Email Marketing: The Opportunity You Can't Afford to Miss

Today's Presenter

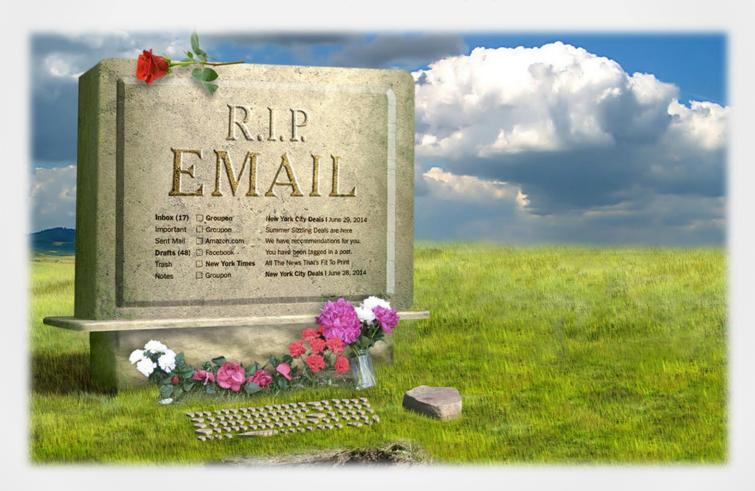


Corina Olinger Email Marketing Strategist Geonetric

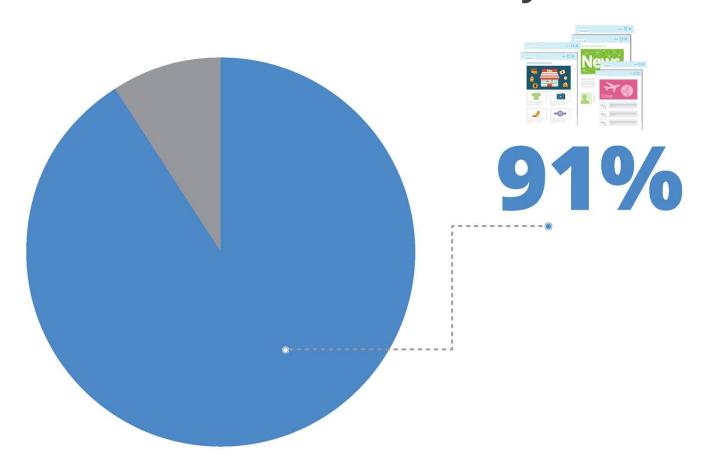
Web Is The Hub; Email Is The Most Successful Tool



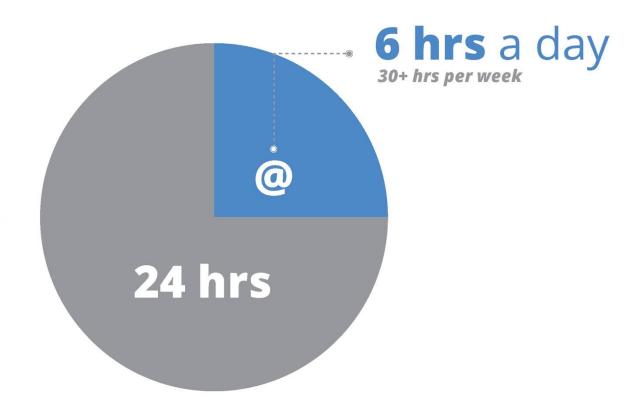
Rumors Of Email's Demise Have Been Greatly Exaggerated



91% of Consumers Use Email At Least Daily



We Use Email 6 hrs/day (30+ hrs/week)

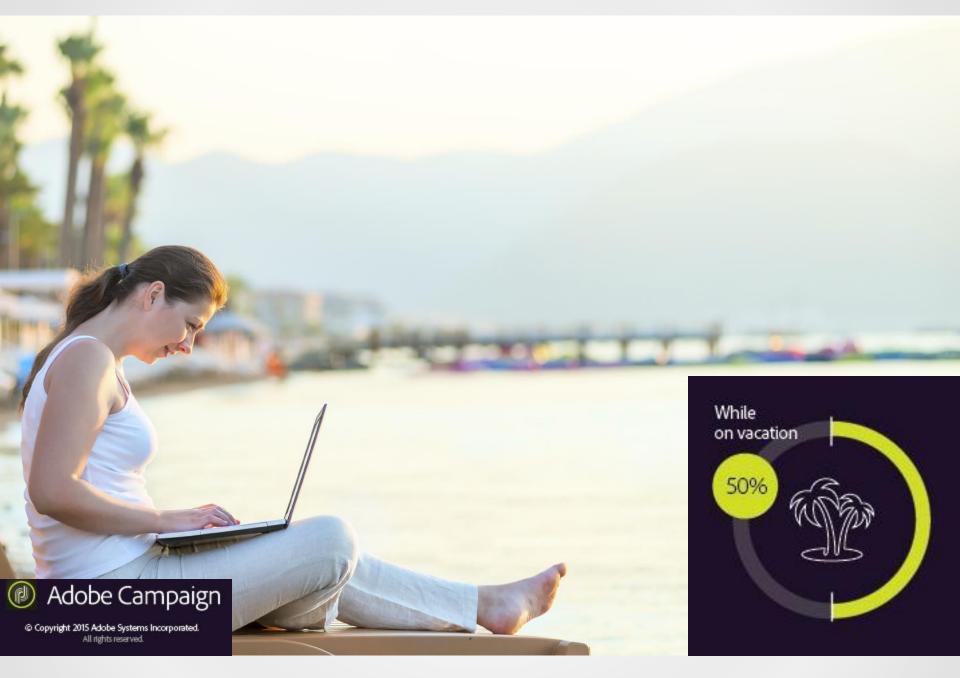


9 of 10 People Check Personal Email At Work And Work Email From Home







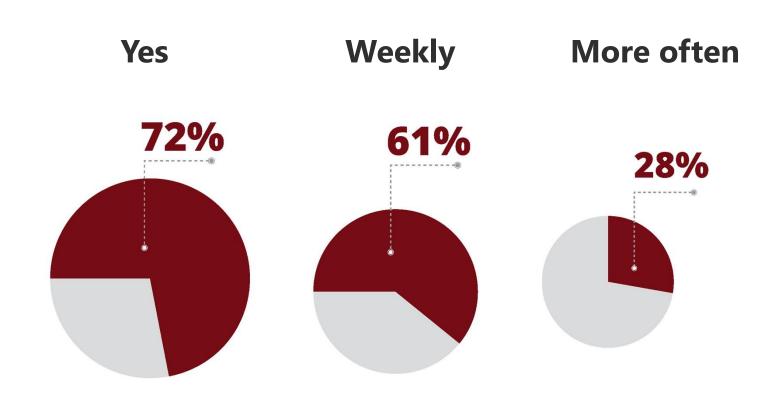








Do you like to receive emails?



Did you buy from an email?



Email Marketing
Return On Investment
\$44.25 For Every \$1
Spent



ROI Isn't Only Monetary

- Return on impressions: Your brand receives market exposure from the emails.
- Return on opportunity: The indirect marketing potential in creating downstream revenue.
- Return on engagement: You can analyze how and when people are engaging with your brand and content.
- Most importantly, it can mean measuring your brand's performance in terms of building and maintaining relationships.



14 Best Practices for Email

#1 Always Be Collecting Opt-in Email Addresses

Collect Emails

Make subscribing to your list easy.

- On your website
- Cross promote in your emails (in your general newsletter you could add a sign up to a more specific topic like "Diabetes news")
- In your email signature add a sign up for your newsletter
- On Social add a sign up button as part of your Facebook navigation
- Collect emails offline in your office or at your events.

SUBSCRIBE TO USA TODAY NEWSLETTERS

To sign up for free newsletters, just make your selections, share your email address and click sign me up.

EMAIL NEWSLETTERS

Breaking News

Stay on top of the news. Got the latest stories as they happen,

Daily Briefing

Start your morning well-informed, with a daily dose of news, sports, money, life, weather, and tech stories.

■ The Short List

Let us bring the headlines to you every night. Stay current and catch up on the biggest stories of the day.

■ Managing Your Money

Master your money with the latest business and investment news, articles and tips from financial experts each Friday.

Life

Be a pop culture maven. Get the news, reviews and the juiciest celebrity stories that keep you in the know, Monday-Friday.

Sports

Stay in the know and in the zone, 7 days a week, with scores, analysis, and in-depth features and commentary.

■ Travel

Make your next trip unforgettable. Get travel tips, trends and inspiration to help you make the most of your travels, Monday-Friday.

■ Most Popular

Take charge of the conversation, with the day's most viewed stories delivered right to your inbox 7 days a week.

■ Books

Know what to read next. Get weekly reviews, gossip, and our best-selling books lists that will keep your reading list fresh.

■ Cars

Raise your Auto IQ. Get under the hood with industry news and car reviews every Friday and make your shoptalk even more interesting.

■ Retirement

Own your retirement, with smart strategies for achieving your goals, whether you're retired or planning to be, once per week.

Tech

Be the earliest adopter. Know what's in, what's out, and what's awesome before anyone else does, Monday-Friday.

Opinion

Once you know the news, it's time to understand it. Get the debate from all sides in your inbox Monday-Friday.

BUYline

Shop smarter. Get special deals from our premier advertisers as seen the arroy re-onered.

Special Offers and Promotions

Re the first to hear about special coverage and promotions from Decare

One Nation

Elections 2016

Email Address

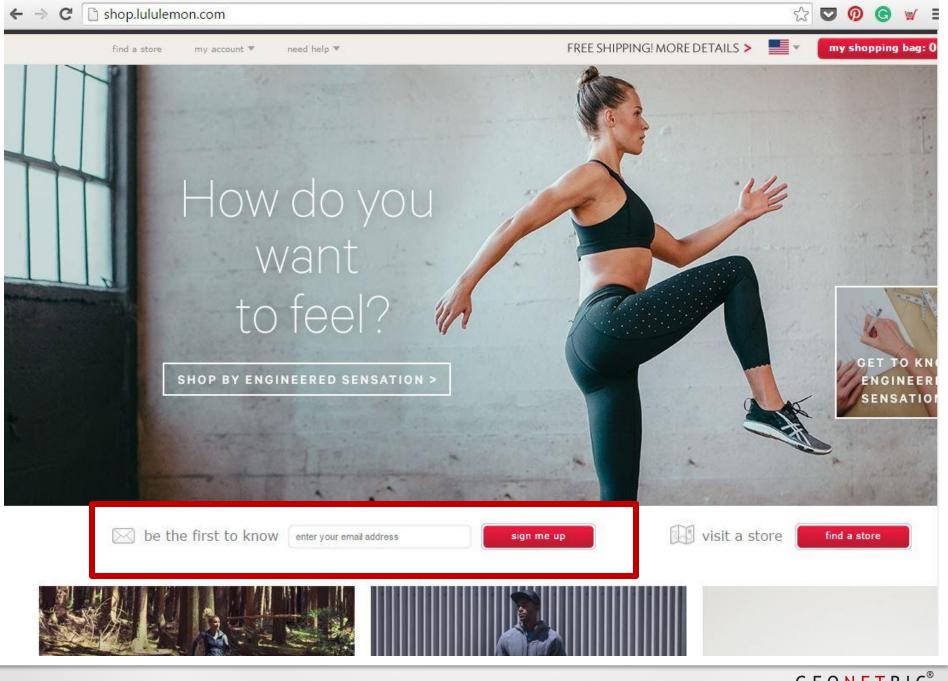
Confirm email address

email@example.com

email@example.com

Sign me up

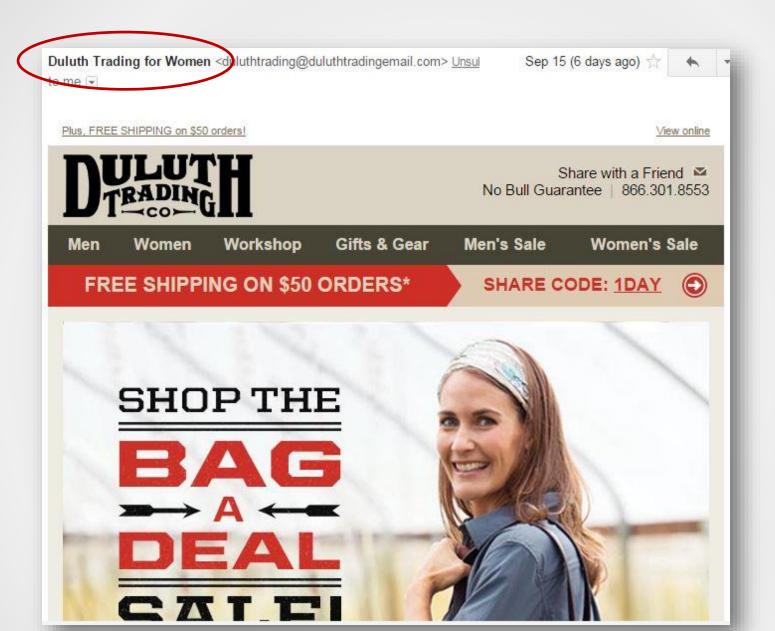
Manage Preferences Please select your topics of interest: Select All Arthritis Alternative Medicine Alzheimer's Disease Allergy ■ Blood Pressure Cancer Asthma Breast Cancer Depression Diabetes Exercise / Fitness Female Urological Disorders Fertility Gastrointestinal Health Healthy Diet Heart Disease Men's Health Neurology Menopause Orthopedics Parenting Pediatrics Pregnancy Senior Caregiving Seniors' Health Skin Health Sleep Disorders Sports Medicine Women's Health Women's Heart Health Vision Weight Management Please complete the registration fields: First Name Last Name Date of Birth * ▼ 1 ▼ 1910 ▼ January Gender: Male Female Username Email Address Confirm Email Address Confirm Password Password



#2 Segment Your List

Use your content to guide you when narrowing your audience.

- Opens / non-openers
- Birthday
- Last date visited
- Interests healthy living tips, diabetes, training tips
- Service lines for example Sports Medicine, Oncology, Birthcare
- Gender
- Zip codes
- Past attendees to classes (by class topic)



Examples of segmented emails

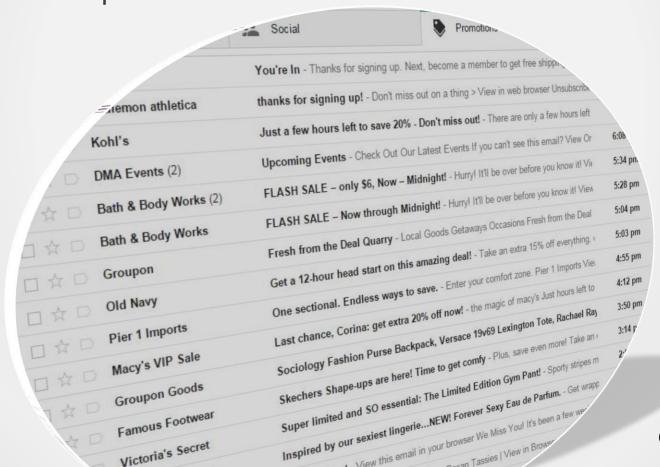
- Announcing a new OB/GYN physician to your practice segment your list to mail only to females.
- Upcoming diabetes class announcement to the subscribers who asked for diabetes news.
- Birthday cards to customers a week before their birthday

 to remind them of relevant health check ups –
 segmented by month, age and gender.
- Invitation to join you at the new clinic open house by segmenting by zip codes in that neighborhood.
- Parenting tips sent out on the month of the child's birthday – giving them child age appropriate tips.

#3 Create Engaging Subject Lines

Engaging Subject Lines

Simple and honest description of what is inside and why you should open



Personalize Your Subject Line

L.L.Bean	25% OFF Women's Tees + Free Shipping
L.L.Bean	Corina, Ends Today: 25% OFF Women's Tees + FREE Everyday Shipping

Macy's VIP Sale	It's here Corina: extra 20% off top brands, online now!
Macy's VIP Sale	Because you're a VIP: extra 20% off fall cuteness
Macy's VIP Sale	Just for you, Corina: extra 20% off, even on designer names!

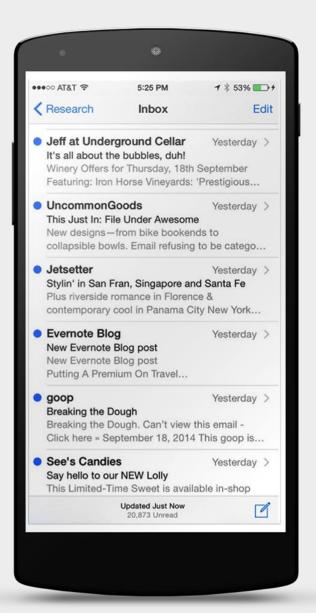
Michaels 30% OFF at Your Marion Michaels

SiriusXM ... Corina, Have You Started Listening Yet? It's Free! ...

Keep It Short

This is what 50 characters look like - very short.

This is what 32 characters look



Test, Test, Test

A/B test your subject lines

 Test two separate subject lines using the same content/email

Kohl's

40%, 30% or 20% off: These sweet mystery savings are going fast!

Kohl's

Mystery Offer: 40%, 30% or 20% off - your slice awaits!

Write Good Subject Lines

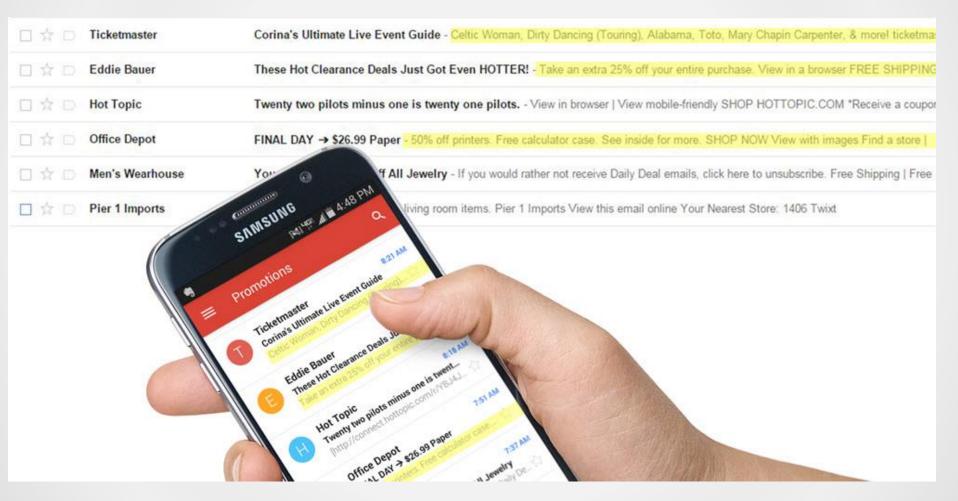
- Promotion
 - 20% off on women's tees
- Curiosity / offer
 - My Gift to you...
- In the form of a question
 - Who's the worse person in your office?
- Negative statement
 - 7 Reasons why you shouldn't test your subject lines
- Descriptive of what is in the newsletter
 - Got the summer blues? | See Miracles in Motion | Fall class schedule

Not So Good Subject Lines

- 3-Part Follow up Series
- Week 51 of 52 Weekly Tips
- eNewsletter September 2015

#4 Always Use A Pre-header

Pre-header is a prescreening tool



Example

Subject:

That was fast

Pre-header copy: It's time to return your frames.

It's time to return your frames. To view this email as a web page, go here Time flies when you're having fun. We hope you had a great Home Try-On! Now it's time to pack up your frames and send them back to headquarters. Here's how to do it. _____01 _____ Pack the black box with all five trial frames. — 02 —— Stick it in the same shipping box it came in. Seal up the box. - 03 ----Affix the included shipping label to the box.

Don't Waste The Pre-header

FROM SUBJECT

Epsilon New from A Bra

View on Mobile or Online

http://s1658862228.t.en25.com/e/es?s=16

View on Mobile or Online



Why you need to focus on channel integration

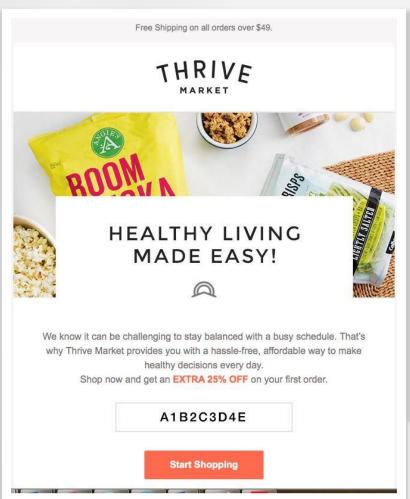
By Matt Turner

The customer neither knows nor cares that you have an email team, social team, e-commerce web/digital team, direct mail team, etc. What she cares about—what she expects—is a seamless conversation [...]

Read blog post

#5 Create a Clear Call-to-Action

Make it Easy to Take Action





Test Different Calls-to-Action

- Test the copy
 - Try "Learn now" vs. "Buy now"
 - Try text links in a different font vs. a button
- Test the placement of the CTA button
- Test the color of button
 - Use corporate colors
 - Red denotes urgency/green relates to money

#6 Write Scannable Copy



Tablets eReaders Apps Special Offers

The Season's



Poll: Dishwasher or hand wash? Vote now >> New digital art frame gets put to the test A pay-it-forward kitchen remodel





World of Design: Global Foodies and Their Kitchens

Join us as 11 food lovers tell us about their kitchens and give us a taste of their culinary heritage

Read More



Easy to read

4 Greedy Marketing Campaigns
Do You Know Your Image Formats?



web success UPDATE

MOVERS AND SHAKERS

- Sponsored By Avalara -

GEONETRIC WEBINAR

GEONETRI

Email Marketing: The Opportunity You Can't Afford to Miss!

Wednesday, September 23 - 1:00 p.m. CT

According to Salesforce, 73% of marketers agree that email marketing is core to their business. That's not surprising — emails are easy to produce, easy to distribute, and more cost effective than traditional marketing. Plus, email marketing allows you to target specific audiences and send visitors to relevant information on your website, driving engagement and achieving a higher return on investment.

Attend this webinar and learn how to improve your email marketing. You'll walk away with ideas on how to:

- Use email marketing for everything from educating patients on health topics to driving service line volume
- Design better emails for higher conversion rates and engagement
- · Grow your email list and use it to your advantage

This webinar is complimentary and will last one hour with time for questions at the end.

Presented By:



Corina Olinger Email Marketing Strategist How to Win at Black Friday and Cyber Monday

This holiday season it's imperative that retailers serve up personalized offers to create a more integrated experience, making it easier for consumers to shop their way. Download this whitepaper to learn more about the top 5 trends for the 2015 shopping season. <u>Download Now.</u>



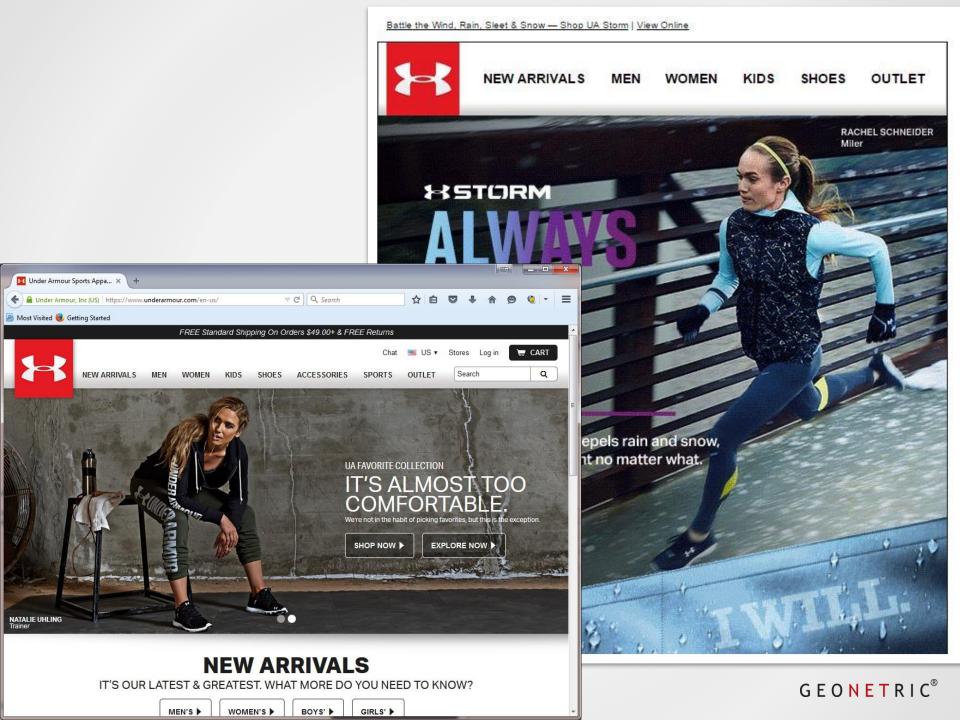
How Rude! 4 Greedy Marketing Campaigns

With so many brands competing for consumers' attention and on so many channels (search, social, email, etc.), it's important marketers look in the digital mirror to get a grip on whether they are serving campaigns that are for them or for their end-user. Here are four marketing campaigns that prove to be of the selfish variety and likely of little benefit to a company's bottom line. Read More.

Do You Know Your Image Formats? [Infographic]
5 Ways to Go Beyond Google's Mobile Minimum
Designers Flock to the GoDaddy Pro Program
How Brands Can Be Sorry on Facebook

Register Now

#7 Show Off Your Brand





FIND A PROVIDER OUR SERVICES PATIENTS & VISITORS HEALTH & WELLNESS CLASSES & EVENTS

MercyCare Urgent Care Get in. Get out. Get better.

Groundbreaking set





(319) 398-6011 MAPS & DIRECTIONS ABOUT US MERCY FOUNDATION MYCHART FOR PROVIDERS

CEDAR RAPIDS

Sisters of Mercy Ce







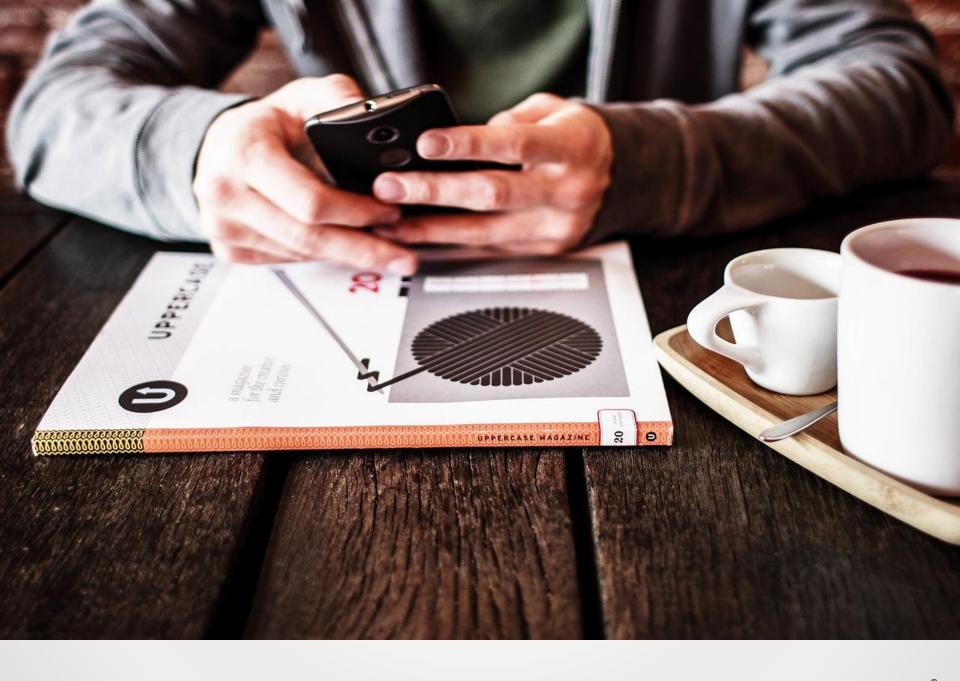


12 Ways MyChart C



MyChart can make your life easier.

#8 Design Responsive Emails



MARKET SHARE: JULY 2014-JUNE 2015





From: Brain Pickings Weekly >

Hide

To: David Sturtz >

Mary Oliver on how differences bring couples closer, Virginia Woolf on writing, why some people are left-handed, Oliver Sacks on music, and more

September 13, 2015 at 6:00 AM Inbox – Gmail

Mary Oliver on how differences bring couples closer together, why some people are lefthanded, Virginia Woolf on why she became a writer, Oliver Sacks on music's singular power over the human soul, and more. Email looking odd?





Hello, David! If you missed last week's edition — Brené Brown on what people who rise strong from their facedown moments have in common, Grace Paley on the art of growing older, and more — you can read it right here. And if you're enjoying this, please consider supporting with a modest donation

– every little bit helps, and comes enormously appreciated.

donating = loving

I pour tremendous time, thought, resources, and love into bringing you Brain Pickings, which



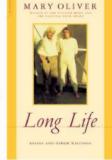


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Mary Oliver on How Differences Bring Couples Closer Together

"For one human being to love another,"
Rilke wrote, "that is perhaps the most
difficult of all our tasks... the work for
which all other work is but preparation."
And yet the work of love too often leaves
us feeling profoundly unprepared,
nowhere more so than when lovers
confront the abyss of daily differences
between them. But rather than a fault line
where the relationship fractures, that gulf
can be the source of deeper communion
— that's what beloved poet Mary Oliver
(b. September 10, 1935) suggests in a
portion of her wholly wonderful Long



Life: Essays and Other Writings (public library).

Reflecting on the enduring love she shared with her soul mate – the photographer Molly Malone Cook, for whom she later wrote one of the most moving elegies of all time – Oliver considers the gift of differences:



donating = loving

I pour tremendous time, thought, resources, and love into bringing you Brain Pickings, which remains free. If you find any joy and stimulation here, please consider becoming a Member and supporting with a recurring monthly donation of your choosing, between a cup of tea and a good dinner:





one-time patron with a single donation in any amount:







Patti Smith on Prayer, the Love of Books, and How Illness Expands the Field of Creative Awareness

#9 Track Your Links

GEONETRIC WEBINAR

GEONETRIC®

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Presented By:



Corina	
Olinger	
Email	
Marketing	
Strategis	

Inbox Activity				
iewing : Currer	nt Activity	•		
	Total	Unique		
Opens	121	42		23.464%
Clicks	16	<u>13</u>	7.263%	
Forwards	0	0	0%	
Surveys	8	0	0%	
Unsubscribes	20	2	1.117%	

"https://geonetric.web https://geonetric.webex.com/mw0

4.5%

Click Through Rate

Percentage of total clicks Actual total clicks: 10

Actual unique clicks: 8

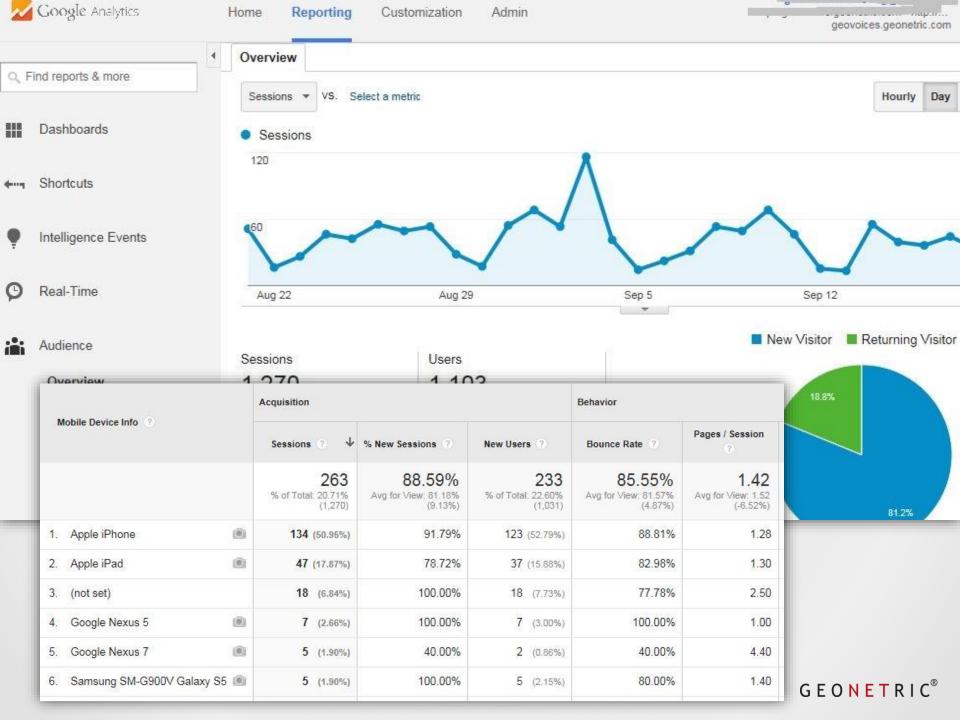
send you the recorded version once it's posted online. Percentage of unique clicks

Register Now

nce on what you're doing right and ideas for improvement, subm emails to corina olinger@geonetric.com by September 21, 2015!

pinar, our team is workshopping real-world healthcare example

G E O N E T R I C[®]



#10 Include Social Sharing Icons



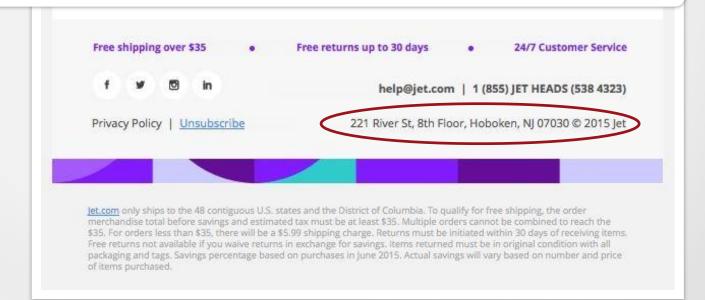
#11 Don't Forget Company Name & Unsubscribe

Business Name & Address

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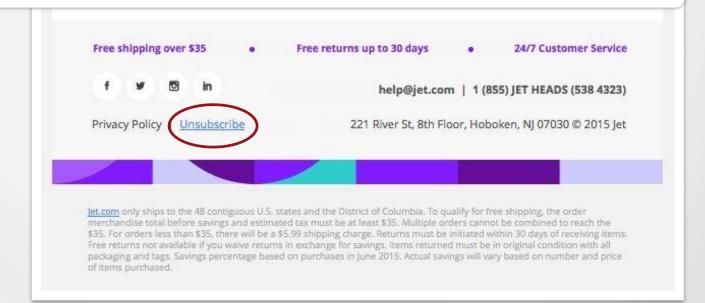
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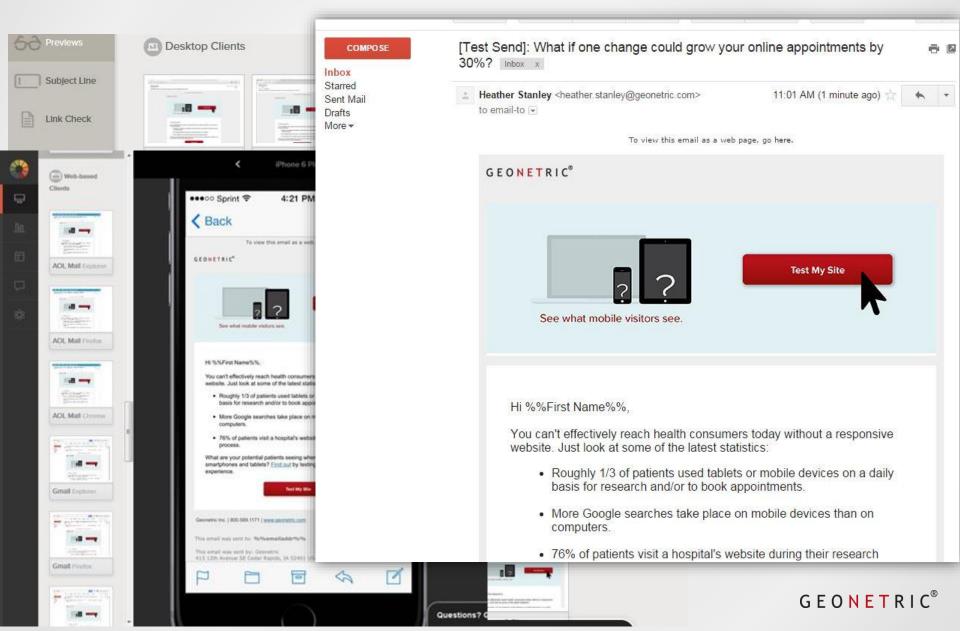


#12 Test Your Email

Test and Test Again

- ☐ Spellcheck and proof all of the content (both HTML and text versions)
- □ Does all the dynamic or personalized content pull into the email correctly? [%%first_name%%, %%email%%, etc.]
- ☐ Do all the links resolve to where they should?
- ☐ Do the links have analytics tracking parameters?

How Does Your Email Look?



#13 Best Time to Mail

How can I determine the best time to mail?

According to Constant Contact – Monday morning at 6:00 a.m. is ideal for Health services

Business Type	Day of Week	Time of Highest Open Rate (Local Time)
Education - Primary/Secondary (ex. elementary, middle, and high schools)	Wednesday	6:00 a.m.
Education - Higher Education (ex. colleges, universities, trade schools)	Monday	6:00 a.m.
Financial Advisor	Monday	11:00 a.m.
Fitness Center, Recreation (ex. yoga studio, bowling alley, gym)	Monday	11:00 a.m.
Fitness/Nutritional Services (ex. personal trainer, wellness coach)	Wednesday	6:00 a.m.
Government Agency or Services	Saturday	4:00 p.m.
Health & Social Services (ex. hospital, elder care, adoption services)	Monday	6:00 a.m.
Health Professional (ex. physician, dentist, chiropractor)	Monday	6:00 a.m.



How can I determine the best time to mail?

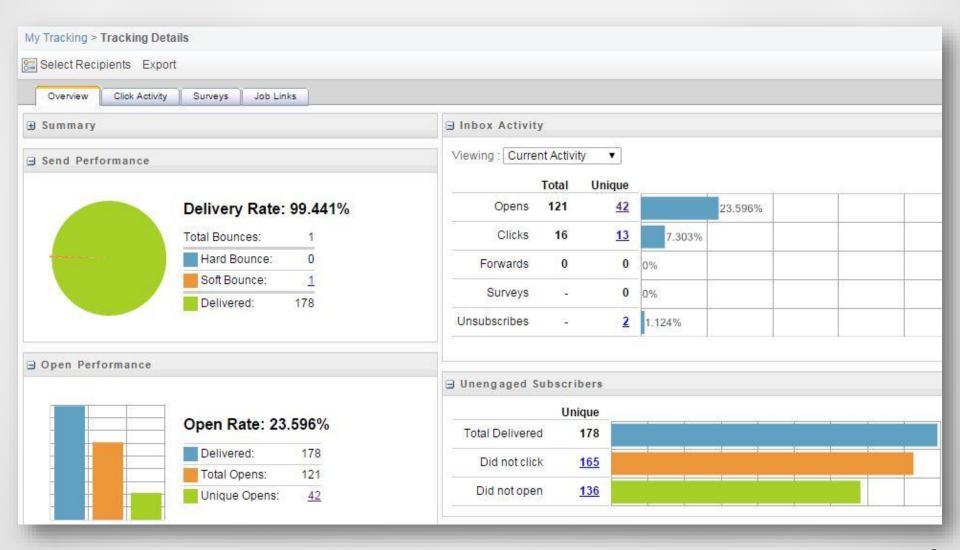
- Review trends both overall industry and within your organization
 - Take a look at the Opens reports for your past emails and see if you notice any patterns.
- A/B Test time and day you mail to see what works for you

#14 Always Analyze

What metrics should you track?

- Opens
- Clicks
- Conversions
- Unsubscribes
- Hard Bounces
- Soft Bounces

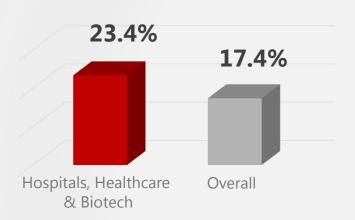
How do you track these metrics?

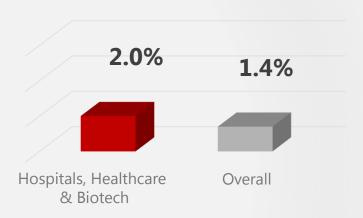


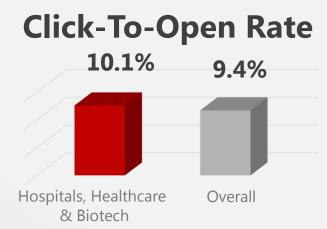
Healthcare Industry Averages



Click-Through Rate







Web Is The Hub; Email Is The Most Successful Tool



Email Workshop

Abington-Jefferson Health

- Good information
- Social icons
- Branding
- Pre-header overload
- Header link
- Non-responsive
- Tighten design

Having trouble viewing this email? Click here

Hi, just a reminder to add health.org to your address book so we'll be sure to land in your inbox.

You may unsubscribe if you no longer wish to receive our emails.



Upcoming Events About Joint Replacement

With today's technology, you could have a hip replaced and be walking hours after the surgery. Is the muscle cut or not in the total knee replacement? What if only a partial knee replacement is needed? Join our experts for an interactive presentation about total hip and knee replacements, as well as the use of robotic surgery for partial knee replacements.



Joint Replacement and New Technology

Tuesday, September 22, 2015 2 to 3 p.m.

Altru Health System

- Relevant content
- Banner height
- Scannable layout
- Branding no logo
- Header link
- Subject
- Tracking codes



New From Our Experts



William Haug Jr., MD

What Every Parent Should Know About Concussions

As a parent of a youth athlete there are many moments of pride, excitement and celebration when cheering your child along in their sport. However, there is also fear. Fear that they will be let down, fear that they might not make the team, and most of all, fear that they could get injured. With the recent attention paid to concussions and how they are often underreported and "swept under the rug" by athletes, and sometimes even coaches, it is important that parents understand concussions, including their signs, symptoms and proper treatment. Read more »



Casey Ryan, MD

5 Things Every 40-Year-Old Should Know About Their Health

Now that you've crossed the bridge into your forties, consider how you can act now to prevent disease and keep yourself healthy long into your golden years. To help you get you started on your path to prevention, we asked Dr. Casey Ryan, internal medicine physician and prevention specialist with Altru, to share the five things you should know about your health at 40 and why.



Pre-race Tips From Performance Experts You'll Want to Follow

Gearing up for the Wild Hog 1/2 Marathon events?

Billings Clinic

- Relevant content
- Billings specific plus topic area info
- Branding
- Award banner move to Header graphic
- Non-responsive
- Pre-header

Trouble reading this newsletter? Read it online here: View it in your browser



My Health eNews

Your personalized enewsletter from Billings Clinic



Dear Lynne,

Below are the articles for the health topics you have chosen. You may edit your subscription(s) at any time by clicking here.

Allergy

Back to School: Is your child prepared?

When your child has food allergies, it can be worrisome to send them to school on their own. Learn how to effectively deal with their allergies and keep them safe at school.

Same-day allergy appointments are available at Billings Clinic Downtown or West.

Click here for more information about our Allergy, Asthma and Immunology services.



Cape Code Healthcare

- Great visuals
- Scannable copy
- Branding
- Descriptive Subject

- Acronyms
- Add Social Icons
- Non-responsive
- CTA text color

OneCape Health News A News Service of Cape Cod Healthcare



Open heart surgery—without 'open' or 'surgery'

A new, less-invasive procedure offers an alternative for patients too frail or at-risk for open heart surgery.



America's top doctor says its time to 'Step It Up'

U.S. Surgeon General Vivek Murthy wants us to walk our way to better health. Cape Codders have just the place for that.



Blood drive on wheels coming to a town near you

Our first-ever blood mobile travels from Falmouth to Provincetown, collecting blood from Cape Codders—for Cape Codders.

READ MORE

"Vour can might not make it through the

Cone Health

- Logo prominent
- Tracking links
- Social Icons
- Scannable content

- Intro paragraph
- Header
- Non-Responsive
- Subject



August 2015

Welcome to Wellness Matters, a monthly electronic newsletter designed to provide you with concise information you can use to improve your lifestyle, achieve good health and maintain your well-being.



Prolonged Sitting Takes a Toll

A recent study reported that more than half of a person's waking hours are spent sitting. What is all of this sitting doing to us?



View this email in your browser

WELLNESS ON-DEMAND Healthy Eating for People on the Go

Eating on the go doesn't have to mean fast food, vending machines or microwave dinners.

Women's Only 5K Walk &

Mercy Medical Center

- Branding
- Subject
- Social Icons
- Good content

- Header no link
- Content order
- Spacing
- Non-Responsive

eTouch_

Sister Peg Murphy Retires from Mercy



After 17 years as a chaplain at Mercy, Sister Peg Murphy retired on July 31. Sr. Peg said it was really hard for her to stop working, but she was having trouble walking distances. She enjoyed blessing babies and building relationships, and hopes to return as a volunteer. Read more and leave her a note!

Specialized Care for Children with Diabetes



Sara Neff, ARNP, C-PNP, MSN, is a nurse practitioner at Mercy Pediatric Clinic specializing in pediatric diabetes. Working in conjunction with or as a primary care provider for your child, Sara offers total diabetic care for children younger than 18. See what Sara's patients are saying about her.

Urgent Care vs. ER -- Where Should I Go?



In one national study, 48 percent of patients who visited the emergency room (ER) but were not admitted to the hospital went there because their doctor's office wasn't open. While the ER is a great resource, it's not always your best alternative to a family doctor. Find out when to use Urgent Care versus the ER.

A Long & Winding Road to Recovery



Secret. Shame. Guilt. These have surrounded Lisa Maxwell for 40 years. She had her first drink at 13 and began a rollercoaster relationship with prescription medications at 16. She's had a lifetime of hiding her addictions, and feeling quilty and

Meet Mercy: Dr. Ann Soenen



Locally established primary care physician Ann Soenen, DO, was born and raised in lowa, and has been

practicing in Cedar Rapids for five years. She joined MercyCare Vernon Village in August. <u>Learn more about</u> Dr. Soenen.

Nurse Practitioner Shona Lenss



Nurse practitioner Shona Lens, ARNP, MSN, recently joined Mercy's General Surgery Clinic. An avid sideline

cheerleader for her kids' sports/activities, she also enjoys spending time with family, cooking and fitness. <u>Learn more about</u> Shona.



Milford Regional Medical Center

- Branding
- Links to Site
- Patient Story
- Lecture Series

- Content heavy
- Non-responsive
- Social Icons
- **Grand Opening**

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About MRMC | Care & Treatment | Find a Doctor | Careers | News | Contact Us



Lecture Series

Weighing Your Options: The Robotic Advantage September 30 at 7 p.m.

Back on Track: Moving Forward with Spine Surgery

October 14 at 7 p.m.

The New You: Living with Heart and Lung Disease October 29 at 7 p.m.

Programs

Weight Loss Surgery Information Sessions October 8 or November 12

Featured Video

Back Pain - "Oh My Aching Back!"

Presented by: Terri Ryan, PT, Amanda Bourgeois,

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Thank You