duration  ✓ (Minutes)	W Hits マ	☑ Revenue ♥
A	1.	Google tv	247 53	2,384 504	2.40% 0.52%	12 13		\$717 \$0
		cd	38	335	0.37%	10	335	\$141
		tuners	27	271	0.26%	13	3 271	SI
		digital recording	26	285	0.25%	15	5 285	SI
		home speakers	23	250	0.22%	14	4 250	S
		Other Show all sub-rows	-	739	-		- 739	\$57
⊳	2.	Yahoo	245	2,351	2.39%	12	2 2,351	\$8
₽	3.	MSN	240	2,373	2.34%	13	3 2,373	\$35
₽	4.	AltaVista	211	1,930	2.05%	12	2 1,931	\$49
⊳	5.	Froogle	147	1,474	1.43%	13	3 1,474	\$30
⊳	6.	Lycos	73	664	0.71%	12	2 664	S
▶	7.	About.com	19	180	0.18%	11	1 180	\$7
		Total for paid searches	-	11,356	-		- 11,357	\$2,03

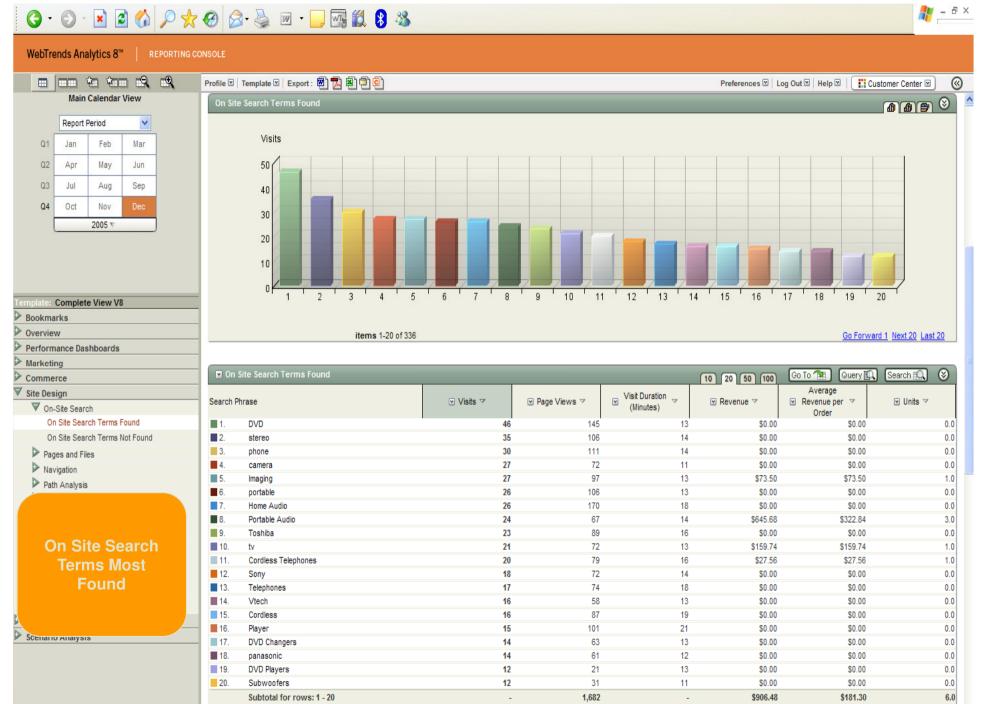
Most Recent Search Engines (Paid) - Help Card

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Preferences 🗹 | Log Out 🗹 | Help 🗹 | 🚺 Customer Center 🗹 |



Other

3,598

-

13.0

\$77.23

\$926.77

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