Webinar

# August 20, 2 PM Singapore Time / 4 PM Sydney Time / 6 PM New Zealand Time

# The surefire way to reach China Cross-Border e-consumers



-Leverage on integrated marketing to drive business









### Agenda

2.00 - 2.05 Opening introduction -Andy Ng

2:05 - 2:20 Cross-border e-commerce in China & effective way to market business on Tmall - Stacey Qiu

2:20 - 2:35 How to set up and run business on Tmall -James Sung

2:35 - 2:50 Utilising Big Data and Programmatic Advertising to drive sales conversion -Hui Li Goh





Andy Ng

Managing Director (APAC), iPinYou



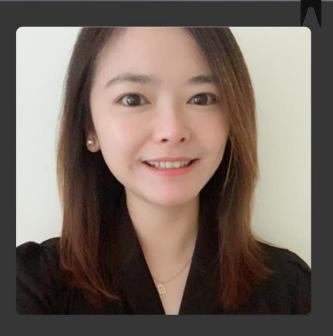
Hui Li Goh

Business Development Director (APAC), iPinYou



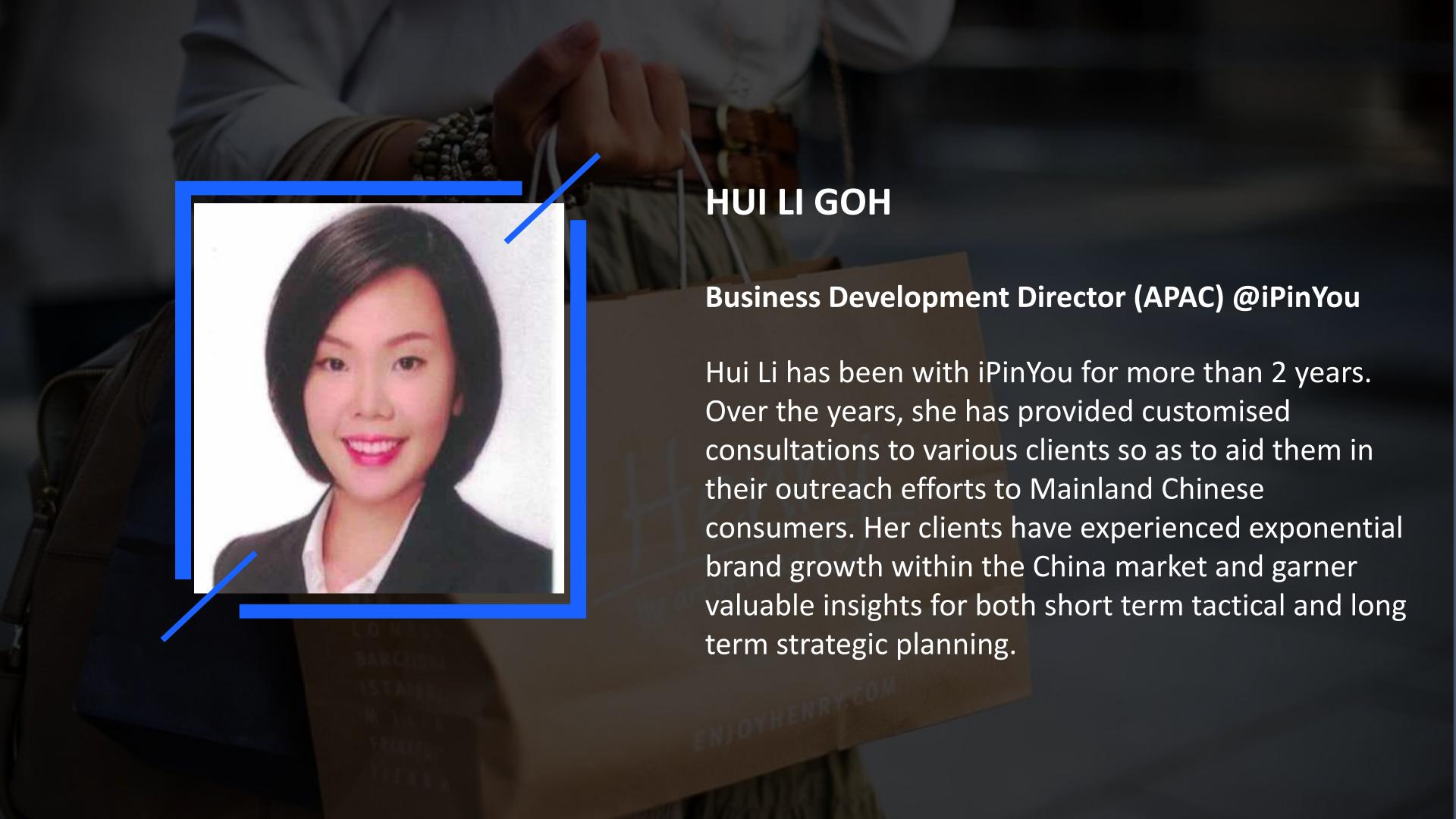
James Sung

Business Development Manager Alibaba Group



Stacey Qiu

Chinese Digital Marketing Strategist, Digital Crew







# Integrated Digital Marketing To Reach China Cross-Border E-Consumers



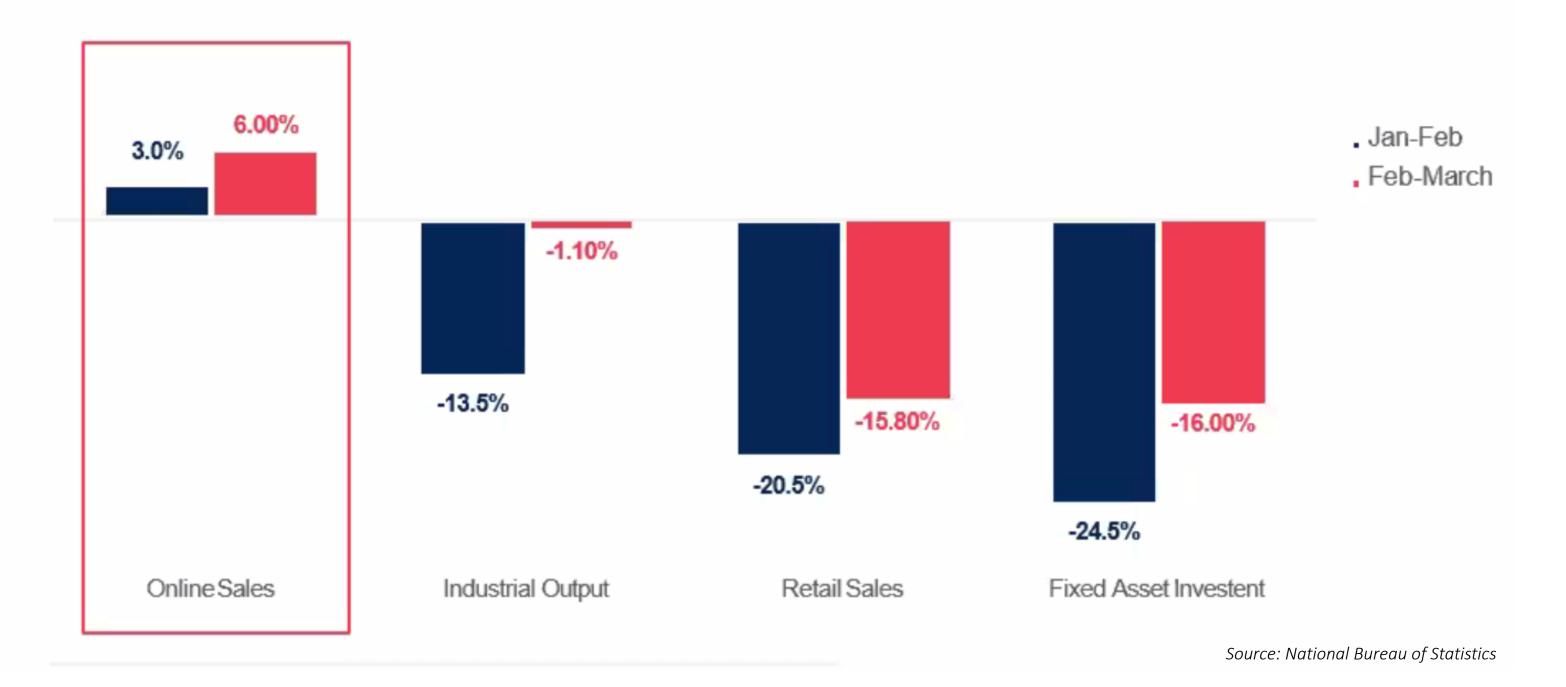
Digital Crew®, the crew to your success



### China's e-commerce sector has held firm throughout the pandemic

#### Sample of January-March Economic Indicators

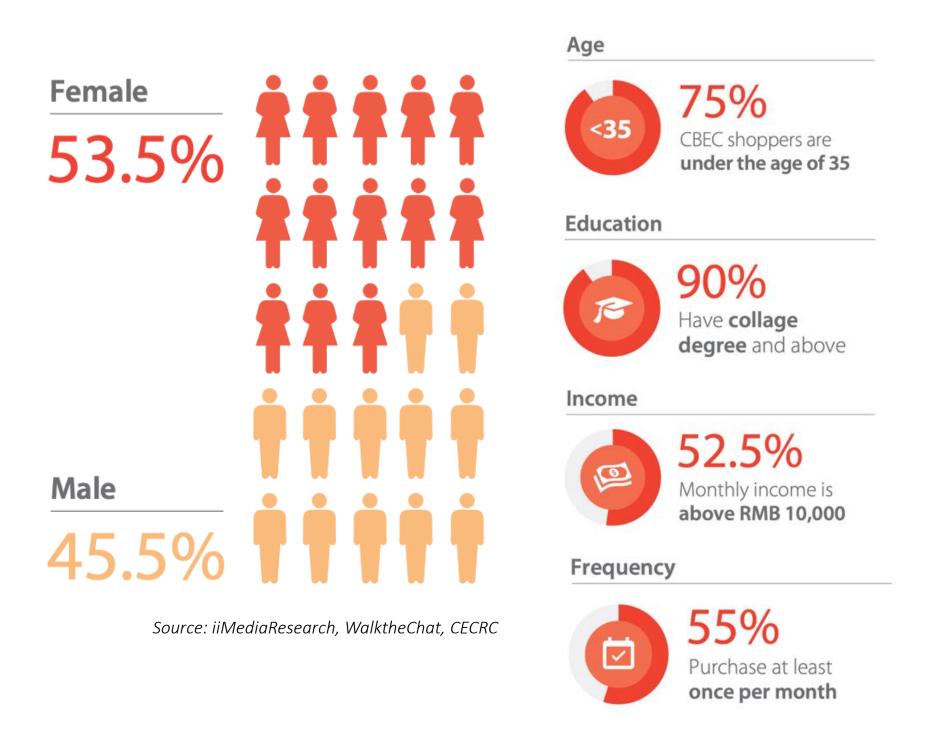
YoY Growth, Percentage





### Unprecedent expansion on number of cross border e-commerce (CBEC) shoppers

China's cross-border online buyers is expected to reach almost 177 million by 2022

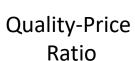


Top 4 Reasons Users Choose From CBEC

57.7% 34.4% **\*\*\*** 

Quality





30.9%

More Brands to Choose



30.2%

Guaranteed Authenticity



Source: iMedia Research, WalktheChat



### Booming CBEC business in China

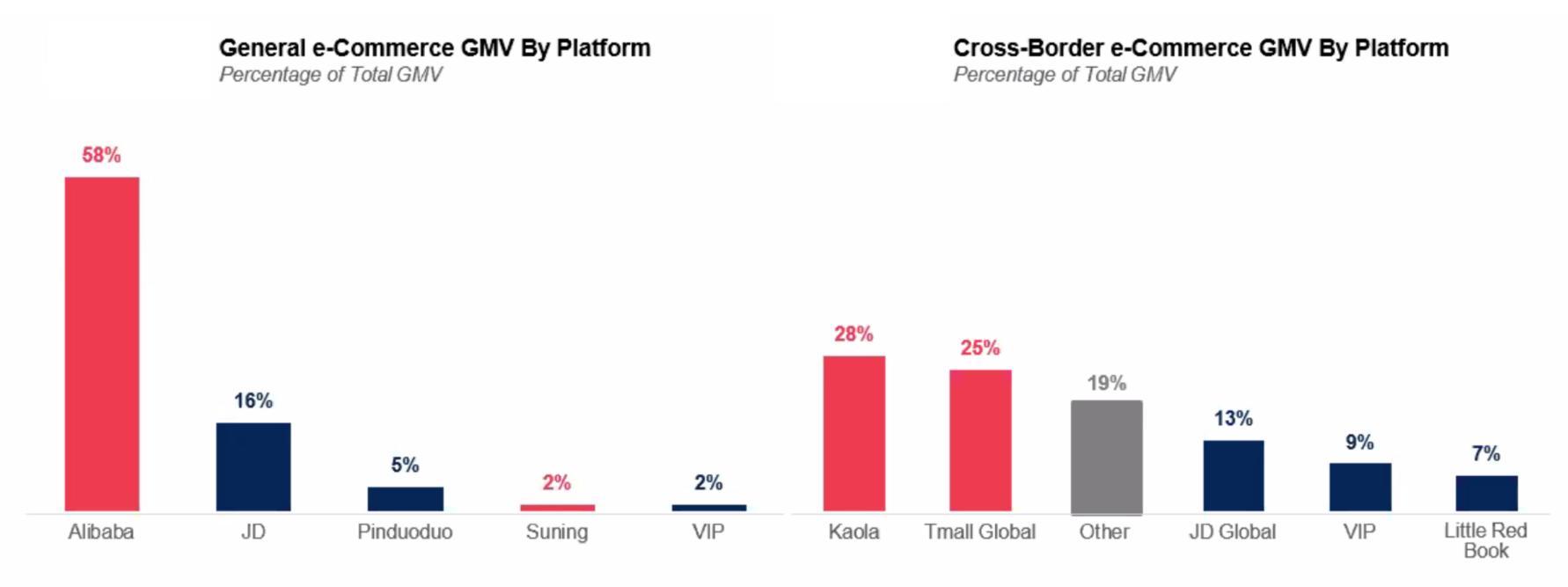


Source: CERCE (China E-commerce Research Centre), National Bureau of Statistics

- The CBEC Transactions in China have increased dramatically
- The expansion of CBEC zones provides easier access to growing consumer markets within China
- Both integrated & vertical e-commerce platforms are booming
- Shopping festival stimulate online purchasing
- The logistics is improving significantly worldwide



### Different e-platforms for cross-border business in China



Source: eMarketer, Quarlerly e-Commerce Report, a16z...



### Three most popular CBEC platforms in China

**TMall** 



Kaola.com



Little Red Book



**Features** 

largest CBEC platform

- 20,000+ brands
- 4,000+ categories
- 77 countries and regions

**Direct Selling of Authentic Goods** 

- 5,000+ brands
- 80 countries

**Business** models

- Overseas Fulfillment
- Direct Import
- Global Flagship stores

- POP Merchants/3rd party stores
- Proprietary Suppliers
- Factory Shops

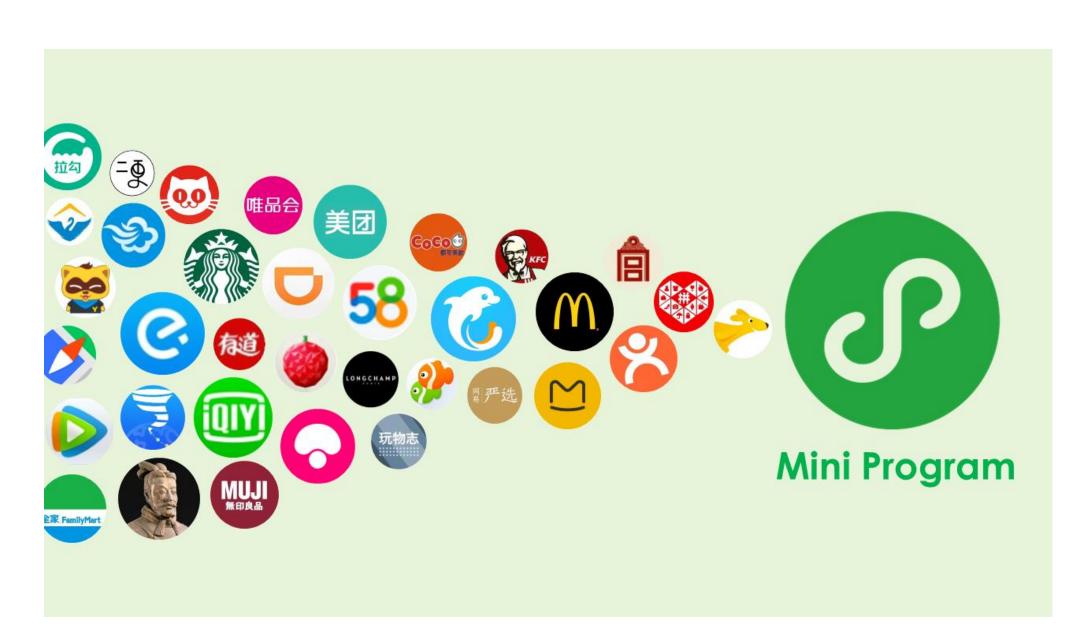
Social e-commerce App

- Successful communities of UGC
- Seamlessly integrating online communities and e-commerce
- 3rd party brand stores
- Self-suppliers



### Top Trends for China E-Commerce: WeChat mini program

WeChat Mini Programs will become a new chic for most brands



- E- shop within WeChat
- All in One
- A critical asset for online marketers
- Incredible amount of brands have launched WeChat Mini Programs, including giants like KFC, McDonald, Gucci and Zara etc.

### Top Trends for China E-Commerce: KOL marketing and live streaming









Case Study: 618 Live Streaming x Oroton Australia

- Short-video Apps will continue to embrace e-commerce
- Seamless shopping experience
- Annual turnover exceeded 200 billion yuan
- In-store conversion rate is over 65%
- High level of loyalty average daily stay on Taobao live is close to **an hour**
- On Double 11, Taobao host Weiya's live streaming sales reached **267 million yuan in 2 hours**







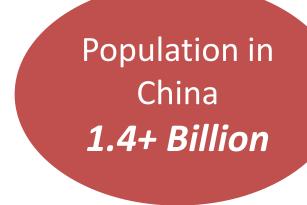
Little Red Book

KuaiShou





#### Barriers to break into China market





772 million internet users 55%



527 million users engaged in mobile payment 37%







Culture



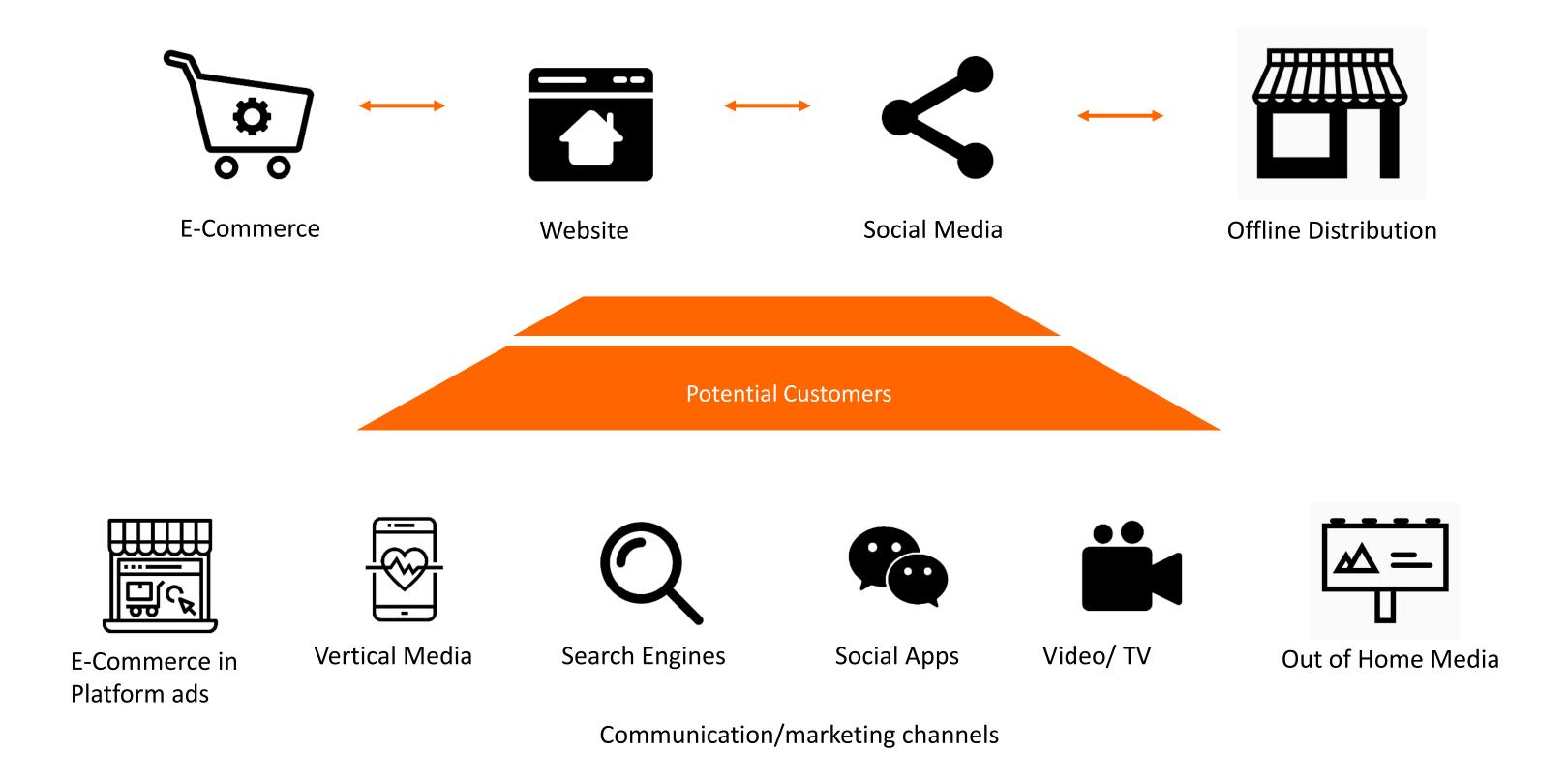
Red-tape

Source: China Internet Network Information Center, 2018

It is not easy to understand Chinese market and especially Chinese consumers.



### Chinese consumers are touched by many different media platforms

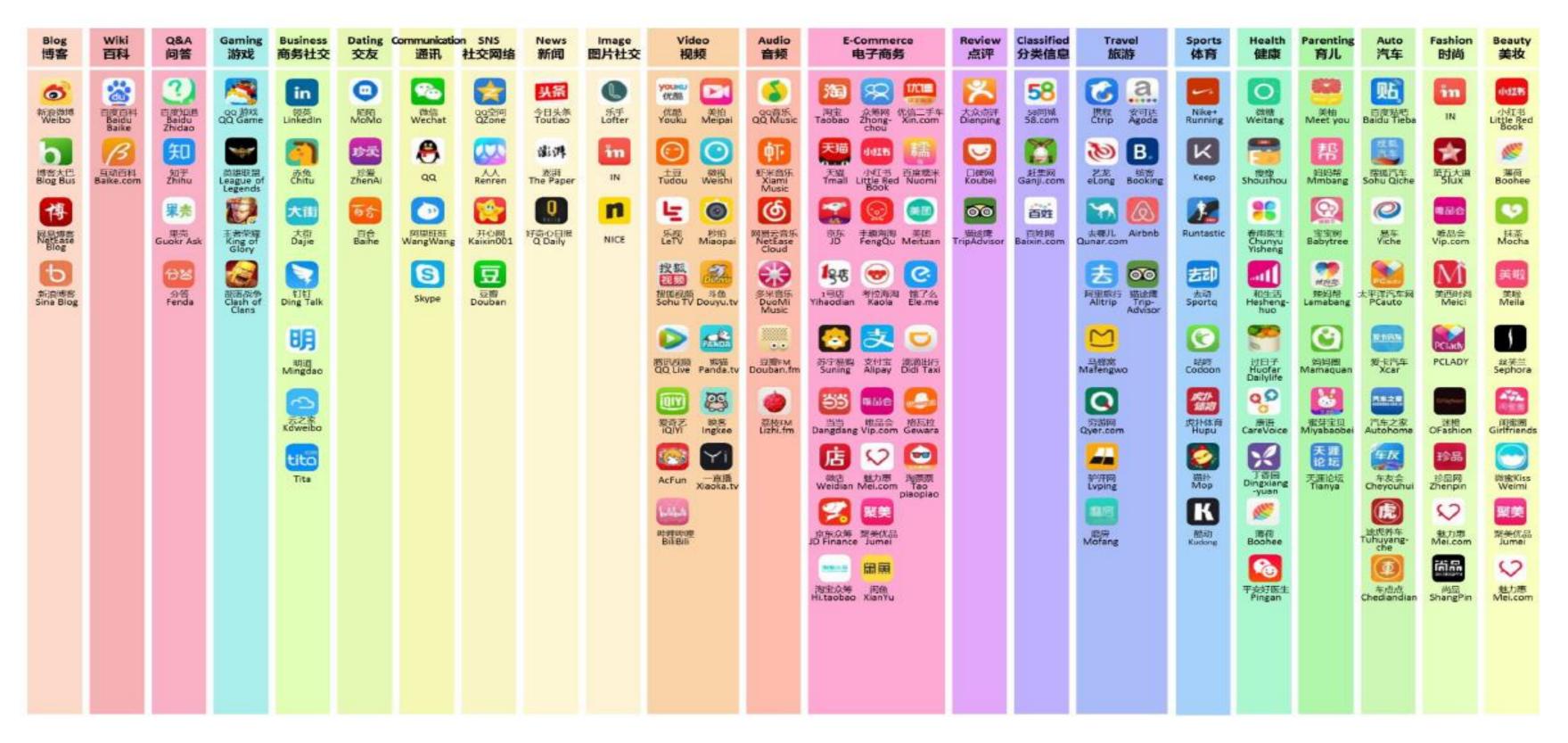


Digital is playing more and more important role when targeting Chinese consumers



### Complex digital channels in China

But, so many digital platforms in China will be confusing and intimidating to international business





### Marketing funnel

#### Campaigns to draw Awareness

- Baidu, News Portal Display Ads
- Social media App banner ads
- Programmatic marketing
- General Apps
- KOLs & KOC

#### Interactive campaigns to nurture Leads

- KOL Campaign
- Live streaming events
- Baidu/ Sougou SEM & SEO
- Consumer database EDM & SMS

#### **Awareness**

Interests

Leads

Sales

#### Social contents to generate Interests

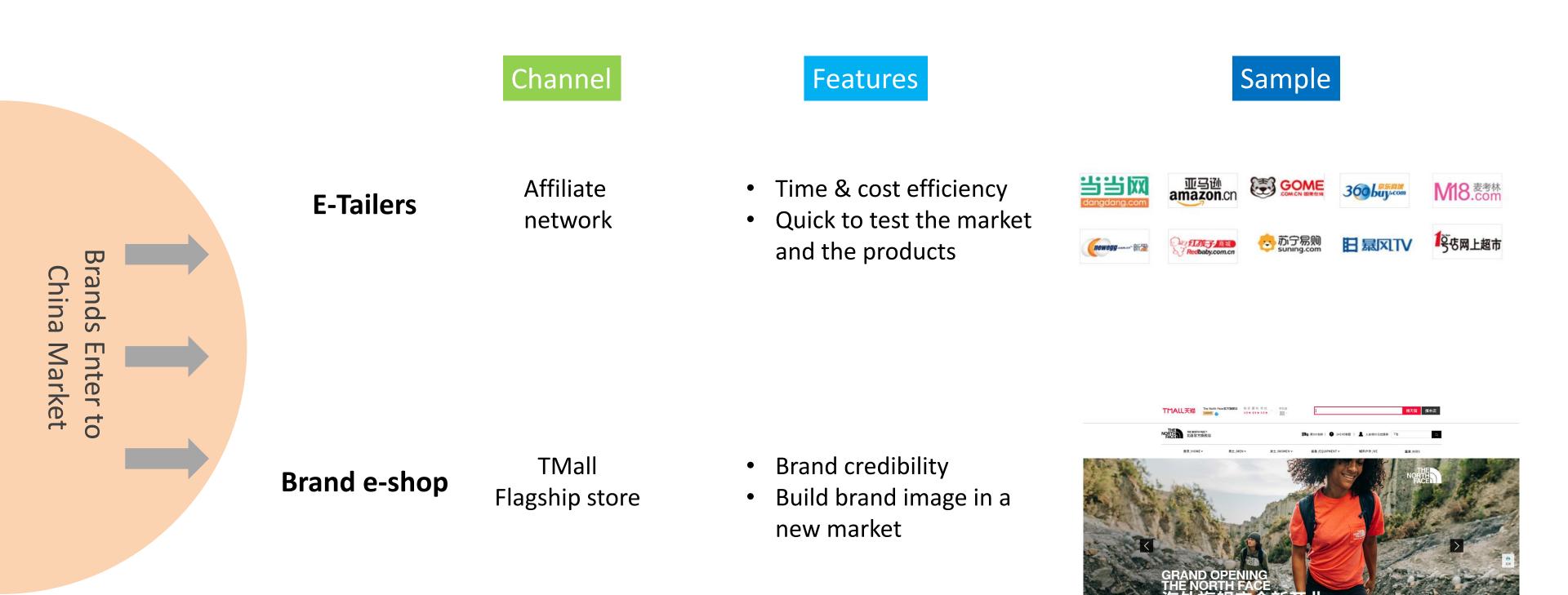
- WeChat article / Weibo post
- Social media accounts
- KOLs
- Vertical platforms
- Official Website

#### Lead nurturing to drive Sales

- Brand season promotion
- Shopping Festival, 681/Double 11
- Sales follow up



### Fast ways to reach China e-commerce market





### Integrated digital marketing solution to target China market

#### Understand Chinese media landscape

- News portal
- General platforms
- Vertical platforms
- E-commerce platforms







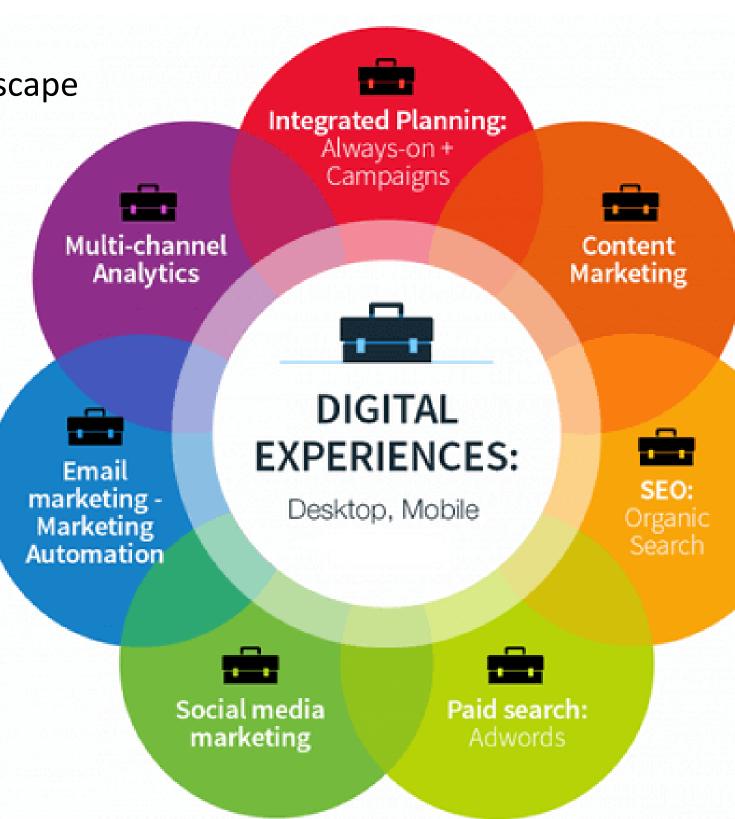




- Paid media
- Owned media
- Earned media

#### Customize media plan and choose right platforms

- Business & marketing goals
- Industry & brands
- Target audiences
- Others



#### Localize social media contents

- WeChat & Weibo OA
- Video platforms OA
- Payment tools
- Other













#### High-quality contents to improve search result

- Q&A platforms
- Seeding platforms
- Official blogs
- Others









#### Increase ranking to drive sales

- Baidu SEO, SEM
- Sougou search
- Quark search
- Others







#### **Multilingual Digital Consultancy**

Sydney | Melbourne | Hong Kong | Shanghai | Guangzhou | Tokyo | New York | Mumbai



#### **Our Services**



#### **Digital Strategy**

Having the right strategy is essential to the success, our team will work collaboratively with yours to develop the most suitable strategy for your brand

#### **Brand Audit**

Whether you have been in the market for year or a fresh entry, an audit of the past and current status will be conducted before the development of the strategy.

#### **In-market Insights**

Consumer and competitor research, brand monitoring and industry vertical insights.

#### **Creative Direction**

Our creative team will work with you on creative directions that resonate with overseas audience and maintain your brand integrity.

#### **Localised Design**

Provide localised design that fit the in-market requirements and media plans

### Web and Mobile HTML5 & Mini Program

Digital assets production and creation; including localized websites, HTML5, miniprograms, e-commerce stores etc.

#### Search

Paid and Organic search in Chinese, Japanese, Hinglish and more.

#### Media & KOL buy

Media planning and precise buying with local and in-region media; KOL strategy planning and buying

#### **Web Analytics**

Interpreting insights from analytics tools

#### Social media

Strategy development and management of social media accounts

### **Content Direction and Creation**

Creating content that is in-sync with your brand and objectives, also align with the audience expectations

### **Why Digital Crew?**

Digital Crew focuses exclusively on providing efficient and effective multinational and multilingual marketing solutions.



#### **Highly Qualified**

A true global team with multinational perspectives.

All Digital Crew team members speak English and Chinese professionally, some speak more than these. We have strategic agency partnerships with major search engines in China, Google Partners, Alibaba Cloud Partner, Tencent Agency Partner.

Each of the Digital Crew team holds various bachelor and master degrees in multiple countries.



#### **Global Offices with Local Focus**

All offices are fully owned by headquarters.

We understand the challenges our clients face. With the Digital Crew One Global Team approach, we operate as one team globally to deliver the most efficient and effective solutions to clients.



#### **Bespoke Services**

Tailored and specialized in servicing enterprise clients.

We work closely with each client to determine the best approach, from research, to strategy, to campaign execution, and to on-going management.



### Digital Crew<sup>®</sup>, the crew to your success



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New York | Sydney | Melbourne | Hong Kong | Shanghai | Guangzhou | Tokyo | Mumbai



# Tmall Global

天猫国际 TMALL.HK

买进口,上天猫国际



### Alibaba's Mission: To Make It Easy To Do Business Anywhere

#### CORE COMMERCE

#### MOBILE MEDIA & ENTERTAINMENT

#### LOCAL SERVICES







农村淘宝





















Alibaba.com<sup>1</sup>

















PAYMENT & FINANCIAL SERVICES

CAINIAO菜鸟网络

LOGISTICS

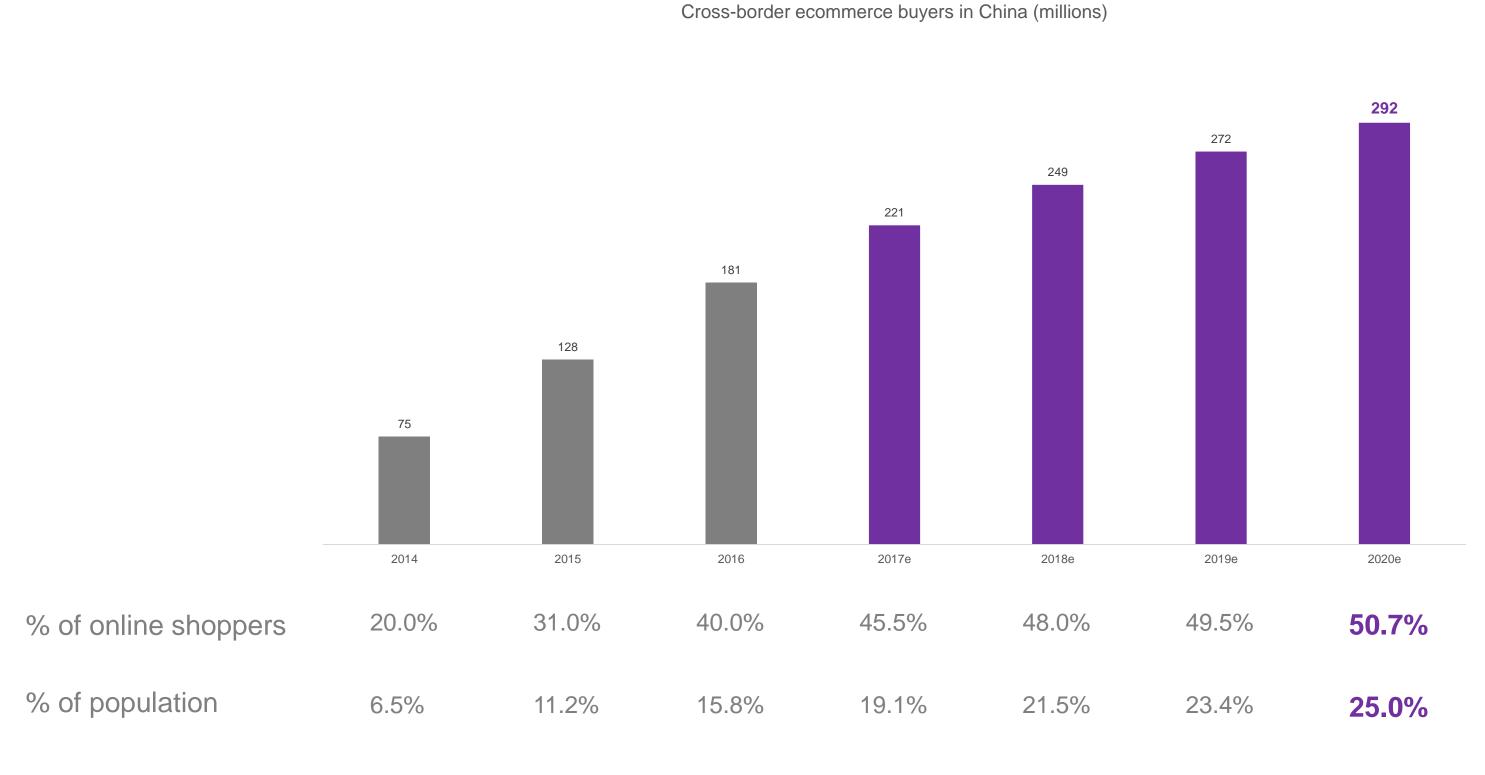


MARKETING SERVICES DATA MANAGEMENT PLATFORM



**CLOUD COMPUTING** 

### By 2020, half of all Chinese online shoppers or a quarter of the population will have bought an item from cross border e-commerce



### Why do Chinese consumers buy imported products?



Provide what's best for the family



Try new experiences



Buy directly from global brands

For brands who would like to open their own store, there are two options: Tmall Global helps brands enter the Chinese market, Tmall helps brands already in China





Legal entity

Bank account

Payment

Trademark registered

Warehouse

Shipping to Chinese consumers

**Outside of China** 

In home country

In home currency

In home country

**Outside of China** 

From overseas





In Mainland China (subsidiary or distributor)

In Mainland China

In CNY

**In Mainland China** 

In Mainland China

From within Mainland China

#### Tmall Global can be your brand's first entry into the Chinese market

#### Year 1-2

- Test the Chinese market
- Build brand awareness
- Prepare for local market entry (trademark, set up Chinese subsidiary, etc.)

天猫国际

TMALL GLOBAL

#### Year 3-4

- Extend business volume by setting up China omni-channel strategy
- Build local presence and consumer connection
- CRM management

#### 天猫 天猫国际 TMALL GLOBAL

#### + Offline presence

#### Year 5

- Further grow through online distribution
- Integrate sales from various channels using big data
- Upgrade customer service and experience
- Further build brand affinity and loyalty
- Entry into Southeast Asia via Lazada



- + Offline presence
- + Online2Offline (O2O)
- + Online distribution

#### Marketing

Business

Value

Platforms

- Alimama branding
- Weibo (social media)

7年球派

- YouKu (video site)
- Tmall Global Marketing events

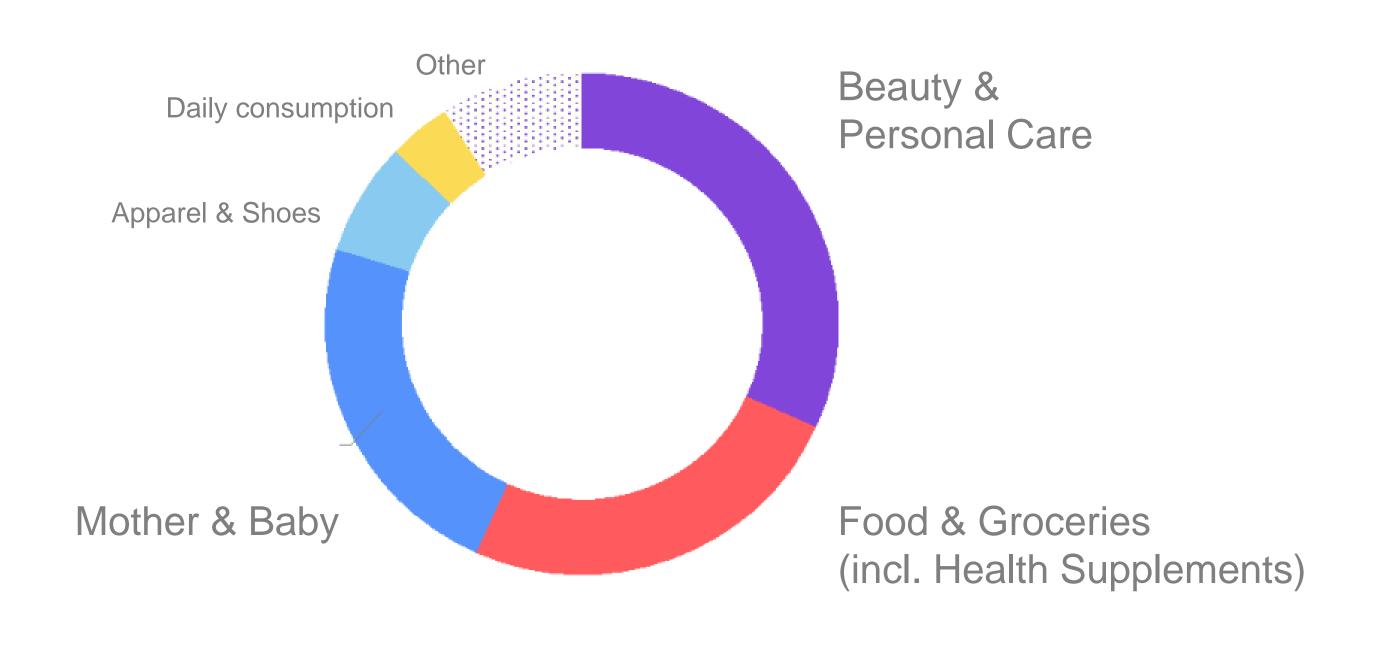
- Alimama brand + performance
- Weibo (social media)
- YouKu (video site)
- Tmall Marketing program

- Alimama deep cooperation
- Weibo (social media)
- YouKu (video site)
- Ali network marketing program (Music/Sports/entertaining, game etc..)

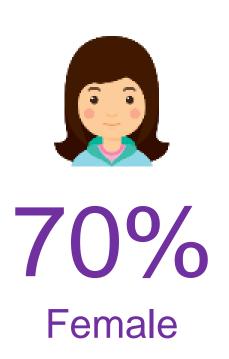
# Tmall Global International Categories Countries Brands and Regions



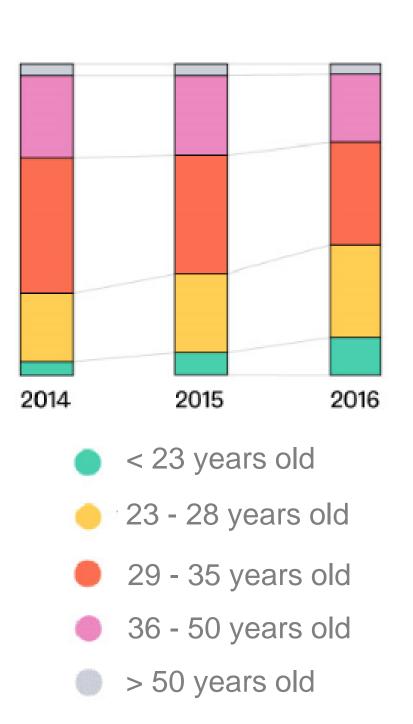
# Beauty & Personal Care, Food & Groceries, Mother & Baby categories dominate spending on Tmall Global



## Tmall Global consumers are mostly female, under 35, and live in China's wealthiest cities. Consumers under 30 years old are the fastest growing group



Annual Income
Over RMB100,000
(US\$14,500)



SH Shanghai
BJBeijing
HZ Hangzhou
GZ Guangzhou
SZ Shenzhen

### Selected brands on Tmall Global

Supermarkets





**emart** 







Health & Pharmacy













**Department Stores** 



**HOUSE OF FRASER** 

Fashion

KENNETH COLE



BCBGMAXAZRIA

**URBAN OUTFITTERS** 

**GW**Daniel Wellington



**JILLSTUART** 

Fast-moving consumer goods (FMCG)







Beauty, Personal Care, Cosmetics



MOROCCANOIL.



**AMORE** PACIFIC

My Beauty Diary?





Mother & Baby







Food & Beverages







#### Tmall Partners (TPs) execute the day-to-day operations of a Tmall Global store

TPs can be an **operating agency** on behalf of the brand OR a **distributor** who also takes inventory

#### Example of TP Services:

Create operations plan

Execute store opening

Decorate store & input product information

Operate store on a daily basis:

Product management, campaign planning and execution

Execute day-to-day marketing and promotions:

Network promotions, daily consumer marketing, brand marketing

Provide Customer Service to consumers

Support logistic needs:

Cross-border logistics, warehouse services, courier services

Provide regular reports:

Operations report and analysis



How about logistics? There are four ways to get imported goods into China for cross border ecommerce using CAINIAO菜鸟网络 Alibaba's logistics arm



### **Bonded Warehouse**



Brands pre-ship goods to Cainiao warehouses in one of six Chinese cities in anticipation of customer order. Fastest delivery option (max. 7 days)



### HK/AU Fulfillment Center (GFC) 🐯



Brands ship goods to Cainiao's warehouses in Hong Kong or Australia before order takes place. Consignment model. Cainiao picks, packs, labels, and ships the goods once consumers place an order.



### Consolidated Shipping



Brands pack, label, and ship goods to Cainiao's warehouses outside of China after a customer places an order. Cainiao consolidates with orders from other brands. It then ships to China by flight and to the consumer (max. 14 days)



#### **Direct Mail**



Brands ship goods directly from country of origin to the consumer. Brands could use non-Cainiao services (DHL, FedEx, etc.). Not recommended because delivery times cannot be guaranteed

# Marketing to our consumers



### At Alibaba, digital media & entertainment are fully integrated into our retail marketplaces



Youku Tudou ("Chinese Youtube")

Largest video site in China



**UC** Web

2nd largest mobile web browser and newsfeed

One "Super ID" Personalized User Experience **Across all platforms** 



**Entertainment** 

Alibaba Pictures, Alibaba Sports, Alibaba Music, Tmall TV



Weibo ("Chinese Twitter")

Largest microblogging site

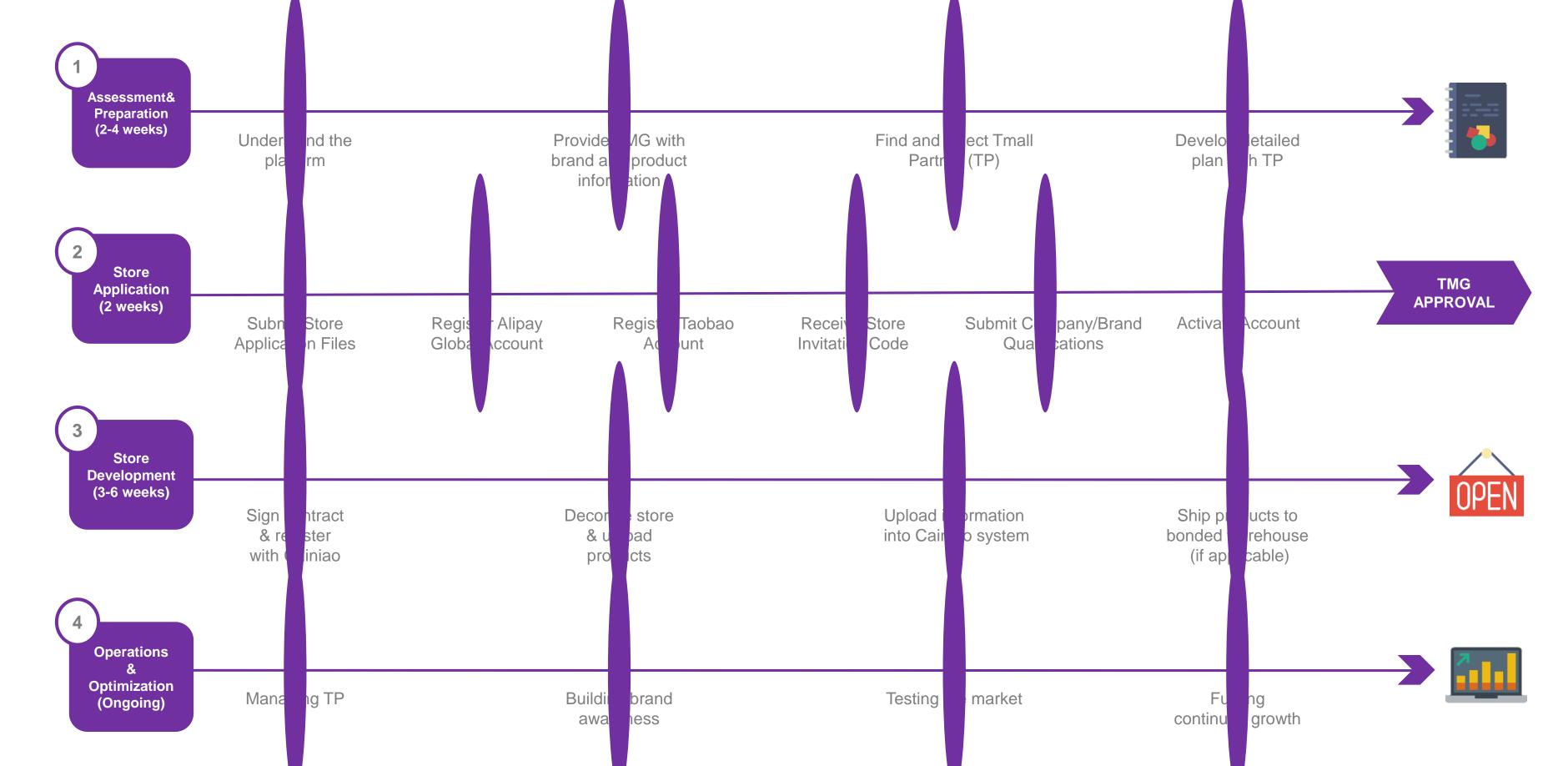




**Taobao & Tmall Apps** 

Shopping, Marketing, and Entertainment platforms

#### Next Steps: Tmall Global Merchant Onboarding Timeline







### 天猫国际 TMALL.HK

买 进 口 , 上 天 猫 国 际







### China's 1st & Largest Al-Driven MarTech company





12<sub>Years</sub>

Founded in 2008, pioneer in delivering ad-tech solutions

50%+

400+ core product, data, R&D team members from the Chinese Academy of Sciences, Microsoft, Xiaomi and other top technology companies

1000+

Building Enterprise Data Management (DMP/CDP) and Ad Serving Intelligent Media Management System

**2** PB

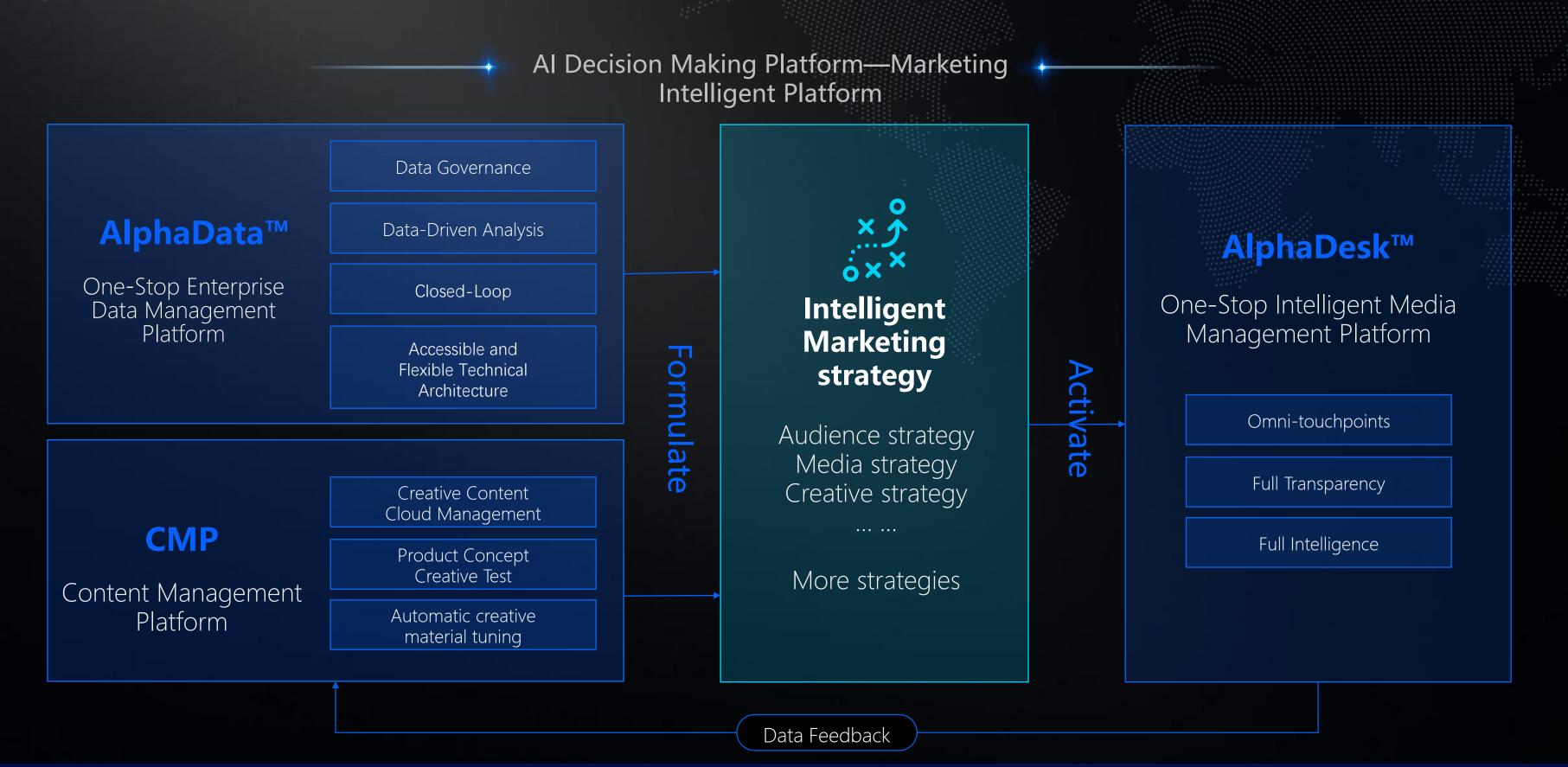
Daily processing data

7

Headquartered in Beijing, with branches in Shanghai, Guangzhou, Hong Kong, Seattle, Singapore and London and Silicon Valley



### MIP | iPinYou technology provides an Al end-to-end marketing cloud solution





### Supporting 2,000 Global Brands

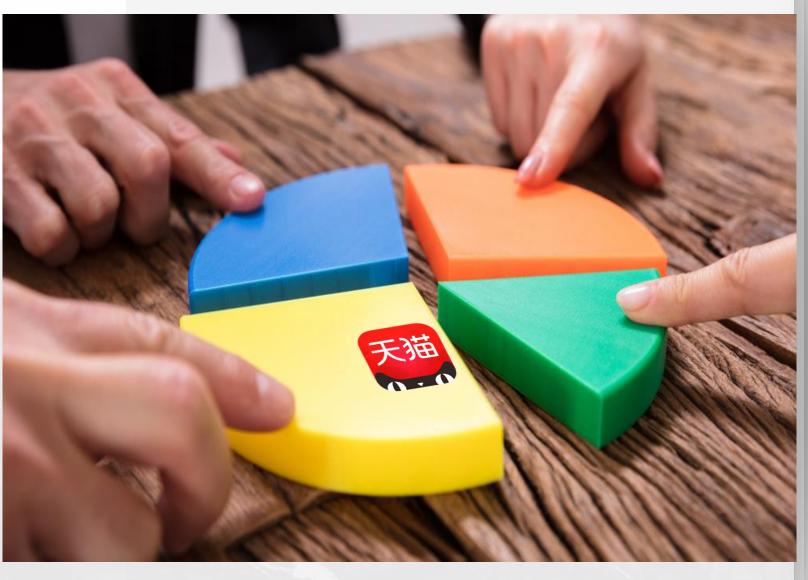








### Challenges brands face in Cross-Border e-commence market





1. Intense Competition inside EC sites

Limitations in reaching out to desired audiences within EC sites due to to intense competition



2. Dispersed management of media traffic

By acquiring traffic from each media separately, brands may not be able to do cross-media joint frequency control, which results in over or inadequate impressions.



3. Limited understanding of consumer behavior outside EC sites

The data silo makes it harder for brands to determine and understand customer's behaviour beyond the EC sites.

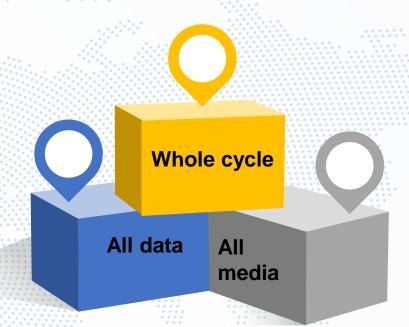


4. Unable to evaluate campaign results without matching inside & outside EC sites conversion data

Unable to match external media environment's behavior with conversions and therefore unable to attribute media spends to ROI.



### Our one-stop solution for integrated marketing



#### **Challenge 1**

How to determine the profile of current customers and their media consumption habits?

Based on Tmall databank's audience portrait and segmentation to accurately profile and generate insights on Target Audience

Locate TA based on iPinYou DMP,
DAAT and match audience package
with Tmall databank

#### **Challenge 2**

With intense competition inside EC sites, how can brands reach Target Audience in a cost effective way?

Leverage on full coverage outside EC sites media to reach Target Audience

We process 28 Billion traffic daily
We integrate with all major media
and ad exchange

#### **Challenge 3**

How to and improve outside EC campaign results with Tmall data feedback?

Utilizing integrated marketing for real-time optimization and campaign result evaluation

Improve campaign results by monitoring full stack data including Tmall databank



### iPinYou partnered with Tmall to enable integrated marketing

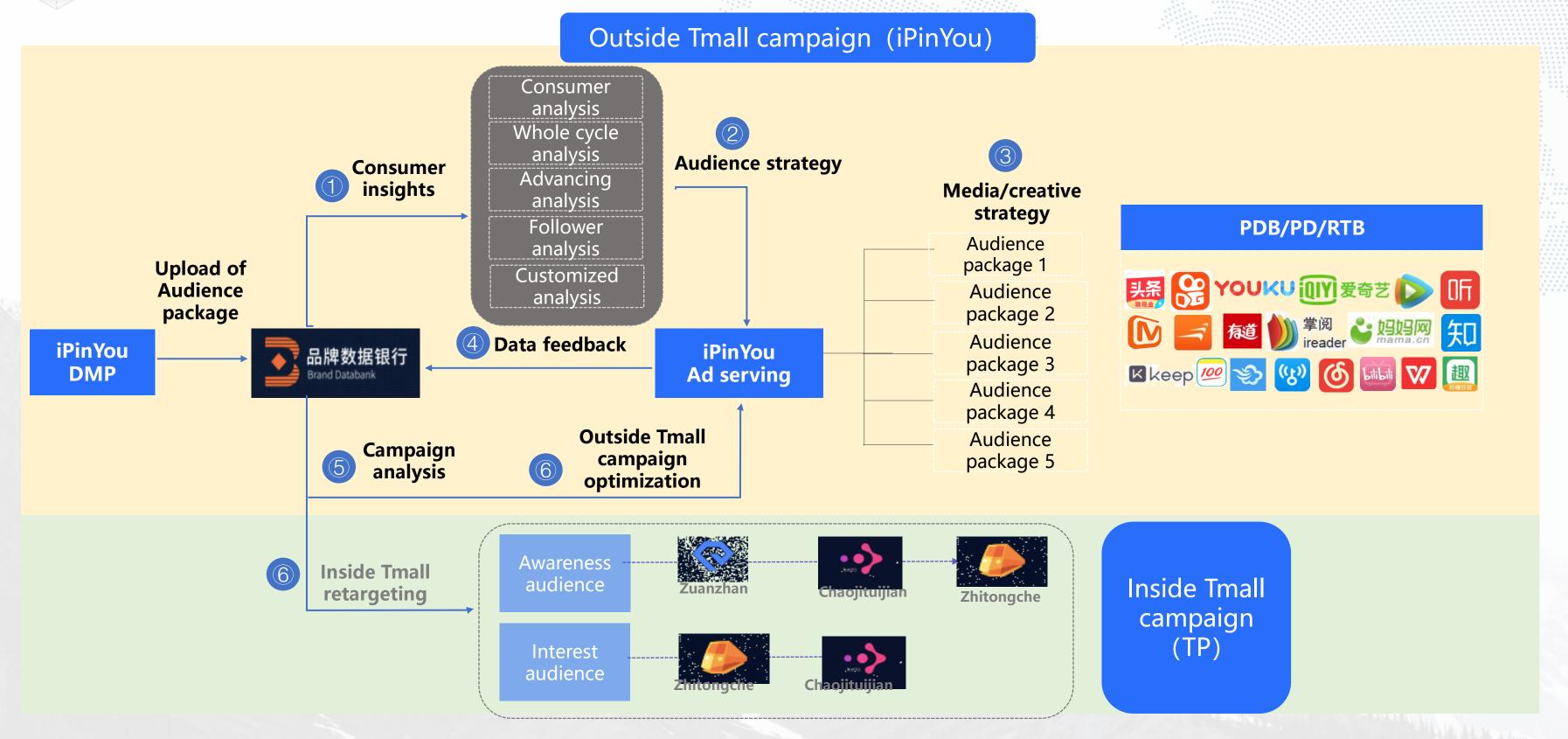


### iPinYou is Tmall customer operation certified service vendor



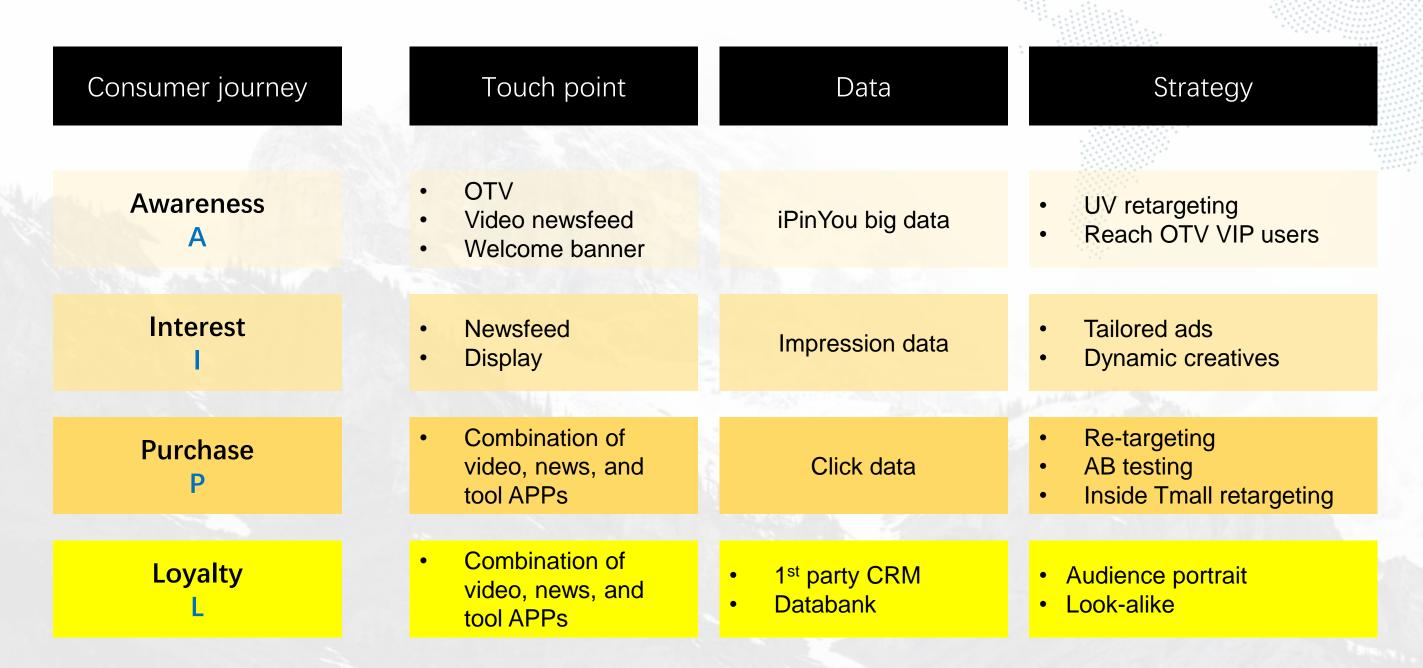


### Linking Tmall databank to iPinYou programmatic platform





## Pre-campaign - Set up overall campaign strategy for AIPL module including audience, media and strategy

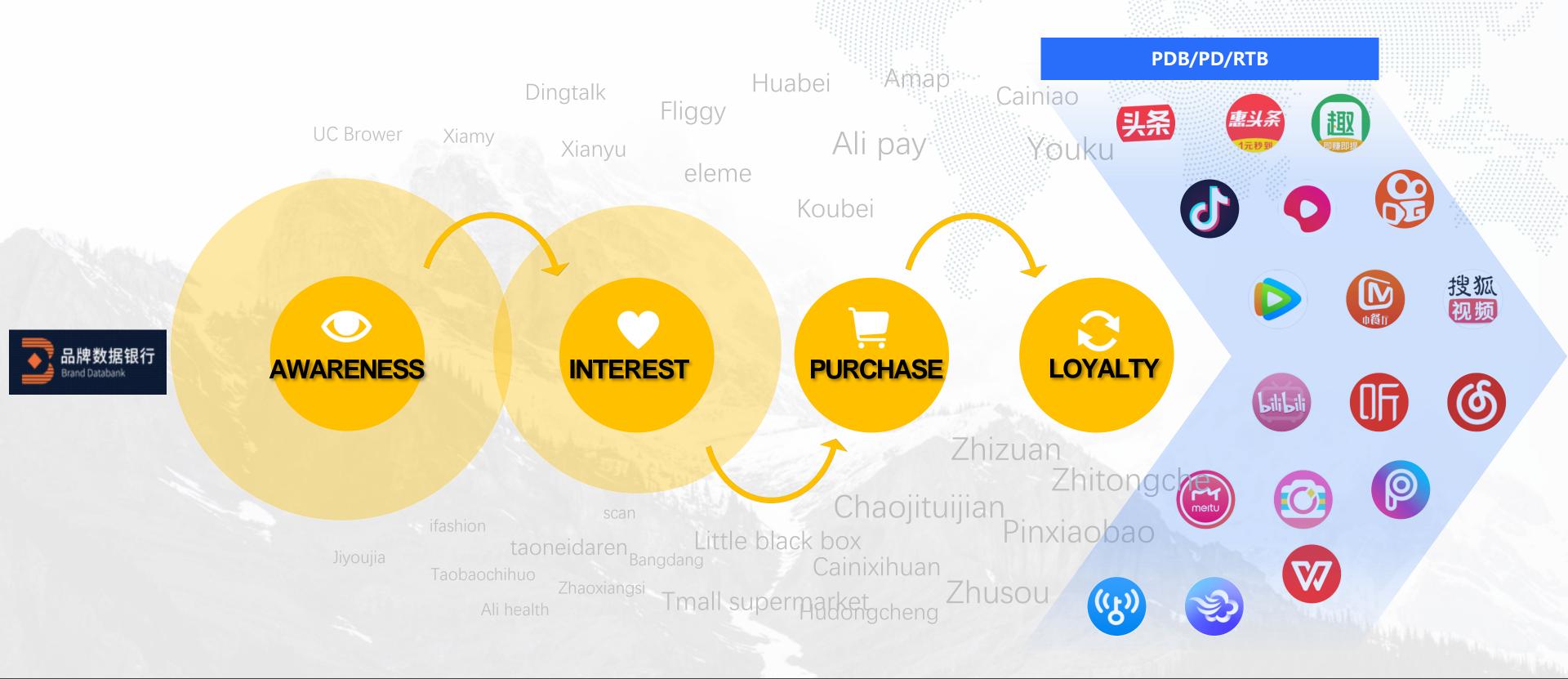








## Test your selected audience packages with Tmall databank before media activation





Mid Campaign – Using dynamic creatives and real time retargeting to enhance the relationship between consumers and brand

### **Audience** attributes





#### Weather



### Different time/day







#### Search Data

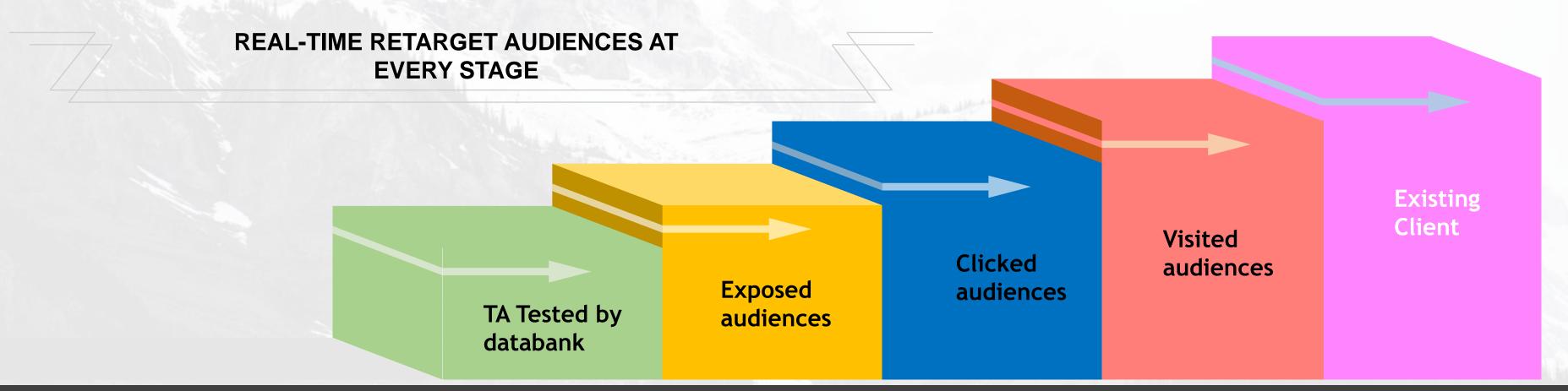




#### Add countdown elements









### Mid and Post Campaign - Real-time optimization based on data feedback from Tmall which enables the building of brand's data assets



Ad Exposure



Export data of different audience groups by different creatives showed

- ✓ Strategy A
- ✓ Strategy B
- √ Strategy C

Upload exported data to Tmall databank



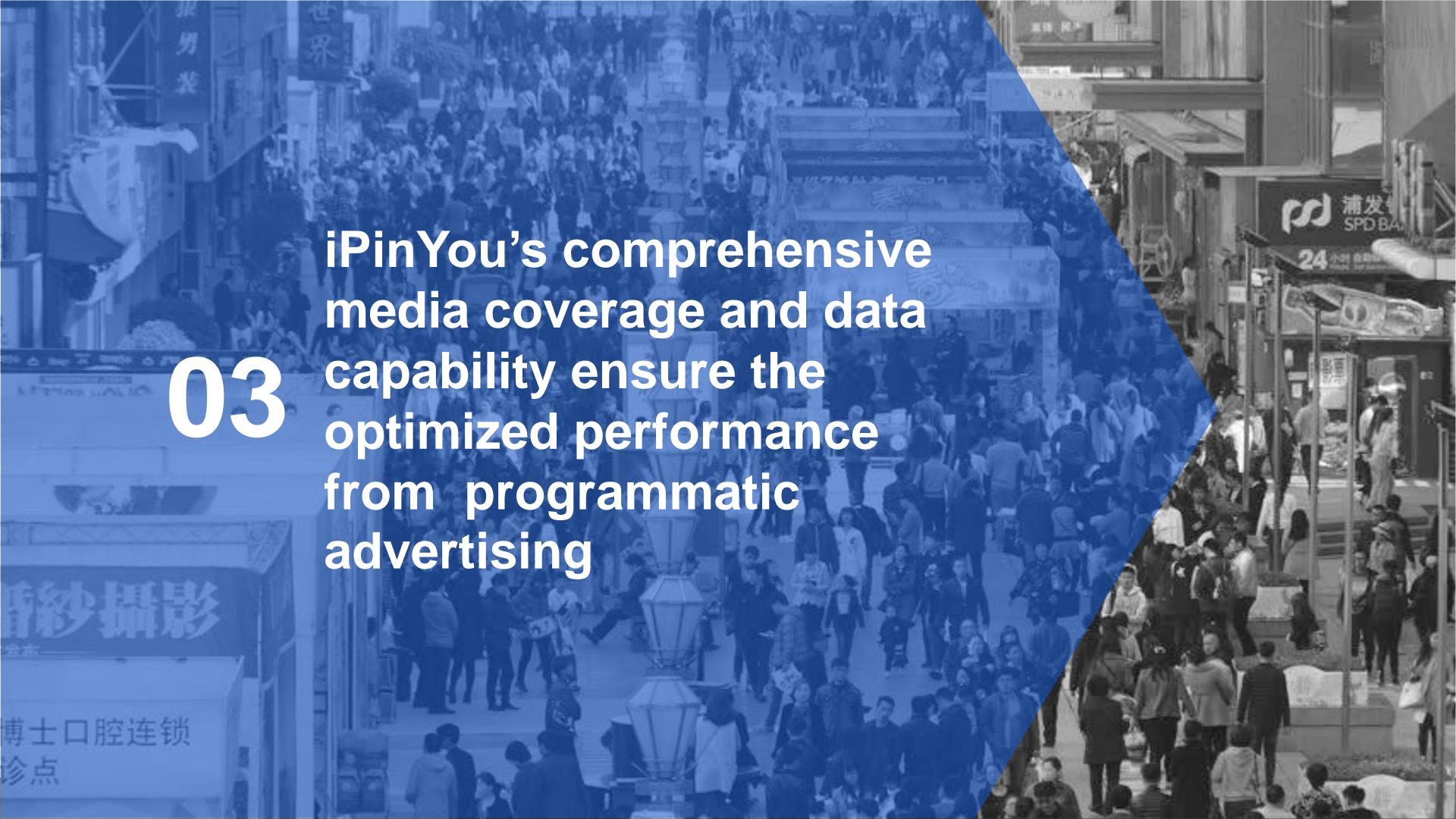
Creative optimization

Strategy A OK

Strategy B OK

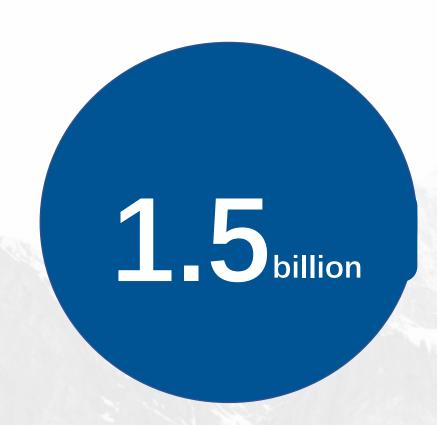
Strategy C NO

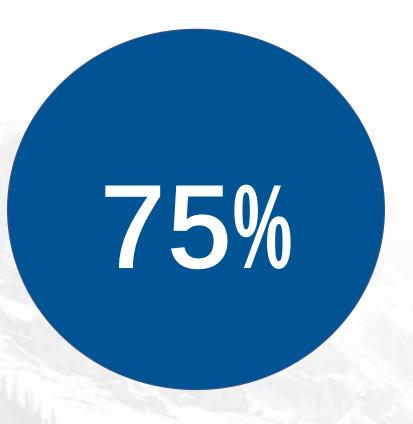




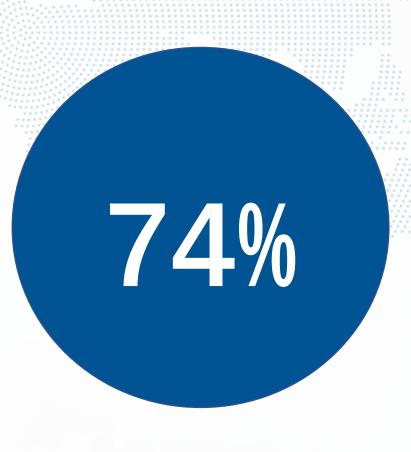


# iPinYou Patented Digital Advertising Audience Taxonomy (DAAT) Data and Audience label system









Cover 1.5 billion UV in every 30 days Cover 800 million UV per day

Cover 75% of Mainland Chinese population

Average number of labels covered per person

Label accuracy
- Tested by Tencent, Tmall and
Amap big data



### Data - Integrated with multiple data sources to help brands identify multidimensional profile of an audience

### iPinYou DAAT Audience data

(Analyze audience by campaign data)

#### **Operator data**

(Analyze online behavior)

#### Baidu search data

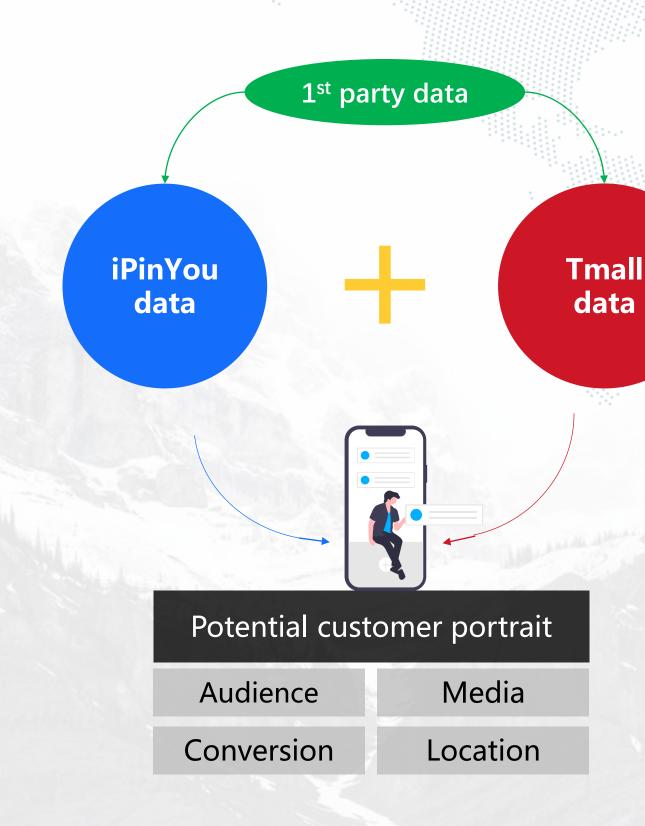
(Analyze online behavior)

#### Media campaign data

(Analyze touchpoints)

#### **Location data**

(Analyze offline behavior)



Databank

Campaign data Uni ID

- ✓ Consumer demographic and interests
- ✓ Analyze TA of different product
- ✓ Deliver tailored message by analyzing consumer media preference
- ✓ Truly understand your audience and communicate in a desirable way
- **√** ...



### 02-Media, iPinYou Ad serving platform covers all major Chinese media



- Tmall marketing platform
- Medias within EC Ecosystem
- Outside site media

#### iPinYou Ad Serving

PDB+PD+RTB















































XianYu **Amap** Dingtalk Xiaoheihe **UC** Browser Cainixihuan KouBei Inside Zhizuan side CaiNiao Taoneidaren Zhitongche Pinxiaoba Huabei Youkuo Fliggy

Tudou



### Value of TMall and iPinYou programmatic advertising



iPinYou DAAT can portrait consumer behavior outside EC sites and formulate audience/media/creative strategy



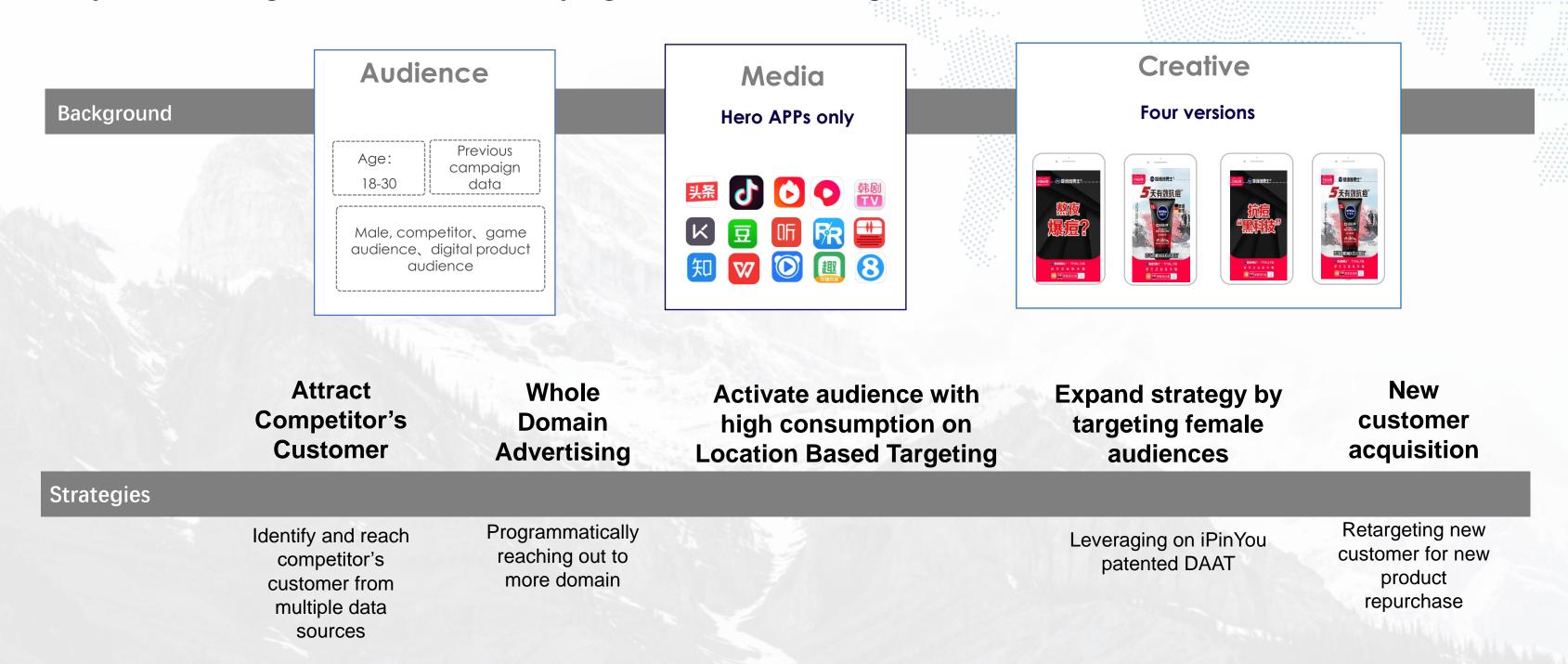




### Campaign Overview

A brand would like to enable Tmall databank integration for accurate audience targeting during the "618" Mid Year Shopping Festival

Objective: Linking between EC sites and programmatic advertising





Consumer Advancing
Whole cycle Follower
Customized analysis

**Generate insights on audience with Tmall databank** 

2 Who?

Leverage on Tmall databank to formulate audience strategy

Where? What?

Leverage on iPinYou DSP to formulate media/creative strategy

Outside EC- whole domain advertising

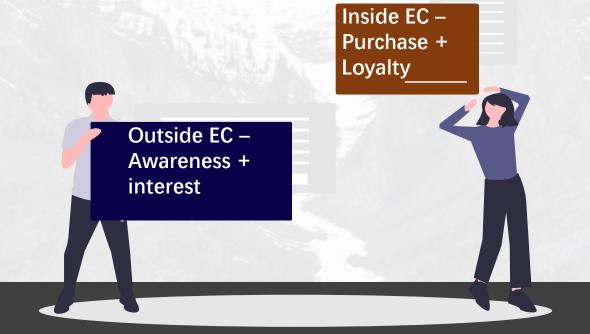


Outside Tmall

Inside EC- Tmall campaign platforms



6 Campaign data feedback to Tmall databank, provide insights for next round of "inside + outside" campaign





#### Attracted more than 10 million new customers and promoted brand awareness by programmatically advertising outside Tmall

In 18 days





Audiences



Audiences









Audiences

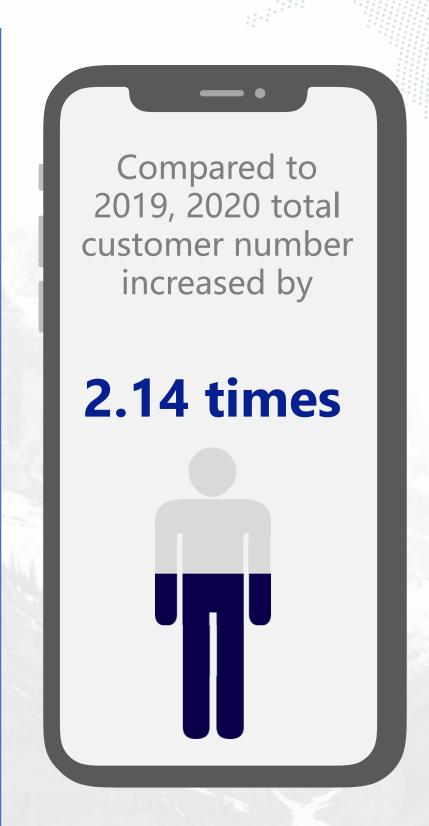
New P+L audiences

New A+I audiences increased by

increased by +284.25% +9%

Reached 40+ million

Data source: Tmall databank



**Drive sales and convert customer by** applying integrated digital marketing

> conversion rate=order number / impression **Impression** onversion rate increased

impression

80%

**Engagemen** t rate increased

9%

#### After 12 days' optimization









# 

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AI EMPOWERS DECISIONS







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