

# **◆** Understanding Vertical Markets in Western Europe **◆**

Corporate Communication Requirements

西ヨーロッパ: 企業のマーケティング活動 (Print/Online) - バーティカル別 トレンド調査

#### 完成のご案内

特定業界(バーティカル)での No.1 カンパニーとなることは重要であり、 顧客企業も業界ニーズを理解しているソリューション・パートナーを求めて います。しかし、確かな価値と ROI を提供するバーティカル戦略を構築す るには業界ニーズを的確に把握する必要があります。

| Spending Growth Rates by Channel |       |       |       |            |        |
|----------------------------------|-------|-------|-------|------------|--------|
|                                  | Print | Video | Audio | Online/Web | Mobile |
| Financial                        | -6.1% | -0.3% | 7.3%  | 3.5%       | 12.5%  |
| Healthcare                       | -6.3% | 4.4%  | 2.8%  | 6.8%       | 4.6%   |
| Government                       | -3.0% | 3.6%  | -5.8% | 4.4%       | 4.9%   |
| Manufacturing                    | -4.8% | 3.3%  | 0.0%  | 6.9%       | -1.4%  |
| Retail                           | -8.6% | 8.2%  | 2.3%  | 10.9%      | 3.2%   |
| Total                            | -5.7% | 3.7%  | 1.1%  | 6.3%       | 4.9%   |

- Spending on online/web channel will experience the highest growth overall and in healthcare, manufacturing, and retail markets
- Mobile will experience highest growth in financial services and government market.

# 金融、ヘルスケア、小売、製造、Government という5産業に着目し、「企業におけるコミュニケーション投資の傾向」に関する調査を行いました

**Printing** 

Variable Data

Creative/ Design

**Data Analytics** 

Mailing/ Fulfillment

Materials Warehousing

Internet

E-Mail Marketing

**Mobile Marketing** 

Social Media

#### ■ 調査の目的

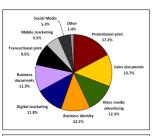
- Profile <u>communication service requirements</u> (print and online) across 5 different vertical industries
- Focus on <u>large organizations</u> with 100+ employees
- Quantify spending by key application area and media type
- Assess process for selecting providers
- Identify strategies and recommendations for business growth by market and application

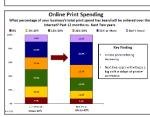
## ■ 市場トレンドにおける着目点

- Shifting communication channel preferences and spending
- Migration from offset to digital print in key application areas
- Adoption of variable data printing programs
- Pace of online migration for print communication applications
- Usage trends of print, e-mail, mobile, and social media marketing
- Use of <u>internal vs. external printing providers</u> and criteria for selecting providers
- Adoption of Web/online ordering to purchase printing



■ 調査方法 WEB 調査 - 各バーティカル 約 100 件 (\* 詳細は、英文企画書をご確認ください)







- 国別サンプル数:(Germany 157 件、France 189 件、UK 163 件)
- バーティカル別サンプル数

• Financial services 95 件

• Government 107件

• Healthcare 105 件

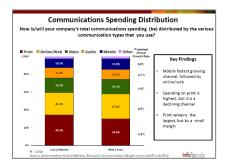
Manufacturing 102 件

• Retail 100 件

#### ■ 納品物

- PPT レポート 6 種類
  - Executive Summary with Key Study Findings and Recommendations
  - Vertical Market Analysis 5 Total)
    - ♦ Financial Services
    - ♦ Government
    - ♦ Healthcare
    - ♦ Manufacturing
    - ♦ Retail
- 調査データ: Excel and PDF files (総合結果、バーティカル別結果)
- データ集計表
- 調査費用(税別)
- 基本価格: US\$14,995
- スケジュール
- 2014年4月完成





株式会社 インフォトレンズ: <a href="http://www.infotrends.co.jp/corporate-profile/">http://www.infotrends.co.jp/corporate-profile/</a>

米国のボストンに本社を置く InfoTrends 社の日本法人。デジタルイメージング市場、ドキュメントソリューション市場に 特化した調査活動で高い評価を得ており、市場動向の分析レポートの企画販売、コンサルティングサービスを行って います。

(担当: 清水、水村): TEL:03-5475-2663 Email: mail@infotrends.co.jp



## PPT レポート 目次 (Executive Summary)

- Understanding Vertical Markets in Western Europe: Corporate Communication Requirements
   Executive Summary & Aggregate Results
- 2. Introduction
- 3. Project Objectives
- 4. Markets Segment Coverage
- 5. Examination of Various Market-Defining Trends
- 6. Research Methodology
- 7. Research Deliverables
- 8. Applying the Study Results to Drive Sales and Volume
- 9. What's Inside: Vertical Market Insight
- 10. Survey Respondent Demographics
- 11. Executive Summary
- 12. Executive Summary Aggregate Results
- 13. Recommendations
- 14. Spending Growth by Channel by Verticals
- 15. Share of Communications Spend by Channel by Vertical
- 16. Spending Growth by Channel by Country
- 17. Share of Communications Spend by Channel by Country
- 18. Top Print Spend by Application by Vertical
- 19. Primary Digital Printing Applications by Vertical
- 20. Growth in Communication Areas by Vertical
- 21. Online Migration by Application
- 22. Primary Providers of Integrated Marketing Services
- 23. Total Survey Results
- 24. Communication Spending Trends
- 25. Communications Spending Distribution
- 26. Communication Category Spending
- 27. Online Media Spending
- 28. Spending by Print Application
- 29. Print Spending by Vertical
- 30. Print Spending by Country
- 31. Spending by Communication Area
- 32. Average Print Spending by Application
- 33. Print Production Trends
- 34. Media Usage Trends
- 35. Mass Media Used for Customer Communications
- 36. Printed Media Used for Customer Communications
- 37. Online Media Used for Customer Communications
- 38. Effectiveness of Media Types in Customer Communications (1)
- 39. Effectiveness of Media Types in Customer Communications (2)
- 40. Digital Media Use Top Growing
- 41. Print and Mass Media Use Holding Steady Overall
- 42. Number of Media Channels
- 43. Connecting Print to Digital Channels
- 44. Reasons for Blending Print and Digital Media
- 45. Digital Channels Linked to Print



- 46. Response Rates to Media Combinations
- 47. Action Rates to Media Combinations
- 48. Key Media Selection Factors: Audience & Cost
- 49. Audience Targeting Approaches Favour Personalization
- 50. Levels of Personalization/Variable Imaging
- 51. Cost Top Reason for Not Personalizing Print Campaigns
- 52. Digital Disruption
- 53. Delivery Method of Communication Material
- 54. Top Print Applications Moving Digital
- 55. Top Reason for Transitioning Print to Electronic Formats
- 56. Status of Policy Mandates to Transition Documents to Electronic Format
- 57. Q31: Of the communication materials you provide to end users, what is the delivery format?
- 58. Key Print Buying Trends
- 59. Rules Governing Purchasing
- 60. Spending Limit before Approval
- 61. Purchasing Trends
- 62. Corporate Print Room/In-house Print Site
- 63. Corporate Standards that Govern Print Procurement Practices
- 64. Access to Web-based Purchasing Platforms/Portals
- 65. Total Print Spend Ordered Over Internet
- 66. Total Print Spend Ordered Over Internet (Mean)
- 67. Pinpointing Communication Decision Makers
- 68. Top Decision Making Departments for Communication Campaigns and Vendor Selections
- 69. Purchasing Decisions at Various Levels
- 70. Finance and Corporate Control Communication Spending
- 71. Selecting a Print Provider
- 72. Print Providers Used
- 73. Top 10 External Service Providers Used
- 74. What's Important to Buyers?
- 75. Importance Print Providers in Offering Select Ancillary Services
- 76. Use of Print Vendors in Providing Ancillary Services
- 77. Internal Resources or Specialized Agencies Top Sources for Value-Added Services
- 78. Internal Creative and IT are Top Resources for Communication Campaign Support
- 79. Relationship with Provider