



Build Your Business

An eNewsletter for
CEOs looking to
grow their companies.

High-value, "how-to" articles on customer-attraction, sales development, leadership, and best-practices in HR, IT, product development, communication, financial operations, engineering and M&A/value creation.

How to Attract More Customers

This article is your first step to find and attract more customers and more business; to help you sell more and increase your revenue.

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SYNERGY CONSULTING GROUP

Helping Business Outperform Itself

How to Attract More Customers

Building revenue *while* spending less.

Do you have all the customers you need? Are you looking for cost-effective ways to attract more customers? Have you tried advertisements, newsletters, trade-shows, brochures, web/internet ("SEO"), and dozens of other ways - without the success you would like? Are you happy with the status-quo? Would you like to turbo-charge your sales efforts, maybe double or triple your sales, without paying a fortune?

There are several marketing secrets that no one really discusses. In fact, if you talk with a hundred different marketing consultants, you are likely to get 99 different opinions about what to do. And, probably in their own areas of expertise. Advertisers want you to advertise. Public relations firms want you to do PR. Web experts want you to 'do search engine optimization (SEO). You can't afford to try them all, but isn't that what you've been doing? Without the success you would like?

If you are ready to learn changes you can make in order to attract more "A" customers and significantly boost revenue and your company's value, then read on. This article will help you take a more strategic view of marketing. Doing so will help you attract more customers while (typically) spending less.

What does "strategic marketing" mean? How can it help you?

The secret to increasing sales has everything to do with being *effective*, instead of *efficient*. And it has everything to do with "managing by facts," instead of through seat-of-the-pants management. If one marketing method brings ten times the response rates over a second method, then why even spend a dime on that second way?

Yet time after time, that is exactly what business owners do. Because that's what they think "marketing" is: doing lots of "marketing". This approach is quite natural and pervasive, but it can be very ineffective.

If you are interested in making your trade shows the best they can be, but they yield the lowest close ratios, then why make it perfect? Or do it at all? Find out what works and do *that*, instead. This article will help you get there. (And the book *How to Attract Significantly More Customers... in good times and bad* shares seven secrets -things you can do - to help you turbo-charge your customers-attraction.)

The difference between tactical marketing and strategic marketing is simple: Tactical marketing is “doing stuff,” and strategic marketing is focused on getting results. It has to do with *knowing*, instead of guessing (through marketing failures), what will and won't work ... *before* you spend loads of cash on any particular marketing initiative.

Doing six marketing “things” ... may generate a lot of leads... but if they are not the right leads, nor converting to sales - in the shortest time, what do you do? You add a seventh “thing.” This spreads out your limited marketing \$s even thinner.

If you knew which one marketing approach gave you the largest return on your investment, wouldn't you simply do just that one thing? Why do more? Spend more? Get lower returns? This just doesn't make sense, yet business owners do it all the time... because most “marketing types” are great at marketing *tactics* - not necessarily marketing strategies.

In tactical marketing, more (spending) is better. In strategic marketing less (spending) - and getting better responses - is better. And just talking about strategic marketing doesn't mean you're actually doing it.

The key notion here is... how can you *leverage your limited marketing resources to yield even greater returns?*

Are you ready to turbo-charge your sales?

How would you like to:

- Learn how to attract more customers, by spending *less* on marketing?
- Have your customers spend more on your products and services?
- Double or triple your sales' effectiveness?

The marketing secret discussed in this article requires that you are 100% open to change and learning, that you stop making even the smallest assumptions about your customers, and that you may need to learn a new language... your customers'.

What can you do to attract more customers?

Determine exactly what *you need to know* in order to attract more of your "A" customers. Not expensive "market research" that tells you how many customers or competitors are in your demographic region, and what other product / service choices your customers have. Nor is this about "the sale:" where you are having a one to one conversation, finding out specific needs. This secret helps you communicate with your prospects in the way that they want to buy... from you. So... what do you *need to know* to help you turbo-charge your customer-attraction capabilities?

The four things you need to know about your customers and prospects are:

<u>Strategic perspective</u>	<u>Tactical perspective</u>
- Who are they?	→ Helps define your <i>Market</i>
- What are they buying? }	→ Helps define your <i>Message</i>
- Why are they buying? }	
- How are they making their purchasing decisions? →	→ Helps define your <i>Method</i>

You can't know what tactics to apply until you get the strategy right. The specific answers to these general questions will [1] show the way to bring in *additional business*, [2] help you go after those customers who will provide you the *biggest bang for the buck*, [3] enable you to develop *exactly what you say to prospects*, and [4] approach them how *they* want to be approached.

Who are your customers?

Specifically, given a choice between customers who spend an average of \$1000 on your company's offerings and those who spend \$5,000, wouldn't rather find those who spend five times as much? You can also assess their sales cycle, lifetime value, gross margins, etc. Determining exactly and statistically who your preferred customers are - and what attributes and characteristics they have - will allow you to spend time only on the best prospects. *What is it about your best customers that make them spend more?* If you don't know, wouldn't it make sense to find out? Once you do, you have started figuring out how to address a "5X" challenge. That is, if you solve this one problem, you may have an opportunity to

increase your sales by a factor of five; or more. And since you are going after 5X buyers, your cost-to-acquire decreases, enabling you to focus better, and potentially spend even *less time and money* on marketing and sales.

Action: Develop your one-page “Preferred Customer Profile”: the more you focus, the higher your (marketing) conversation and (sales) close ratios.

What are they buying?

Specifically, what benefits and features are they buying? What tangible attributes do they want? Are they buying your products and services because they are faster? Smaller? More durable? Integrated? Easily changed?

By answering this question, you will be able to learn which of your offerings’ features to discuss with prospects. If there are 25 features, and your prospects are only interested in five, then why spend any time discussing the other twenty? This is where you start learning their exact language. Sometimes a one-word change in your message can make a significant difference in response rates.

Why are they buying?

Specifically, what are your prospects’ *underlying motivations* for purchasing your products/services? This is one of the most important things you should learn. If you can uncover their reasons for buying from you, you will be able to address these reasons when you market and sell to them. Your task is to find their intangible rationale for their buying patterns. And do so statistically. Leave nothing to guess-work.

How are they buying?

If everyone in your business-to-business industry is presenting at trade shows, but your customers buy because of referrals, why go to trade shows? If coupons overwhelmingly bring them to your retail store, why advertise in the yellow pages? The methods you *like to use* may have worked in the past, but times change. And they’re changing rapidly. A much more effective way is to *learn before you spend* money on low-return methods. And the best way to do that is to statistically learn your customers’ preferred methods.

I use the terms “specific” and “statistically” for each of these four areas. The reason is to avoid the “loudest, last customer” syndrome. You know... that one customer or prospect who was/is insistent that you do this or that... while nine out of ten others quietly prefer something else. If you don't uncover the hidden majority-driven preferences, you will be forever lagging in sales.

Why do we answer the four questions above? We want to learn what we need to do to attract more customers. Specifically, we want to *better understand* the following areas:

- Markets: Only after we better learn *who* our best customers are, can we more effectively target them. We can reduce spending in areas that attract the wrong &/or low-profit customers, and improve our return on investment.
- Messages: Only after we understand what our customers' are buying and *why* they are buying, we will be able to develop specific messages that map into their mindset... that resonate with their thinking *and feeling*.
- Methods: Only after we determine *how* our customers make their purchase decisions will we be able to use the appropriate methods for the appropriate market, in the way *they buy*.

If each of the answers to the four questions (who, what, why, how) yields a 3X to 5X improvement in performance, then combining the results can yield significant corporate performance improvements. You might be able to focus on only one customer type, with fewer products - the exact opposite of our natural instincts - which is to create more products, go into adjacent markets and try to “buy” market share (with lower prices). These typically fail - unless you are made of cash and can afford many failures. Most clients I work with don't have the luxury of extra time and money and want great results sooner, not later.

What results can you achieve?

Every company, industry, and market is different. There are no guarantees in life - or business. However, here are typical results our clients have achieved due to using this secret, in conjunction with six others.

- Doubled the number of customers in three months.
- Increased available cash in the bank from \$150K to \$1.4 million in 18 months.
- Raised prices 50% and increased sales as a result.
- Increased revenue 71% in three months, doubling within one year.
- Obtained direct marketing response rate of 25% from prospects & 40% from customers.
- Increased company value from prior offers of \$1 million - to nearly \$20 million in 6 months.
- Grossed an additional \$500,000 in three months (\$233K/month average, before).

Note: Corroborating case studies, actual ROI and testimonial letters can be found at www.synergy-usa.com

What to do today - to start attracting new customers.

At the end of Synergy's in-house seminars, CEOs ask me how to get started right away.

- First, perform an internal assessment of your customers. Analyze your customer database (you **do** have a database of customers, right?). There are several analyses you can perform, but sort on total revenue per customer, gross margin, sales cycle, life-of-customer value, costs to acquire, etc.
- Second, figure out who your top (i.e preferred) customers are - their characteristics and attributes. Write your Preferred Customer Profile.
- Third, develop and deploy a survey that contains both open-ended and closed-ended questions to determine the nuances your seat-of-the-pants approach can't.
- Fourth, analyze, then synthesize the results to statistically get at the information that you need in order to develop highly-effective marketing.
- Fifth, test (market, message, method) what you have learned to validate you are no longer making assumptions.

When rolling out your new *fact-based* marketing initiative, there are some great marketing, advertising, PR and "marcom" firms who can help you achieve success. You will be able to choose them with great confidence that you now know the right markets, messages, and methods. You will no longer be making any assumptions. And you can be assured your marketing will be significantly more effective.

A final thought

If this were easy, then everyone would be doing it. It is the hard work that pays dividends - not only in the long run - but can also dramatically increase your business in very short order. It is far easier to simply "do marketing" than it is to *know which is the highest ROI (return on investment) marketing to do*. So step back, think, plan and go attract more customers.

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Author's Biography

Mark Paul has over thirty years of executive level leadership experience - including 11 years at Global 500 companies (Ford and Northrop Corporations, where he built a 250-person business unit in two years) and over 20 years of business leadership consulting and interim executive work as Managing Partner at Synergy Consulting Group - an executive / business development consultancy. Synergy Consulting (www.synergy-usa.com) helps companies attract more customers, increasing their revenue, profitability and company value. Mark has served on boards of directors and advisors for several companies.

To take your next step in your customer-attraction evolution, visit www.synergy-usa.com/newproducts.html to purchase the eBook "*How to Attract Significantly More Customers... in good times and bad.*" Once you're ready, take the third step in your customer-attraction evolution - and learn what your "Customer-attraction Quotient" is - and how to improve it: www.synergy-usa.com/SCQ.html. If you don't know how - or don't have time to make this happen, hire someone who has done this many times before. Isn't your company worth it?

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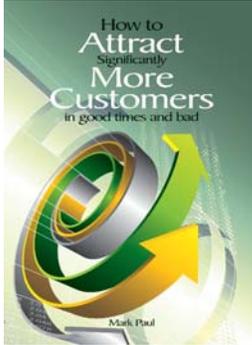
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How to Attract More Customers... in good times & bad: *Book & Audio CD*

Do you have all the customers you need? Are you looking for cost-effective ways to attract more “A” customers? Have you tried trade shows, advertisements, newsletters, direct mail, PR, telesales, brochures, and dozens of other ways...without the success you would like? Are your sales & marketing efforts both consistent and producing results / ROI you want? Learn how you can turbo-charge your marketing and sales efforts, without paying a fortune.

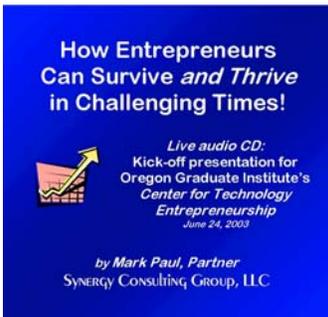
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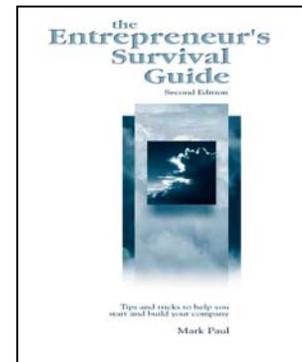


How Entrepreneurs can Survive & Thrive in Challenging Times. *Live Audio CD*

This CD includes real-world examples and encouragement for entrepreneurs (Mark Paul's kick-off presentation for Oregon Graduate Institute's Center for Technology Entrepreneurship.)

The Entrepreneur's Survival Guide: *Book*

Are looking or build your company? Do you want to increase revenue? Do you need your marketing to improve its return on investment? Are you trying to improve your leadership, decision-making, and personal effectiveness? If you want to build your company and avoid costly mistakes, buy The Entrepreneur's Survival Guide. Others say it best: “Ignore at your peril.” “Must read.” “Will save entrepreneurs time.” “Lightning in a bottle.” “I intend to apply it all.”





Additional insights and value from leading authorities in their areas. Articles in the January, 2011 publication:

How to Attract Significantly More Customers

Mark Paul

Do you have all the customers you need? Are you open to new ideas and ways of looking at customers-attraction? If so, you will want to read this article.

Don't Be Blindsided By Financial Risks

Patrick Wheeler

What keeps you up at night? Have you been surprised by financial hiccups? This article shares six steps and a case study to help you mitigate financial risks - to help you grow your business.

Create High-Performance Teams

Tom Cox

Some CEOs don't need coaching because they are perfect. For the rest, this article discusses reasons why to embrace coaching, how you've already done it, and how to do it even better.

How to measure the business value of technology - Scorecarding

Manoj Garg

Do you know if you are truly getting value from your IT investments? Is it difficult to articulate IT's value in your organization? Learn how you can use the IT Value Calculator to figure out how well IT is performing.

How to give a Really Bad Speech

Dave Yewman

If your speech doesn't have an unmistakable point; If you never practice out loud; If you never tell stories; you're boring your audiences to death. If you recognize you &/or your team in this article it's time to take action.

Sales Strategy-the Most Critical Element of Corporate Strategic Planning

Bill Etheredge

Are revenues tracking to your annual plan? Are you constantly looking for that elusive "world class" sales executive? This article shares how you can boost sales by integrating sales with your strategic planning.

The Urgent Role of HR in M&As

Iris Sasaki

Fully 70% of M&As fail to create shareholder value. It is crucial to look at all the possibilities that lead to success.

Paralysis by Analysis: How Development Schedules Slip

Mike Miles

Several factors contribute to schedule problems. Recognizing when it's happening, and acting to minimize the effect are explored in this article.

Finding the Street Value of a Privately Held Company

Brent Freeman

Maximizing your company's value requires knowing how the market values closely held companies. This article deals with a straightforward method that CEOs and owners can use to find the "Street Value" of their company.

Balancing process against Creative Freedom

Gary Chin

This article discusses one of the biggest challenges companies have in developing new products and/or running projects in a matrixed environment.

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