

"The Web is more a social creation than a technical one. I designed it for a social effect - to help people work togetherand not as a technical toy."



Tim Berners-LeeWeaving the Web

My goals for you

Passion



To instil in you the passion, dedication, and commitment required for you to become a successful Digital Marketer.

Rethink



To show you a new way to think about how to build a business now.

Speed



The train has pulled out of the station and just keeps accelerating.

Journey



For you to understand that Digital Marketing is a journey.

Learning



That you will understand that successful Digital Marketing requires continuous learning.

Evolution



and that the digital universe is evolving, literally, at the speed of light.

What is Digital Marketing?

Using online & mobile channels to promote or market products and services to consumers and businesses.

Why Digital Marketing?

- The rise of digital natives
- O Your prospects are all online
- Your competitors are all online
- O Gain brand awareness, equity & engage
- © Lead generation and sales opportunities



DIGITAL IN AFRICA

KEY STATISTICAL INDICATORS FOR THE REGION'S INTERNET, MOBILE, AND SOCIAL MEDIA USERS

TOTAL **POPULATION** INTERNET **USERS**

ACTIVE SOCIAL MEDIA USERS

MOBILE SUBSCRIPTIONS **ACTIVE MOBILE** SOCIAL USERS













MILLION

362 **MILLION**

MILLION

MILLION

MILLION

URBANISATION: 41%

29%

PENETRATION:

PENETRATION:

14%

vs. POPULATION:

81%

PENETRATION:

12%

ANNUAL GROWTH IN AFRICA

Clip slide

YEAR-ON-YEAR CHANGE IN KEY STATISTICAL INDICATORS

INTERNET USERS



ACTIVE SOCIAL MEDIA USERS



+32%

SINCE JAN 2016

+42 MILLION

MOBILE SUBSCRIPTIONS



+1%

SINCE JAN 2016

+9 MILLION

ACTIVE MOBILE SOCIAL USERS



+47%

SINCE JAN 2016

+48 MILLION

+13 MILLION

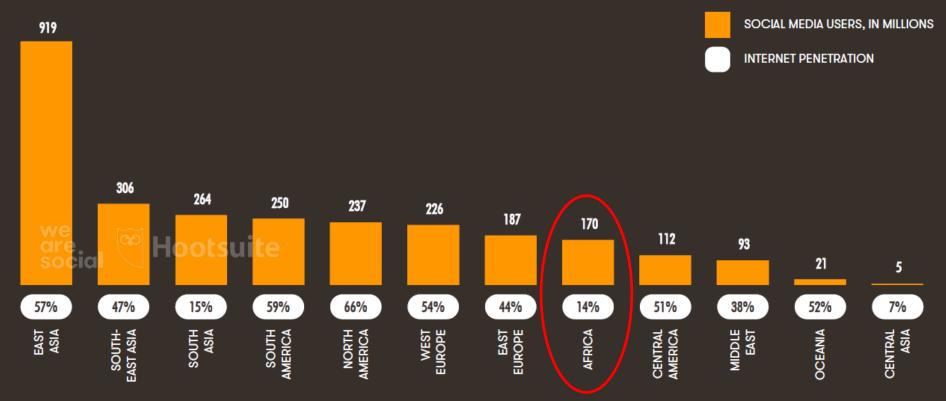
SINCE JAN 2016

+4%

Mootsuite

SOCIAL MEDIA USE: REGIONAL OVERVIEW

MONTHLY ACTIVE SOCIAL MEDIA USERS (IN MILLIONS), AND SOCIAL MEDIA PENETRATION, BY REGION

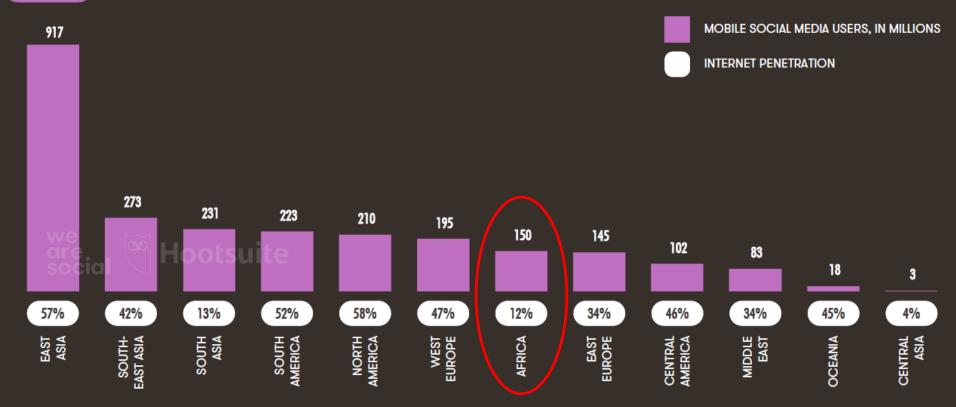


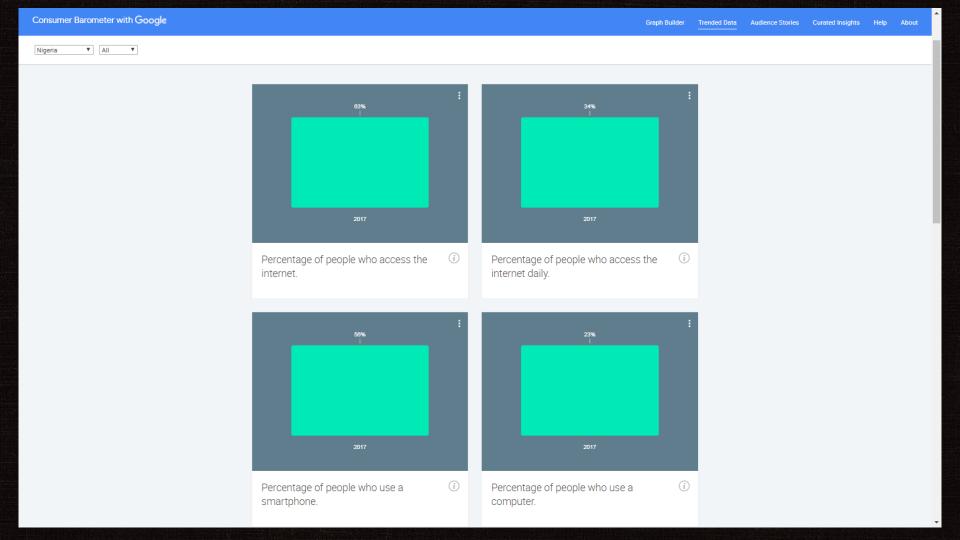


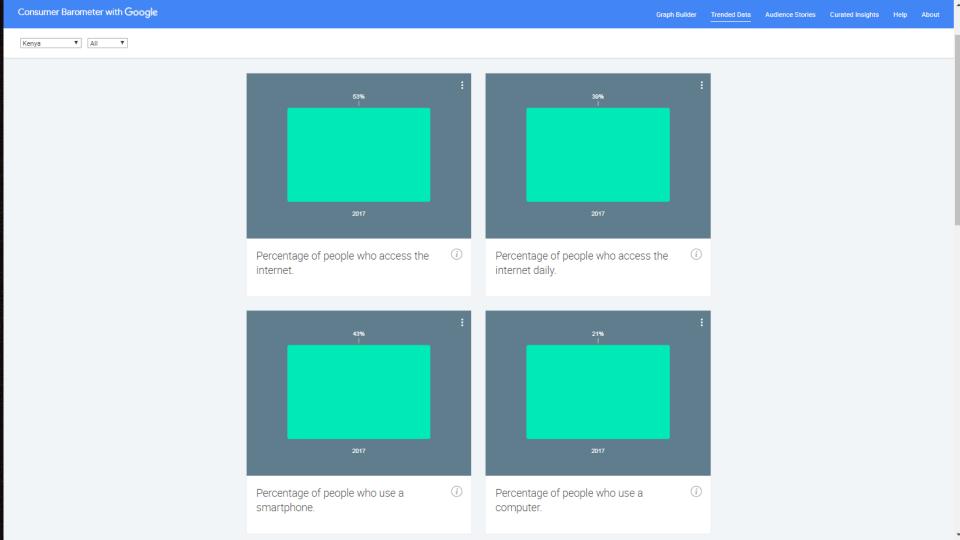


MOBILE SOCIAL MEDIA USE: REGIONAL OVERVIEW

MONTHLY MOBILE-ACTIVE ACCOUNTS ON THE TOP SOCIAL NETWORK IN EACH COUNTRY (IN MILLIONS), COMPARED TO POPULATION







StatCounter Global Stats Social Media Stats Africa from Sept 2016 - Sept 2017 100% 60% 40% 20% ◆ Facebook ◆ Twitter ◆ Pinterest ◆ YouTube ◆ Tumblr ◆ LinkedIn ◆ Google+ — Other (dotted)



Facebook

86.75%

Pinterest

4.55%

YouTube

4.02%

Twitter

3.62%

Instagram

0.21%

Google+

0.18%

Social Media

in Africa - September 2017



Other Key Global takeaways

- **1.61 billion** global e-commerce users in 2017, equalling 22% penetration;
- O Internet users grew by 10% in 2016, up 354 million compared to 2015;
- O Active social media users increased by 21%, up 482 million versus 2015;
- O Unique mobile users grew by 5%, up 222 million over the past 12 months;
- Mobile social media users grew by 30%, up an impressive 581 million in 2016.



The Commandments

The four commandments of Digital Marketing

The four commandments

1st Commandment Knoweth who thy customer is.

2nd Commandent Knoweth what thy customer wants 3rd Commandment Knoweth where they customer resideth

4th Commandment Knoweth The Language Of Thy Customer

The four Commandments

- O Knowing what customers are looking for is accomplished today through Keyword and other Research - learning the words and phrases that actual customers are using in search. Listen, Listen and Listen...
- Knowing where customers are searching for what you have is accomplished through studious research.



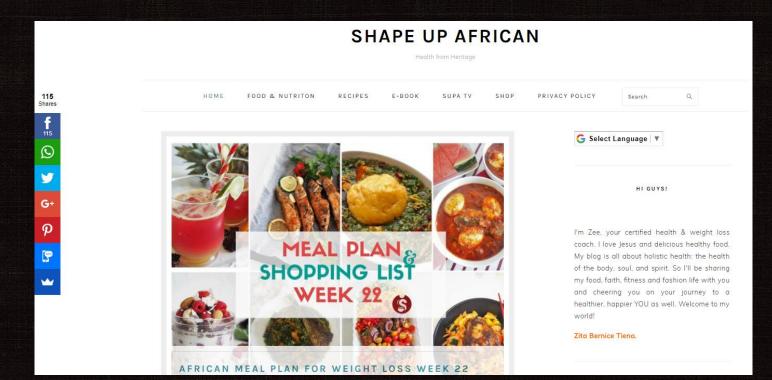


Components of Digital Marketing

- Web presence
- Ocontent Marketing
- © Search Marketing (SEO)
- Social Media Marketing
- © Email Marketing
- © PPC & Paid Advertising
- Mobile Marketing
- Marketing Automation
- Online PR & Reputation Management
- Affiliate Marketing



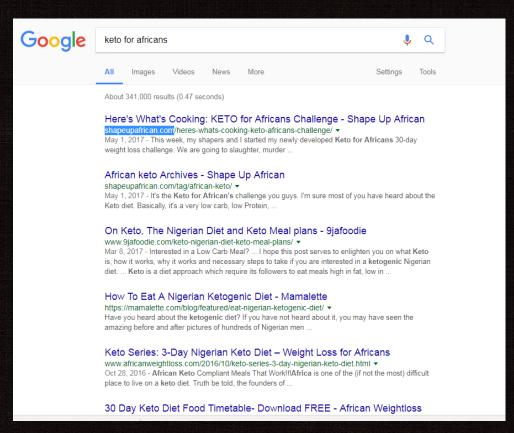
Every business needs a web presence. Key: be clear about your objectives!





Search Engine Optimization

The process of refining your web presence so you are found & ranked top on search engines.





Pay Per Click: PPC

Revenue model adopted by search engines whereby the advertiser only pays once a user clicks on their ad.





Digital Marketing Display

Graphically rich online advertising presented in consistent size formats.





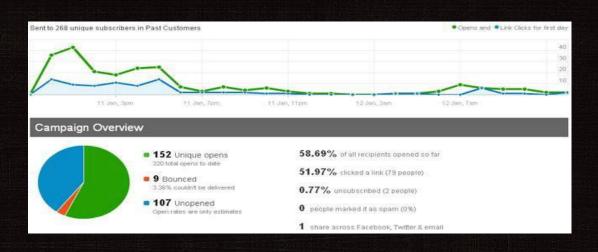
Social Media Marketing*

Websites, platforms & applications that enable users to create & share content or participate in social networking.



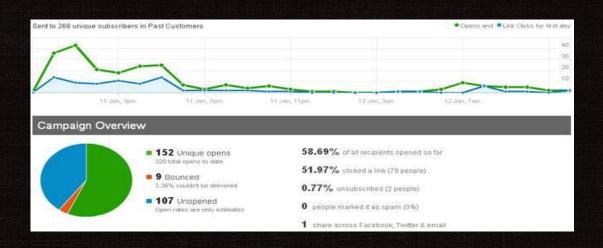


A structured systematic process of delivering messages to targeted subscribers.





A structured systematic process of delivering messages to targeted subscribers.





Components of mobile marketing:



shortcode



Mobile responsive website



mobile apps



Location based marketing



sms





Social Media Experience

WE ARE SOCIAL'S ANALYSIS

Today's social media platforms offer brands the opportunity to engage with billions of people. They make it possible for individuals, brands, and organisations everywhere to deliver relevant and compelling content, as well as interact with and understand communities of people. This wealth of opportunities can make it difficult to decide what to do though, so we suggest marketers explore the following questions:



What is your brand trying to **achieve**? Which elements of your audience's thinking or behaviour do you most want to influence, and what will success look like?



What are your audience's **motivations** for using social media? Can your brand help them to achieve these wants, needs, and desires via social content or other marketing activities?



Where and when are the best **times** and **places** to engage your audiences? Which social **platforms** will deliver activities to them most effectively and efficiently in these settings?



How **often** do you need to engage your audiences? Does it make sense to try to interact with them every day, or might it be better to invest in fewer, bigger, better activities?

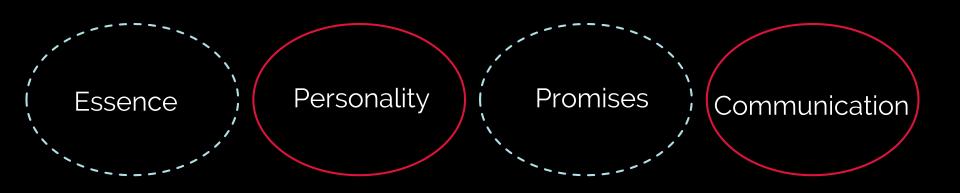


How will you identify and measure brand success (and not just content performance)?

one

Use Social to fulfill your audience's needs as well as your brand's needs

Brand Strategy Integration



Who are you? What do you stand for?

How do you speak? How do you behave? What can customers hold you to?

What's your overall communication strategy?

Brand Strategy In Action



Business Strategy Brand Strategy Brand Story Social Media Execution

Nigeria's largest online retail store. Revolutionize the Shopping Experience in Africa.

Professionalism, simplicity, trustworthy, innovation, friendliness Offering the most convenient shopping experience. Providing other retail services.

Country websites, country twitter handles, Youtube, Instagram, video sharing, affiliate marketing, Jumia Mobile App



Jumia 🔿

@jumia.com.ng

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Photo Contest

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Events

Notes

Community



JUMIA M CULTURÉ CARNIVAL EXPRESS YOURSELF WITH

UP TO 50% OFF

FASHION CULTURE | PHONE CULTURE | HOME CULTURE

5 Follow → Share Like

Use App



Jumia

http://bit.ly/2z3OY2S





Posts

Write something on this Page...

Fellas! Love quality shoes from abroad? Buy International on Jumia &

pay in Naira + extra 5% off when you pay with JumiaPay >





Community

See all

1. Invite your friends to like this Page

11,491,599 people like this

3 11,491,166 people follow this

Maryben Chiatoh and 240 other friends like this or have checked in











About

See All

Shop Now

Sell on Jumia

Affiliate Partner

Jforce - Sales Consultant



Get access to all exclusive offers, discounts and deals!

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Type your email here!

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FEMALE

LET US HELP YOU

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Jumia Bot (Beta)

MAKE MONEY WITH US

Sell on Jumia

Become an Affiliate Partner

Become a Sales Consultant

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JUMIA INTERNATIONAL

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Kenya

Ivory Coast

Ghana

Cameroon











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0700-600-0000

service.mall.ng@jumia.com

PAYMENT METHODS & DELIVERY PARTNER

















JUMIA NTRAVEL JUMIA 2F00D

JUMIA SPOEALS JUMIA PHOUSE















201 posts 17.9k followers 2 following

Jumia Nigeria All things Jumia! jumia.com.ng/culture-carnival



















two

competence is everything.

TAG TEAMING SOCIAL MEDIA - WHO DOES WHAT?









schedule



HOW TO HIRE A

SOCIAL MEDIA MANAGER

Understands the role of communication strategy in delivering on corporate results



Can manage projects and campaigns, pooling together external resources where required

Tracks impact and measures results



Understands brand strategy

Has a good grasp of social media tools

Tracks social media trends on an ongoing basis

Understands social media is part of a holistic communication strategy and is not an orphan element

Challenges

- O Identify the people and resources to drive your social media marketing programme
- People: Training, Availability, Cost and Suitability
- Skills: Learning, Aptitude, Communication
- Resources: Ability, Responsibility, Engagement
- Budget: Frequency, Threshold, Analytics, ROI

three

What's your story?

Social Media Marketing Goals

- Brand Awareness: To establish a presence and increase your reach on social
- O Traffic: To drive traffic to your website or blog
- © **Lead Generation**: To collect key information from your prospects
- © **Revenue**: To increase signups or sales
- © **Engagement**: To connect and engage with your audience
- Community Building: To gather advocates of your brand
- © Customer Service: To help and serve your customers
- O Public Relations: To disseminate news and build relations and thought leadership
- Social Listening & Research: To listen to your customers and understand your market
- O Hiring: To recruit top talent

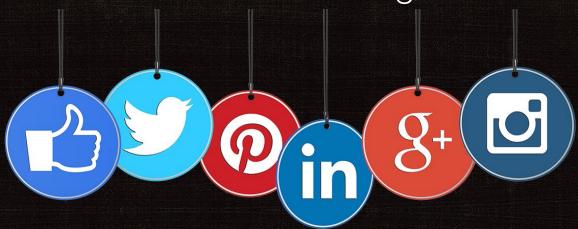
Give people something to buy into, not just something to buy.

four

Chose your platforms

Social MediaDefinition

Websites and applications that enable users to create and share content or to participate in social networking.



"Social media is a catch-all term used to describe the tools and technologies that facilitate social interaction over the internet".

All platforms are not created

equal

Social Media Platforms

- O Introduction
- © Facebook
- O Twitter
- © Linkedin
- O Instagram
- Youtube

Forms of Social Media

- © Social Networks (Facebook Google, Linkedin)
- Blogs (Wordpress, Blogger)
- © Social Blogging (Medium
- Microblogs (Twitter, Tumblr)
- © Social Community/Discussion sites (Reddit, Nairaland, Quora)
- O Photo sharing (Instagram, Pinterest, Flickr, Snapchat)
- O Video Sharing (Youtube, Vimeo, Periscope)
- Wikis (Wikepedia)
- O Podcasts
- © Customer Rating Sites (Tripadvisor)

Social Media Terms

Some common terms include:

- Social Network
- Friends
- Followers
- Status Update
- Shares
- Likes
- Comment
- Circles
- Impressions

- Connect
- Chat
- Direct Message
- Engagement Rate
- Reach
- Clicks
- Click Through Rate
- Geo targeting
- Influencers

FACEBOOK

Most popular

1.9 BILLION

unique monthly users

P

predominantly female

83% of online women 75% of online men

18-49

best place to reach Millennials and Generation X Generation X spends almost 7 hours per week on social media

75%

of users spend 20 minutes or more on Facebook every day unique monthly users 317
MILLION

TWITTER

Most oversaturated

predominantly male

22% of online men

15% of online women



mostly 18-29 year-olds AGES 18-29

53% of Twitter users never post any updates

53%

users only spend an average of 2.7 minutes on Twitter's mobile app per day 2.7
MINUTES

unique monthly users 106 MILLION

LINKEDIN

Professional and B2B

slightly male

31% of online men

27% of online women

o'

45% of people making \$75K/year or more use LinkedIn

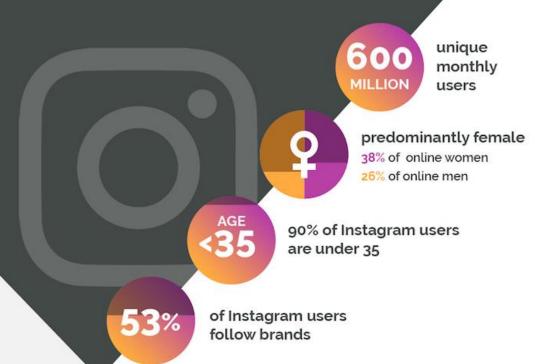
vs. only 21% of \$30K/year of less

LinkedIn users are typically slightly less likely to use other social networks



INSTAGRAM

Fastest growing



YOUTUBE

Better than TV

1 BILLION unique monthly users

ð

predominantly male

55% male

female

18-49

YouTube reaches more 18-34 and 35-49 year olds than any cable network in the U.S.

~2

video views per minute

1.87 Billion

The number of active users logging into Facebook every month.

HOOTSUITE'S PERSPECTIVE: SOCIAL MEDIA THEMES



Twitter: Moments in time. Customer experience and service.

Twitter will focus on being where consumers go to experience, create, and report on moments in time. From cultural events to breaking news, Twitter's focus will be on real-time moments.



Facebook: Driving conversions. Social marketing.

Facebook will remain the top network that marketers use to drive conversions from social. But businesses know they need to payto-play on Facebook. With the success of Facebook Live and new features like Facebook Marketplace, expect to see more opportunities to advertise, as well as a continued push for social commerce.



Instagram: Brand awareness. Community building and discovery.

In North America, Instagram hasn't been as successful as driving purchases as Facebook. But as retail brands such as Warby Parker and Kate Moss show, Instagram works well for brand awareness and engaging your community of customers, advocates, and supporters.



Snapchat: Content distribution. Audience engagement.

Snapchat has matured as a social marketing channel. But there's a greater focus on content than other networks. Brands such as MTV, National Geographic, and Vice have been successful at using Snapchat to distribute content.



LinkedIn: Content platform. Social selling and peer-to-peer influence.

THE WOOD DESCRIPTION OF THE PARTY OF THE PAR

With the acquisition of LinkedIn by Microsoft in 2016, expect LinkedIn to continue to invest in their content platform as they try to become the single marketplace for today's digital professionals. LinkedIn will also invest further in social selling, helping sales teams tap into the power of peer-to-peer connections on LinkedIn.

Click here to download our 2017 Social Media Trends Toolkit to

align your 2017 social strategy with the year's top social network trends.





five

Design the connected experience

Step 1 **Create Unique Content** or Identify Sources of Existing Content

Step 2 Curate Content Step 3

Develop a Product

Brand your content as a

training, game, app,

blog, e-book, video series,

e-commerce platform, etc.

Data, information, talent or skill

Select a Distribution or

online distribution

Step 6 Track Impact and Sales

Video: YouTube

Sales Platform

Audio: iTunes **Text: Blog**

Step 4

Pictures: Getty Images

Other: e-Commerce Website Then, integrate a payment

platform

Step 5 Develop a Robust Database

Use fan gating, registration or subscription. Create a mailing list

Streamline content into a

format appropriate for

Actively track impact, sales and what works or doesn't

Six

Measure, Evaluate,
Monitor























TweetDeck







Olajumoke Orisaguna

Instagram

Q Search







olajumokeworld





586 posts

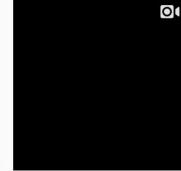
264k followers

102 following

Olajumoke Orisaguna Nigeria's Modern Cinderella Management: Qtaby Model/Actor Twitter: @olajumokeworld youtu.be/jcilEUQwoFU













Ogiri Woman; maximizing the power of social media

AUGUST 7, 2017 BY VICTOR EKWEALOR - 0 COMMENTS IN: VIEWPOINT



In June, a video of a woman hawking Ogiri, a traditional soup flavouring, in a relief market in Imo State surfaced on Facebook and went viral. In the video, the hawker who we now know as Mrs. Ifeoma Uzoma is advertising her wares in a unique way.

The Ogiri Woman











0

ogiriwoman

Follow



102 posts 1,486 followers 3 following

Ifeoma Uzoma Proudly Nigerian Ogiri seller. Marketing video went viral June 2017 Pages created and managed by @branded.ng www.ogiriwoman.com

















Any Questions?

