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# How to Attract More Customers With Content Using HubSpot Software



Ellie Mirman Inbound Marketing Manager HubSpot

Twitter: @ellieeille

### Agenda



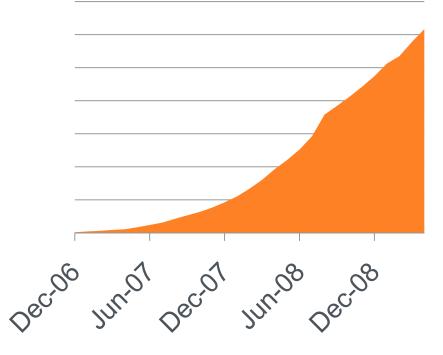
- II. Create Content
- III. Optimize Content
- IV. Promote Content
- V. Convert with Content
- VI. How to Measure It



### Who is HubSpot?

- Founded: 2006
- Team: 90 (15 MIT)
- A: \$5m General Catalyst
- B: \$12m Matrix Partners







# Traditional Marketing (Outbound)





# Marketing Today (Inbound)





Marketing Has Changed

<u> 1950 - 2000</u>







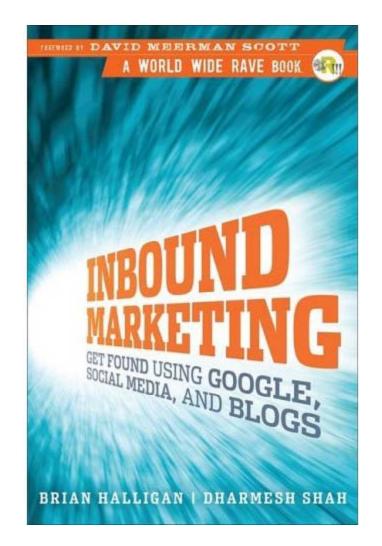
2000 - 2050





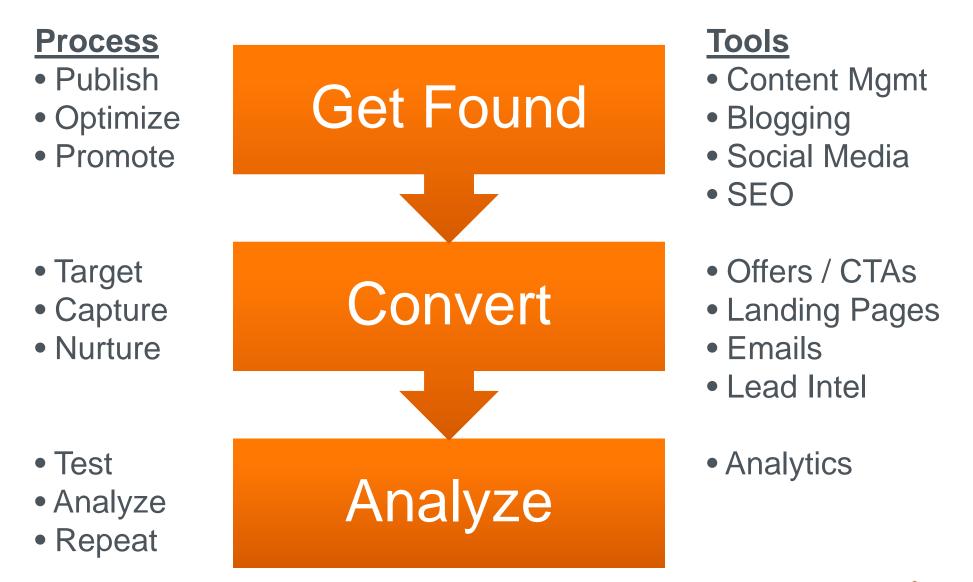


### The Good News!



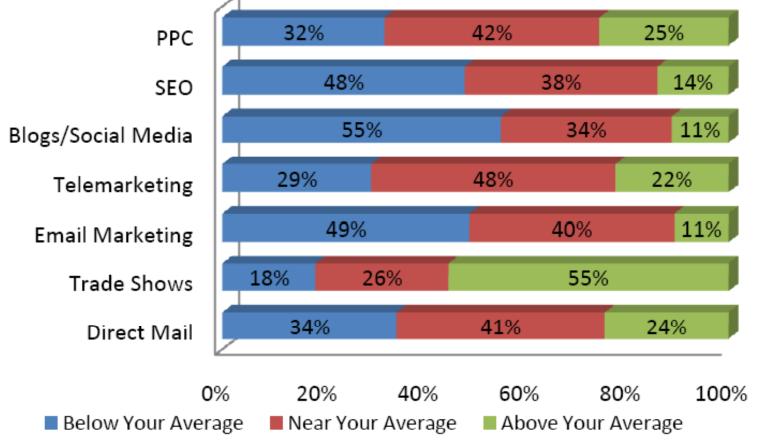


# **Inbound Marketing Process**





# **Estimated Relative Cost/Lead/Channel**



www.HubSpot.com/ROI

# Proven ROI of Inbound Marketing



Cilk Arts Increases Leads 500%



Makana Solutions 3x Leads, 2x Conversions



Vocio Pays for HubSpot 30x Over with New Leads



Objective Management Group Grows Leads 360%



Bridge Group Doubles Online Leads

www.HubSpot.com/ROI



### What HubSpot Software Does





#### Agenda

- About HubSpot & Inbound Marketing
- II. Create Content
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# Small Business Owner Grows Leads 50x w/ Content



- Georgia Golf Academy
- Blog + ebooks + videos =
- Increased traffic & lead volume 50x
- 300+ blog subscribers
- 4,000+ inbound links

http://www.hubspot.com/customer-case-studies/bid/4791/Georgia-Golf-Academy-Grows-Inbound-Leads-50x



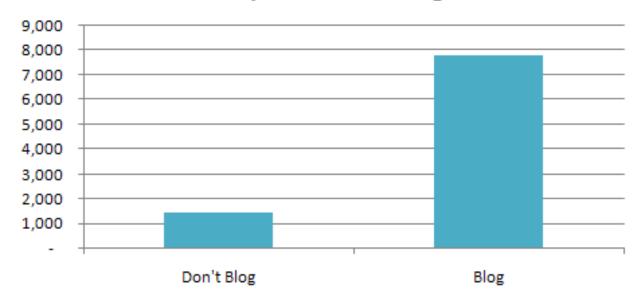
#### How Many Tickets Do You Have?





# More Indexed Pages

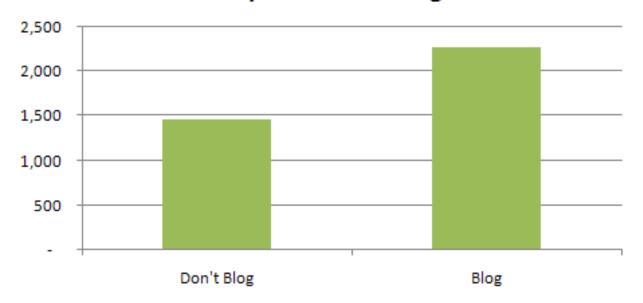
#### 434% More Indexed Pages for Companies That Blog





#### More Visitors

#### 55% More Website Visitors for Companies That Blog





#### What Kind of Content?



C Technorati Author of The New Rules of Did you like my book? Then you'll love my seminar Marketing & PR

"The kind of online content

**David Meerman Scott** 

gravitate to."

that your buyers naturally





### A Word of Caution

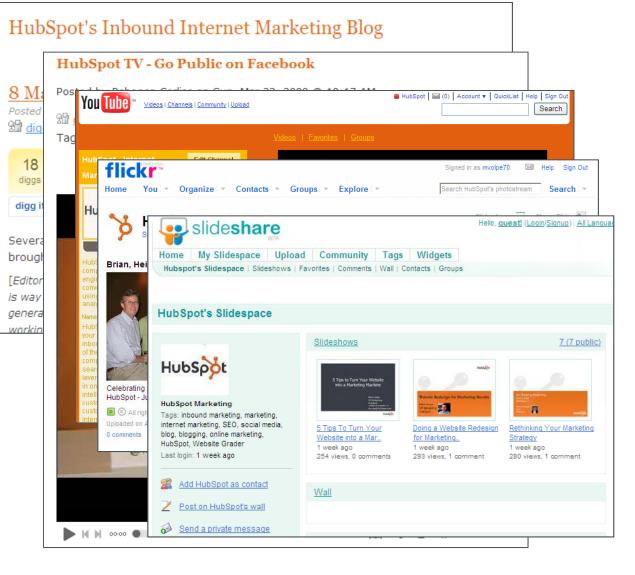
- Business content DOES NOT mean content about the products and services you sell
- Create content that's useful and interesting to your target personas





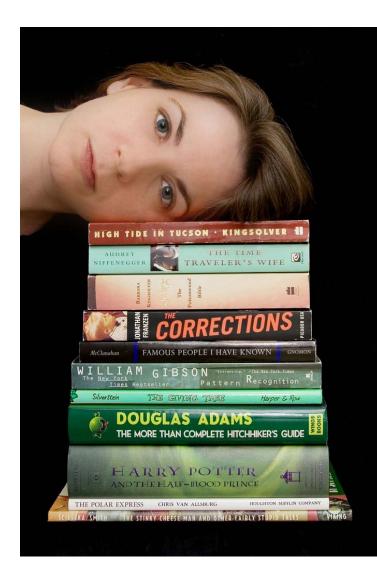
# What Content Channels Are Best?

- Blog
- Podcast
- Videos
- Photos
- Presentations
- eBooks
- News Releases





# Get Into the Content Mindset



- Make emails into blog posts
- Turn forum posts into blog posts
- Shoot videos at events
- Interview customers for your blog
- Repurpose company data for public reports
- Share lessons you learn



# Easily Edit Your Website or Blog with HubSpot

o . i		
Overview	HubSpot Owner Prod	uct Details
Case Studies		💌 🖙 🖂 🖅 - Hits. mare
HubSpot Software	Are you trying to generate more leads	s to your web site and to convert more of those
HubSpot Services	leads into sales?	
Pricing		utbound marketing tactics trade shows, direct ive techniques are getting more expensive and
Eating Our Own Cooking	less effective?	
HubSpot Partners	The HubSpot Owner inbound market	<u>Current Articles   Strand Feed</u> Create Article   <u>Drafts and Pending</u>   <u>Options</u>
Customer Stories	The HubSpot platform is a series of for search engines, track competitor	
	data and tools HubSpot Owner in practices into marketing insights. Th	Preview Save Draft Publish « Optimize BETA
Request a Demo	marketing campaign easier.	Article Advanced
Turn your website into a marketing machine and	Here's a list of some of the tools inc	Article Advanced
generate more leads > >		* Title
	1	You Are Not Born Digital Native, You Become Digital Native
		*Article Body
		B I U ∞ 🖗 🗷 🗄 Ξ 🗄 🖤 + HTTL more
		While you are still trying to figure out the <u>Broadcast Yourself</u>
		concept, your 8-yeard-old niece is probably making her own 🧾
		YouTube videos. "The changing nature of human relationships is
		second nature to some, and learned behavior to others," wrote
		John Palfrey and Urs Gasser in <u>Born Digital: Understanding the</u>
		First Generation of Digital Natives. If new technologies are second
		nature to you, will you ever express yourself as well as a Digital
		Native can?
		In his 2001 article
		Digital Natives

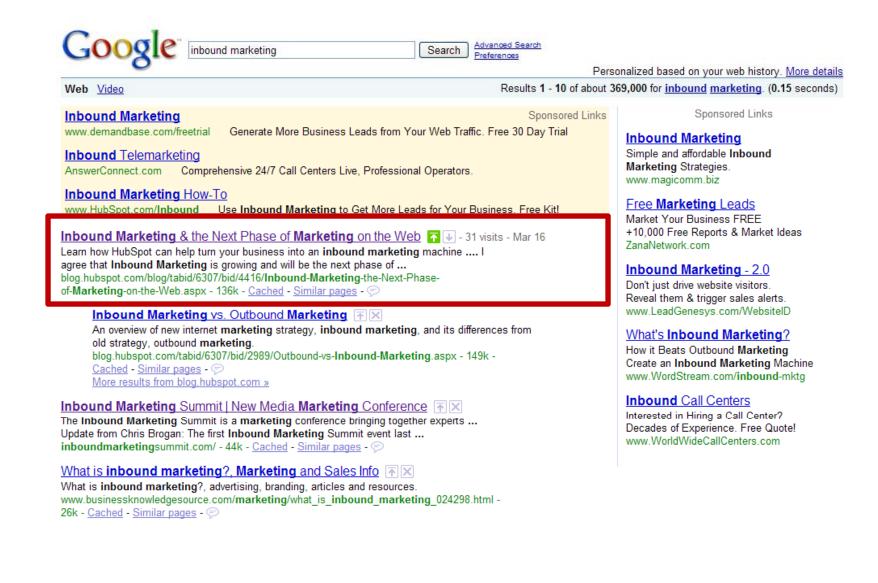


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## How Do You Get to the Top?





#### Pick Your Keyword Battles





Fight for "Ninja" ...

or "Ninja Halloween Costume"

Flick Photos: ExtraMedium & Simonstarr



# Find Your Best Keywords

				🗌 Sh	ow Competitors View	Show Al		*
S Ad	d Keyword				search ke	eywords	Se	earch
Keyword	Relevance	Monthly Searches	Difficulty	Visits 🔻	blog.hubspot rank	Cost Per Click		
	?	?	?	?	?	?		
google search tips	2 💙	980	65	<u>890</u>	5	<\$0.50	۲	0
inbound marketing	5 🛩	> 395	69	<u>395</u>	1	\$2.41	9	0
internet marketing blog	5 💌	610	93	<u>254</u>	1	\$6.67	0	0
free advertising on google	3 🛩	300	62	<u>229</u>	1	<\$0.50	۲	9
free google advertising	4 🛩	420	61	<u>186</u>	1	<\$0.50	۲	٢
google tips	3 🛩	770	92	<u>160</u>	7	\$4.63	۲	0
how to search in google	~	> 125	35	<u>125</u>	6	<\$0.50	۲	0



#### **Two Sides of Optimization**



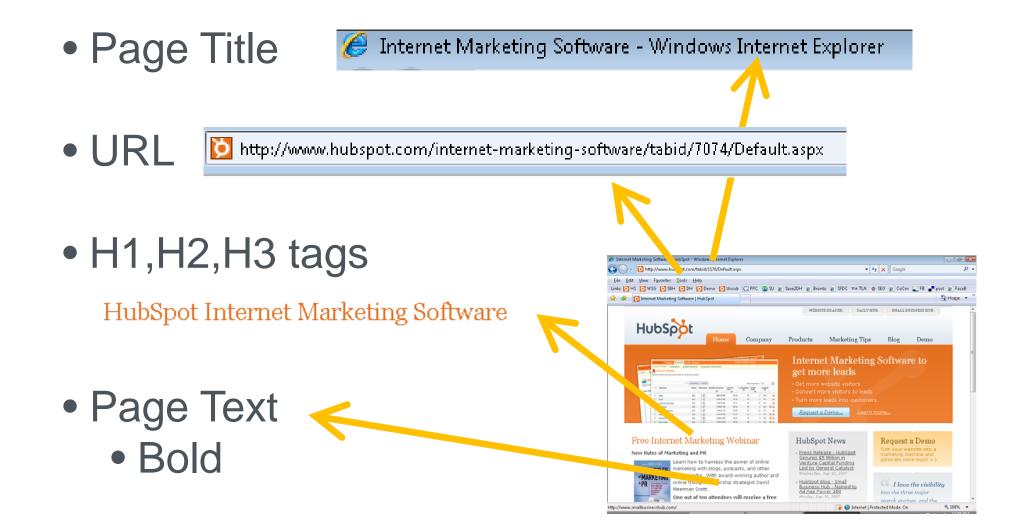


### On-Page





# Optimize "On Page"





# Half of On-Page SEO Is Invisible

# Description

Internet Marketing Software | HubSpot

HubSpot Internet Marketing Software - Get more website visitors, capture more visitors as leads and convert more leads into sales using SEO, PPC, ...

www.hubspot.com/ - 31k - <u>Cached</u> - <u>Similar pages</u>

# Keywords

Meta internet marketing software, internet marketing, marketing, hubspot Keywords :

# • Alt text on images





## HubSpot makes it easy to optimize "On-Page"

Save Changes

#### × **Page Properties** Page Name Resources This is the name that shows up in the navigation menu. Page Title Marketing Resources Appears at the top of the browser and when displayed in search results. Put your keywords at the begining of the title. Page URL /marketing-resources This is the URL for the page. It is good to include your keywords in the URL. Do not change it often, or you may lose page rank. Meta Keywords marketing resources, internet marketing resources, These are hidden words associated with the page that help search engines know what the page is about. Separate keywords with commas. Meta Description Marketing Resources for small businesses: strategic Internet marketing tips, Internet marketing 🗸 This description shown when your site appears in search engines and directories. Viewable by public? When not checked, only authorized users can view the page. (Show advanced options)



# Optimize Every Web Page

#### Page Grader Detail BETA

www.hubspot.com/products/ 🗹

17	0	538	0
PAGE GRADE	TOP 100 KEYWORD RANKS	INTERNAL LINKS	VISITS
4TH MOST POWERFUL PAGE	0 IN THE TOP 10	40 OUTBOUND LINKS	307TH MOST TRAFFICKED PAGE

#### On-Page SEO

ITEM	STATUS	3
Page Title	Internet Marketing Software Products	~
Meta Description	Internet Marketing Software from HubSpot to generate more leads from your website using SEO and other Internet marketing techniques for search engines and website promotion	
We rec Your m	eta description is longer than 150 characters. Descriptions in excess of that length are often truncated by search engine ommend shortening your description to avoid this possibility. eta description is not unique across all pages that PageGrader has indexed. We recommend that you try to give each pag ct description.	
Meta Keywords	product, hubspot, lead software, Internet marketing software, products, marketing saas	~
Url	http://www.hubspot.com/products/	<b>~</b>
H1	There are 1 h1 tags on this page.	~
Images	Check below for page improvements you can make regarding images on this page.	



# Optimize Every Blog Article

Current Articles       RSS Feed         Create Article       Drafts and Pending       Options         Preview       Save Draft       Publish       « Optimize вста						
Article Advanced						
*Title You Are Not Born Digital Native, You Become Digital Native	Title Missing Keyword The title should contain at least one of the keyword phrases that you've entered in Keyword Grader. Place your keyword as early in the title as possible.					
*Article Body						
B Z U ∞ ∞ ∞ W III I I I I I I I I I I I I I I	Article Body Contains Nonstandard Images The blog post contains images unrecognized by some browsers. Please convert your images to either .jpg, .gif, or .png.					
YouTube videos. "The changing nature of human relationships is second nature to some, and learned behavior to others," wrote John Palfrey and Urs Gasser in <u>Born Digital: Understanding the</u> <u>First Generation of Digital Natives</u> . If new technologies are second	Too Few Meta Keywords Your meta keywords should be a comma-separated list of your targetted keyword phrase and its variants (plurals, misspellings, conjugations).					
nature to you, will you ever express yourself as well as a Digital Native can? In his 2001 article Digital Natives	A Meta Description Missing Keyword The meta description should contain at least one of the keyword phrases that you've entered in Keyword Grader. Including keywords will also encourage Google to use your description in search results.					



## Optimize "Off-Page"

- Recommendations from friends
  - 1. "I know HubSpot"
  - 2. "HubSpot has great marketing software"
  - 3. You trust the person saying this
- Links are online recommendations
  - 1. A link: <u>www.HubSpot.com</u>
  - 2. Anchor text: Internet Marketing
  - 3. Link is from a trusted website



#### How Do You Get Links?



#### Bits

#### Business Innovation Technology Society

April 17, 2009, 10:07 AM

# Apple Tops PC Customer Service Rankings



When it comes to customer service, PC manufacturers held with quite the same contempt as cable companies, insurers and Internet service providers -- but they do: much to brag about, either.

Forrester Research's <u>2008 customer experience index</u>, a survey of s 4,500 consumers, ranked the PC makers slightly above companies in other industries but below such perennial headaches as the wireless companies, airlines and credit card issuers.

Today, the research firm <u>broke out its specific findings on PC maker</u> the news was good for Apple and bad for everyone else.



 June 22nd in New York at Forrester 2005 Customer Experience Forum

Manufacturers, Retailers, TV Service Providers, and Wireless Phone Carriers. The **CaP** is based on consumer evaluations during October 2008 across three areas. 1) usefulness; 2) ease of use, and 3) enjoyability (see the methodology section below).

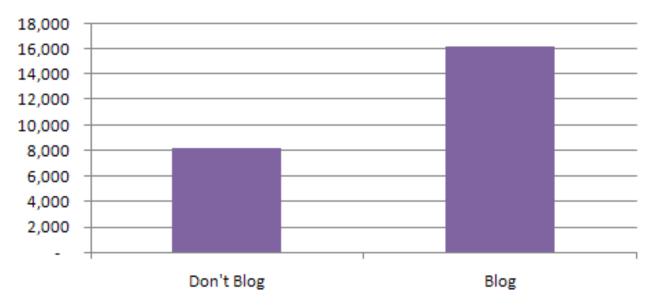
Recent Posts

Have something worth linking to.



## Blogging Means More Inbound Links

#### 97% More Inbound Links for Companies That Blog





# HubSpot tracks inbound links

Link Grader					O Lea	rn more about L	ink Grader		
A LOAD WOLF NOT AND READ AND AND A LOAD AND A		NK GRADETT W LINKING DOMAIN	TOTAL D	1,111 TOTAL DOMAINS LINKING TO YOU 9,707 LINKS FROM DOMAINS		43 AVERAGE LINK GRADE** HEDTUM			
Inbound Links Interna	l Links Oth	tr				search links	Go		
DOMAIN		PRESHNESS	TOTAL LINKS	AVO. LINK GRAD	×**	VISITS	LEADS ¥		
www.websitegrader.com @		10 months ago	3,301		64	4,117	1,022		
www.websitegrader.com d		2 weeks ago	424		85	4,117	1,022		
blog.hubspot.com @		2 weeks ago	32		30	1,880	122		
blog.hubspot.com d		10 months ago	551		32	1,880	122		
www.pressreleasegrader.com @		2 weeks ago	8		68	230	77		
www.pressreleasegrader.com of		3 months ago	78		34	230	7		
www.linkedin.com #		6 months ago	13		76	516	23		
onstartups.com d		10 months ago	409		49	290	10		
onstartups.com S		1 week ago	1		75	290	10		
www.marketingprofs.com @		9 months ago	36		52	56	8		
www.new.facebook.com i?		6 days ago	2		0	266	8		
www.new.facebook.com 67		1 month ago	з		27	266	8		
www.marketingprofs.com df		2 weeks ago	4		72	56	8		
www.facebook.com d		2 weeks ago	1		89	140	7		



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### Social Media? No Time for That Nonsense!



devfunnel [design: ReadWriteWeb] Nokia Reveals iPhone Competitor And Goes to Battle With iTunes (UPDATED) http://tinyurl.com/3h2sjk less than 5 seconds ago from web



markshaw @rikaokd They have worked with the best & the brightest execs. Now they want to share their info. Free Guide http://tinyurl.com/4kgdyj less than 5 seconds ago from TweetDeck in reply to rikaokd



chadclark Tim's dilemma: "so, on saturday I could either fo see the Silver jews, or i could go see a band called Tech N9ne - which should i choose" *less than 5 seconds ago from twitterrific* 



erinloechner @fredflare oh i looooooooooo them!!! :) less than 5 seconds ago from TwitterFox in reply to fredflare



joaod @lariica Até você tirando um barato da minha cara agora? Ehehe... = P less than 5 seconds ago from twhirl in reply to lariica



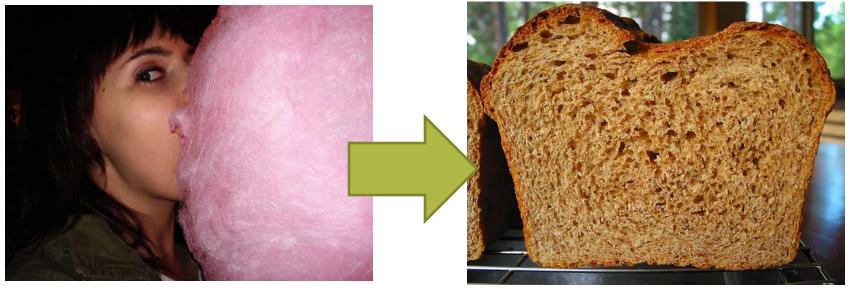
teknostatik "Deserter's Songs" by Mercury Rev is 10 years old this week. Time really does fly. less than 5 seconds ago from Ubiquity



**PezWerewolf** There's an obnoxiously loud motorcycle outside of my window. *less than 5 seconds ago from TwitterFox* 



### Social Media Is Now a Staple



Flickr: anitacanita

- Unmeasured
- Small scale
- No business impact
- But lots of fun

Flickr: sierravalleygirl

- Highly measurable
- Massive scale
- Major driver of leads, sales
- Still fun



#### PR, Social-Media Style



**mediaphyter** Need to urgently speak with a business that is very actively leveraging social media strategies; for ZDNet



**mvolpe** I spoke about our use of social media for biz on 2 panels http://tinyurl.com/4v4cgh AND http://tinyurl.com/6943l9



mediaphyter can you call me at 408 555-5555? 7:41 AM June 13, 2008 reply



mvolpe I will call you right now



mediaphyter Here ya go. Thanks! - http://blogs.zdnet.com/feed... 08:16 AM June 13, 2008 reply



mvolpe thanks! 09:24 AM June 13, 2008



#### PR, Social-Media Style



to become active on MySpace we might consider it, but I think right now people are over-saturated with this type of site," Volpe said. "Would I jump

> No. I don't think a bunch of adults already on LinkedIn and ing to hop onto MySpace. It currently makes zero sense for g with MySpace from a business perspective."

# **Elapsed** Time: 50 Minutes

Posted by Jennifer Leggio @ 8:14 an

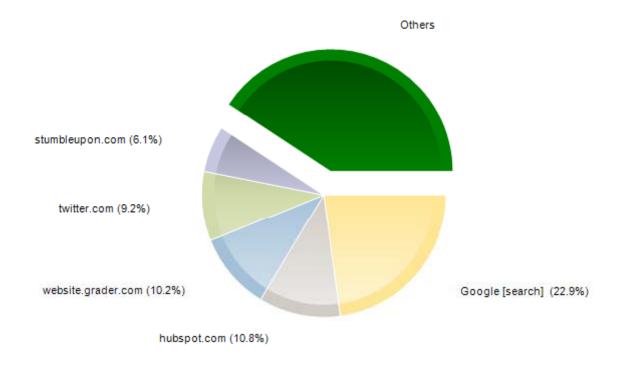
Categories: MySpace

pe, the attractiveness of Facebook over MySpace does ok and feel, even in the wake of MySpace's redesign. y neutral, which makes sense for a business," he said.



### Social Media Drives Real Traffic

#### HubSpot Blog Referrals (Q1 & Q2 2009)



#### >15% Social Media; 22.9% Google



#### How to Get Started





Listen



Listen More







Share Your Content



**Build Relationships** 

### HubSpot Helps You Listen & Engage

#### Social Media BETA

Read the articles below and share those most relevant to your industry in order to become a leader online. Through the tool you can post directly to Twitter or Facebook or take credit for interacting elsewhere.

in	How useful are <b>social media</b> technologies to large-scale multination organisations, do they give a significant competitive advanta Yesterday	al ×	10/15
	<u>Tweet this</u> <u>Post to Facebook</u> <u>Mark as Commented</u> Do you know any stories about higher education and <b>social media</b> ?	Mark as Irrelevant	You've interacted <b>10</b> times this week, out of a recommended 15 interactions.
in	or lows or Yesterday	Mark as Irrelevant	Filters
	Tweet this Post to Facebook Mark as Commented		🌾 All
-	CallSpark: Will Social Media Transform the Phone Call? (100)	×	🎾 Brand
-	Yesterday		🏷 Industry
	Tweet this Post to Facebook Mark as Commented	Mark as Irrelevant	- Delicious
in	I am preparing a communications plan for my son's school - and also	want ×	沿 Digg
ш	<u>to include <b>social media</b>. It's a diverse, multi-language K</u>		in LinkedIn
	Yesterday Tweet this Post to Facebook Mark as Commented	Mark as Irrelevant	🎯 Reddit
	?? Twitter Webinar Presentation at Twitter As A Business Tool - Bu	ildina	🌞 Sphinn
	Your Business 140 Characters At A Time	<u>ilding</u> ×	🖢 Twitter
	Yesterday		💐 Yahoo Answers
	Tweet this Post to Facebook Mark as Commented	Mark as Irrelevant	😈 Yahoo Buzz
	Not About the Burrito; How Social Media Saved A Bookstore.	×	🌇 YouTube



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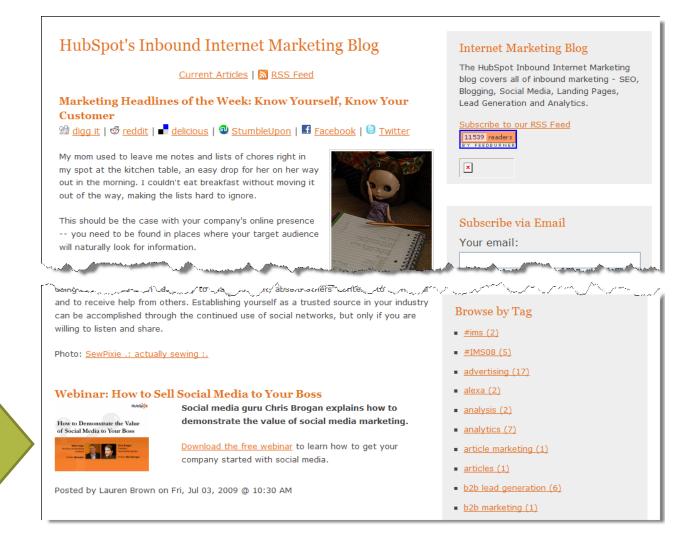
#### Convert Traffic to Leads to Customers

- Calls to Action
- Landing Pages
- > Lead Nurturing
- > Lead Intelligences





#### Targeted Calls to Action at Every Step





### Capture Leads with Landing Pages

> Limited navigation

Clear & simple

Form above fold



Free Internet Marketing Kit with Video and a 12 Page Whitepaper



engine optimization (SEO) and

lead conversion.

#### Improve Your Website - Fast and Easy Tips

Did you complete a HubSpot Website Grader report and were unhappy with your score? Our free Internet Marketing Kit gives you the tips and tricks you need to improve your score so you can optimize your website to get found by more visitors and convert higher percentages of them to leads and paying customers.

The Internet Marketing Kit contains the following valuable information:

- Video Webinar "5 Tips to Turn your Website into a Marketing Machine"
- Whitepaper "5 Tips to Turn your Website into a Marketing Machine"

#### Download Free Internet Marketing Kit

#### First Name \*







#### Lead Nurturing: Get leads to take the next step

	Dashboard Create Optimize Promote	Host   Help & Community   Settings   Convert Reports
	this series of emails after they convert on your site for the first tin	Total Campaign Stats
	elcome Campaign Enabled	Unique Clicks: 0% Unsubscribes: 0%
	Vinique Clicks: 0%	See your most important email-level and campaign-level stats:
9.55	3 Dav Email Sent 3 days after a lead converts. Unique Clicks: 0% Unsubscribes: 0%	Unique Clicks - How many recipients dicked on a link in your email? Unsubscribes - How many recipients
-	5 Day Email	unsubscribed from future email communication? Why don't 1 see my open rate?
011	Sent 5 days after a lead converts. Vinique Clicks: 0% Augustation Unsubscribes: 0%	THE MALL & AND ALL MARTINES.
* Emails will only b ** Leads that reco	e sent on business days, weekends will be excluded. wert will not receive further emails.	



#### Lead Intelligence for Your Sales Team

IDSpot Search Marketing Analytics Leads Wabsi	Settings Feedback Logour	
/iew Conversions Graph		
ead Detail		
Lead Summary Activity Details Forms Submitted Lead Details Geo	raphic Details Salesforce.com	
Bill Smith	Activity Summary	
Company ABC		alatini andarahar ita
smith@abc.com	HubSpot Bearch Marketing Analytics Leads Website	Settings Feedback Logo
Cambridge, Massachusetts 02142	View Conversions Graph	
17-555-2446 (phone)	Lead Detail	
ww.abc.com		
edit lead datails]	Lead Summary     Activity Details     Forms Submitted     Lead Details     Geographic Details     Salesfor       Page     Date       Home     02-01-2008 © 12:51 PM       Home     02-01-2008 © 01:43 PM	IFCR.COM
etum	Home         02-01-2000         01: 52 PM           Products         02-01-2000         05: 48 PM           HubSpot Software         02-01-2008         05: 48 PM           Home         02-01-2008         05: 49 PM	
007 HubSpot, Inc. All Rights Reserved.	Products         02-01-2008 (0) 05:49 PM           HubSpot Software         02-01-2008 (0) 05:49 PM	
	News 02-05-2008 @ 01:41 AM	
	News Coverage 02-06-2008 @ 01:41 AM Home 02-06-2008 @ 01:57 AM	
	SED 101 Webinar         02-06-2008 @ 01:57 AM	
	Return	
	© 2007 HubSpat, Inc. All Rights Reserved.	

### Salesforce.com or Other CRM

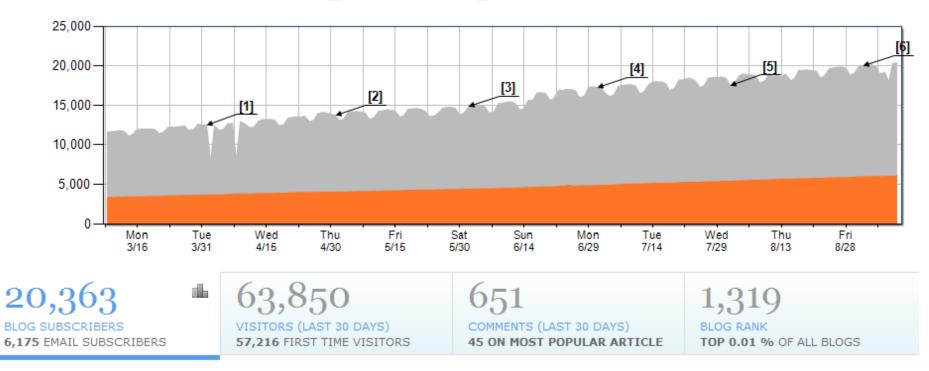
Found Site Via 🕗 Google Search for online marketing webinars	Website Visits 🕗	3				
First Visit 🥥 4/28/2008	Average Page 🥥 Views	5				
Recent Visit 🥥 5/8/2008	Total Page Views 🕖	16				
IP Location O Country: UNITED STATES Region: FLORIDA City: JACKSONVILLE Zip Code: 32099 ISP: FDN.COM Domain: FDN.COM	Unique Pages 🥥 Viewed	15				
Timezone 🥝	Conversion Events 🕖	2				
Lead Detail Unite://stats.hubspot.com /?app=OpenLeadDetails&S	First Conversion 🥥 Date	4/28/2008				
	First Conversion 🤳 Event	Form: Webinar Down	load			
	Recent Conversion 🕗	8/5/2008				
	Hubsast					
	MARKETER	Dashboard	Search Marketing	Analytics	Leads	Webs
	View Con	versions Graph	Lead Funnel	Companies	Lead Nur	turing <sup>BE1</sup>
	Lead Detail					
	Lead Summary	Activity Details	Forms Submitted	Lead Details	Salesforce.com	n
	View Salesforce	.com Opportunity				
	<u>View Salesforce</u> Status: Closed					
	Status: Closed		1/18/2008			
	Status: Closed Converted to ar	Won				

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#### Track Blog Subscribers



Email Subscribers 🔽 🛄 RSS Subscribers

Are You Tracking Your Marketing Effectiveness by Channel? ⊠	Yesterday	Prashant Kaw	0	9	0	151
Secret Revealed: How Chris Brogan Gets So Much Done [cartoon] 🛛	2 days ago	Dharmesh Shah	3	9	1	1,037

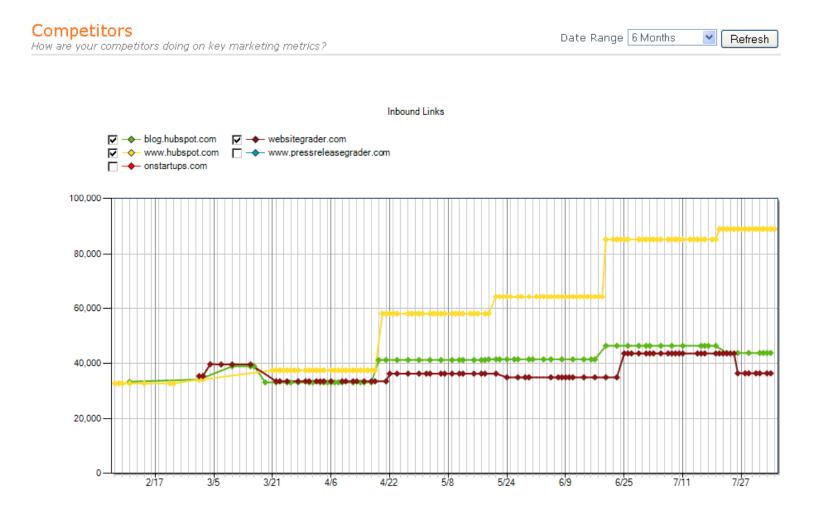


## Blog Article Performance

ARTICLE	PUBLISHED	AUTHOR	PAGE GRADE	COMMENTS V	BOUND LINKS	VISITORS
The Importance of Google PageRank: A Guide For Small Business Executives ₪		Dharmesh Shah	5 :	298	34	6,210
ARTICLE	PUBLISHED	AUTHOR	PAGE GRADE™	COMMENTS	INBOUND LINKS	ISITORS
The Importance of Google PageRank: A Guide For Small Business Executives ₪	1 year ago	Dharmesh Shah	52	29	34	6,210
ARTICLE	PUBLISHED	AUTHOR	PAGE <i>GRADE</i> ™		INBOUND LIN	S VISITORS
The Importance of Google PageRank: A Guide For Small Business Executives ₪	1 year ago	Dharmesh Shał	52	2 298		6,210
12 Quick Tips To Search Google Like An Expert 🛛	1 year ago	Dharmesh Shał	84	198	s 21	.8 9,019
Understanding RSS: A Quick Guide For The Insanely Busy Executive ₪	1 year ago	Dharmesh Shal	30	) 173		1 404
Business Blog: Why You'll Kick Yourself Later For Not Starting One Now ₪	1 year ago	Brian Halligar	ו 1	171		61
Business Blog: Answers To Common Objections To Starting One ⊠	1 year ago	Dharmesh Shal	1	113		1 55
Free Advertising on Google 🛛	1 year ago	Mike Volpe	e 60	106	;	9 3,368

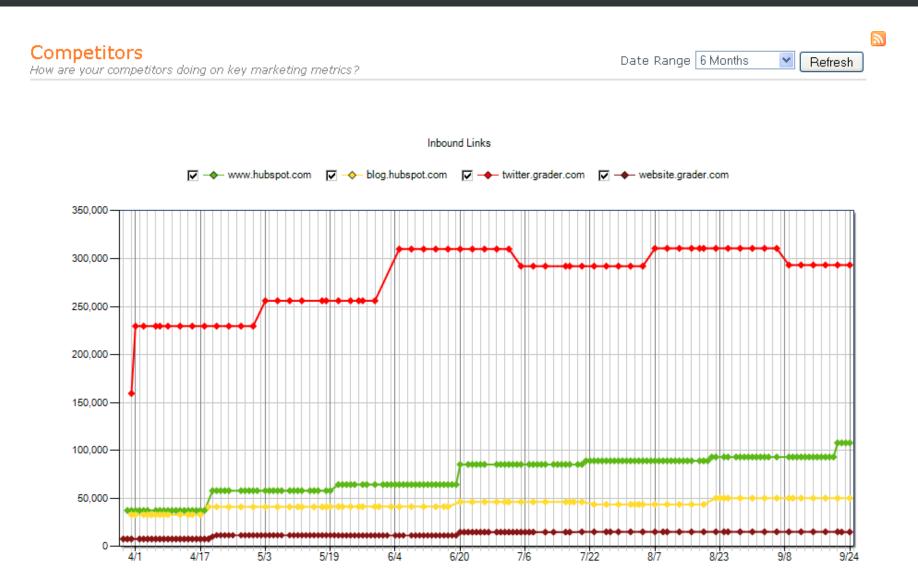


### SEO Performance: Keyword Rank vs. Competition





### SEO Performance: Inbound Links vs. Competition





#### Social Media Reach





#### How to Track Your Funnel

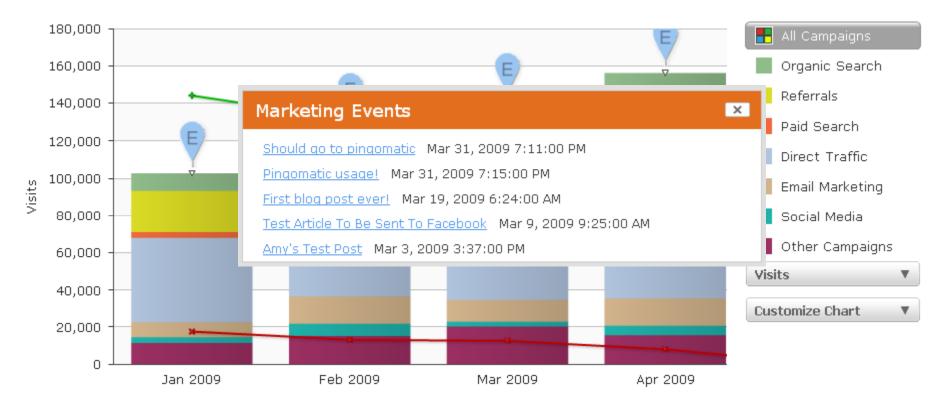


Track visitors. Track leads. Track customers.



### Analyze Each Channel & Campaign

#### Visits from All Campaigns





# Final Thoughts ...



## Build Leverage





#### Who Knows How to Put All the Pieces Together?





#### HubSpot Puts the Pieces Together





# **Thank You!**

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