

A SMALL BUSINESS GUIDE TO CONTENT MARKETING



A New Era in Marketing

Small business marketing used to be fairly simple: Place ads in the local paper—or a few spots on radio or television—find a good location for your storefront, ask for referrals, and then wait for the business to come to you.

That's all changed. With unlimited information just clicks away on smartphones, tablets and laptops, your customers have become active investigators. They do their own research, bypassing ads in favor of information relevant to their needs. Whether it's customer reviews, articles or videos, they're looking for whatever helps them learn something useful. In fact, according to one widely cited study by the technology company CEB, B2B buyers these days are already 57 percent of the way through their decision-making process before they even speak with a supplier.

Earning prospective customers' attention—and then engaging them—means more than telling them how you offer great stuff at attractive prices. You must educate them more widely on things that matter to them. By doing so, you earn their trust, which helps a ton when you're also trying to earn their business.

That's where content comes in. If you're in the pets business, become a reliable source of information on feeding and breeds; if you sell garden tools, be the go-to on growing prize-winning petunias.

Of course, you're not in business just to educate. Your real objective remains the same: growing your business. Achieving this goal in the new world requires not just good content—but content developed as part of a carefully executed plan.

Making Content Work

All this may seem like a tall order—if not a major headache. Where are you going to find the time (let alone the cash) for a content program, when running your business takes everything you’ve got? There’s no question that great content takes effort and money. But as with most such initiatives, the more you learn, the more natural it feels.

With a little of your own elbow grease—plus some judicious outside help where needed—you may find yourself creating killer, cost-effective content—and loving it. After all, here’s your chance to tell the world about the things you know and love best.

Over the next few pages we’ll cover how marketing has changed and how you as a small business owner can create content—on a budget—that drives business and builds advocates of your brand.

CONTENT ISN’T ABOUT FOOLING CUSTOMERS

Most customers (77 percent) know full well that companies offering content hope to sell them a product. That being said, 73 percent prefer hearing from you through content rather than ads.

Source: Content Marketing Institute



5 First Steps to a Great Content Plan

While 77 percent of B2C small businesses say they have a content strategy, just 27 percent have taken the time to document it, according to the [Content Marketing Institute](#). **Be part of that smart minority.** A written document outlining the scope of your content, what you plan to spend and how you'll measure success can help you get the greatest return on investment. **Start by considering these five steps:**

Step 1: Identify your goals

It's a basic (but often overlooked) step—and perhaps the most important part of keeping a content strategy on track. What, precisely, do you hope to achieve with your content? Who do you want to reach? Do you want to drive more traffic to your website? Build brand awareness? Create sales leads? Provide ongoing support and information for customers? Once you identify these goals, prioritize them.

Step 2: Consider what to cover—and how

You've identified your goals—now how will you achieve them? How many pieces will you produce? How often? Once a user finishes consuming a piece of content, what action should the person take: click on related article, make an appointment, chat with a sales rep?

Then comes the biggest question: What will you write about? There's no set answer, of course—that depends on your business, customers, creative instincts, and other factors. But you can start by putting yourself in your customers' shoes. What is that pleases (or bothers) them most? What questions do they most often ask? And, which of their problems did you go into business to solve? Whatever topics you cover, make sure they address some identifiable customer need or want, and are pertinent to your business.

Content types are nearly as numerous: e-books, newsletters, stand-alone articles, webinars, B2B white papers—just to name a few. Using a few exceptionally good pieces that capture attention beats the scattershot approach. So plan to concentrate on a few areas and build from there. Always focus on quality over quantity.

53 million Americans freelance these days—many in creative fields like writing and design. Try word of mouth or call a company whose content you admire and ask who helped them. Busy freelancers are incredible time managers and welcome new work. Start small to ensure a good fit. The best of them want to build relationships and may even negotiate on price if there's a chance for ongoing work. *Source: Freelancers Union*



Step 3: Set a budget

Decide on a percentage of your overall advertising and marketing budget to devote to content—and recognize that spending on content may mean cutting back on other types of marketing. While you can always adjust, depending on your needs and results, a solid budget will help keep costs in line with your strategy.

Budget line items to consider:

- Incorporating content into your website (design, development)
- Content creation (writers, photo rights, videographers)
- Paid search (PPC) and social media advertising

Step 4: Take stock of available resources

Original content is a mark of distinction and can set you apart from your competition. But it takes time and money to produce. To make sure you'll get the

most from that expense, consider what information you may be able to pass along to customers as a “curator” of existing content. Your content strategy may include your own articles, or pieces repurposed from other sources (with appropriate permissions). You may want to highlight content by or about your customers.

Thinking carefully about existing resources will help you determine how best to fill the gaps with content you create on your own.

Step 5: Selecting a content team

When it comes to original content, depending on your creative bent and what type of content you envision, you or your staff may want produce some or all of it yourself. After all, nobody knows your company and field better than you—and outside talent costs money.

But maybe you just want to focus on running the business. Fortunately, the digital economy has produced a bumper crop of skilled freelancers who help support the work of small agencies that specialize in content marketing. While rates vary by region, these talented, reliable “outsiders” can be cost-effective (no benefits, no paid vacations and they use their own equipment) and produce quality results you'll be proud to showcase.

If freelancers are part of the plan, identify which staff member(s) will be their primary point of contact and what revision-and-approval processes you need to put in place to ensure the content is in line with your brand, values and goals.

3 SUCCESS STORIES

[Download our free e-book](#) to learn how three small business owners on limited budgets are using content marketing to build customer loyalty, grow sales and better manage their time. Then, pick up some tips for your own content strategy from Infusionsoft content specialist Jeanette LeBlanc.

Ready to Launch: Creating Content that Converts

You've got a team in place, a firm idea of where you're going and you're getting ready to crank out great content. Congratulations! Now's the time to do everything you can to make sure the content sparkles, hits home and helps you turn prospects into customers and existing customers into advocates for your brand. **Entering the launch phase, make sure you:**

1. Stick to a detailed road map

Before you write your first piece of content, map out an initial three-month calendar that outlines the topics you'll cover, the types of content you'll produce (articles, video, etc.) and often how you'll post to your website/social media avenues. You can always modify your plan based on engagement, but an initial road map ensures you're covering all your bases.

2. Maximize distribution

While the most obvious place for content is your website, you can't afford to wait for people to wander by. A good content program reaches customers and prospects where they're most likely to be. Think about your customers and ask yourself:

- How do they like to receive information?
- Where do they spend their time?
- What key influencers in your industry might be willing to share your educational articles or let the world know about your upcoming webinar?

Don't know the answers to these questions? No worries. Do a quick survey to your customers and find out. It will be a great chance to reconnect, and a valuable source of information for you.

LinkedIn, Facebook and other social media are key delivery channels, and targeted emails can get an



article or newsletter to the customers most likely to read them. Infusionsoft's Campaign Builder software lets you reach out automatically, based on a single customer action, profile or contact.

3. Pay attention to your headlines

Considering how much information people are barraged with these days, there's no overstating the value of a strong headline in attracting readers to your content. Use short, active sentences that communicate what the reader will learn. But be sure to deliver on the headline's promise of useful info—dupe them once and they may not return. And be sure that each piece of content includes some call to action at the end, such as links to your services, or ways to contact you.

4. Personalize your follow-ups

When a potential customer reaches out based on content he or she has read, help convert those leads into customers with personalized email responses written directly to them. Note that:

- Email subject lines with the person's name or company have a 29 percent higher open rate
- Personalized content within the email generate 41 percent higher click rates, with 6 times higher email revenue

While personally writing every promising prospect might occupy huge chunks of your time, it doesn't have to—thanks to [Infusionsoft's Personalized Automated Follow-Up](#). You can custom-design specific templates to deliver the right message to the right prospect or customer, with a human touch.

5. Decide what metrics to review

Your content is only as good as its ability to help you increase business, so you'll want to measure performance and concentrate resources on approaches that get results. Gaining insights is easier than you may think, especially with a tool like Infusionsoft's Campaign Builder since it's designed to help you reach the right audience and understand what's working—and what's not.

Depending on the nature of your business and the people you're trying to reach, measurable factors may include:

- Social shares
- Website traffic
- Page views

LOOKING FOR MORE?

[Read more about content marketing on the Infusionsoft Blog.](#) And while you're at it, make sure to subscribe so you never miss out on valuable sales and marketing insights.

WHAT'S THE COMPETITION UP TO?

Looking for cost-effective, high-impact content, small businesses most frequently turn to these four channels for B2B marketing, according to the Content Marketing Institute:

Social media	93%
Blogs	87%
E-newsletters	83%
Articles on website	79%

- Downloads of your documents
- Growth in your email lists
- Growth of social followers
- Blog comments
- Whether your efforts generate media coverage

Measuring your content's impact is part art, part science. After you establish goals, what benchmarks (social shares, email lists, blog comments, etc.) will help you learn if you're hitting the mark? Choose a manageable handful and adjust your content mix accordingly.

6. Dive in!

Launching a successful content program isn't easy, and results won't happen overnight. But as a small business owner, you're already familiar with the hard work and dedication that go into being the best at what you do. You also know the rewards that can come from having a solid plan and a commitment to results. With the right plan and help where you need it, great content can become a defining feature of your business and a driving factor in convincing new and existing customers that you're looking out for their best interests.



Infusionsoft is the leading sales and marketing software built for small businesses. Our software, services and educational content help small businesses get organized, grow sales and save time. By combining sales and marketing tools in one system, we help entrepreneurs save time and simplify operations.

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