#### OCTOBER 24, 2024

### Using Cutting-Edge Technology to Curate Moving Omnichannel Experiences



# Humans Want to Be Known

# Humans Like Helping Humans

#### Focus on the Data

- Attitudinal
- Transactional
- Behavioral
- Demographic







## AI is Exploding

### Dynamic Content Optimization (DCO)



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### **Dynamic Content Optimization**

#### Makes hyper-personalized ads a reality:

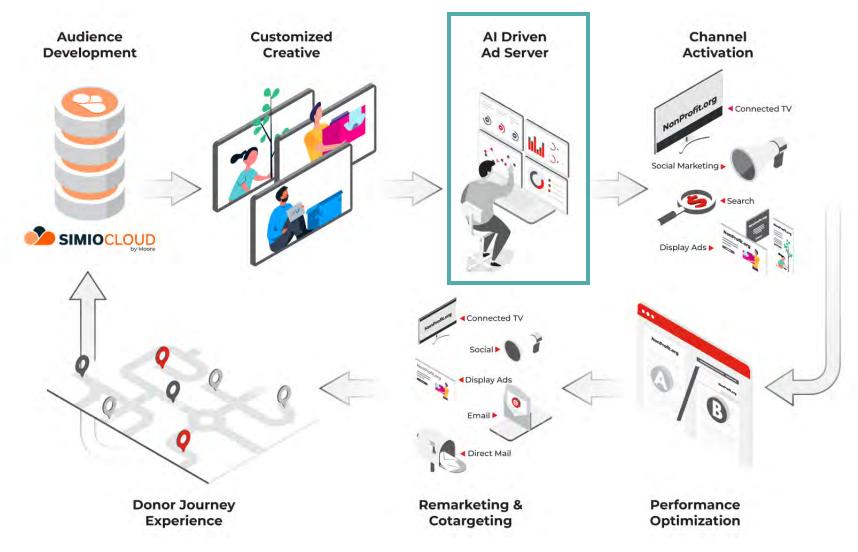
- Creative assembly automation
- Dynamic delivery
- Smart Server AI with constant optimization





### **Data Informed Activation**

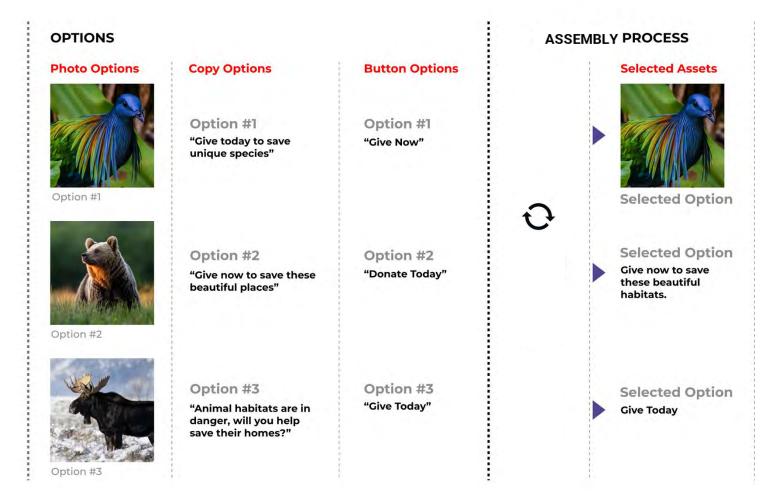
 DCO tool sits between creative development and channel activation





## **Creative Automation Dynamic Ad Assembly**

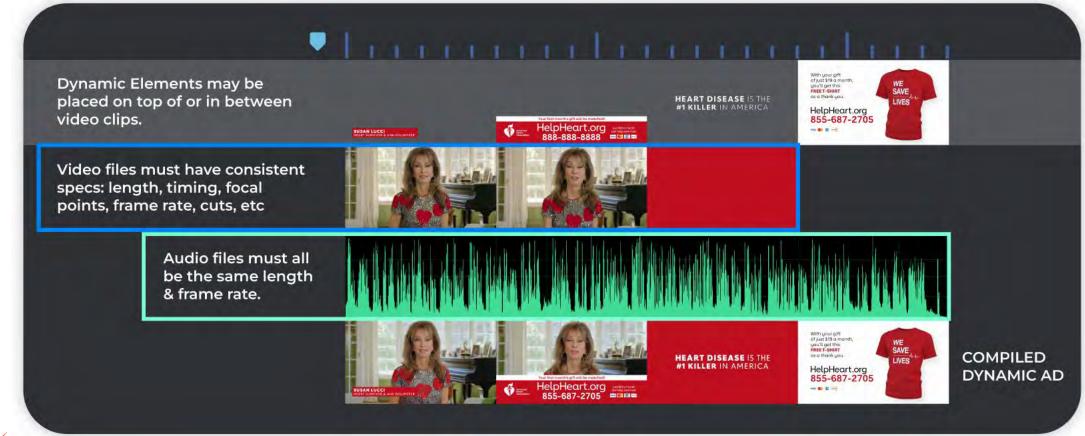
• Builds permutations of various ad components (headlines, buttons, images, body copy)





## **Creative Automation Dynamic Video Assembly**

• Builds permutations of various spot components (footage, music, on screen graphics)





## **Dynamic Delivery**

- Utilize **audience segments** and sub-segments to deliver customized creative:
  - Prospect vs. Existing donor
  - One-time vs. Monthly donor

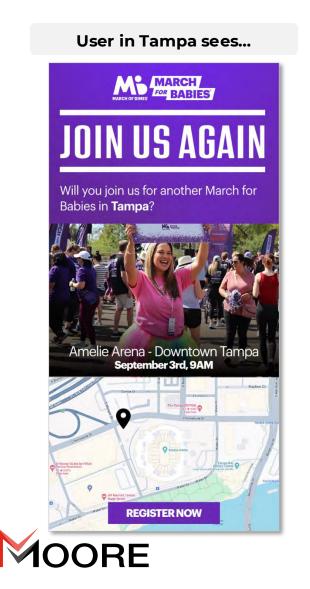


## **Dynamic Delivery**

- Utilize **DSP data** to deliver customized creative:
  - **Pixel** data such as web pages visited
  - Location data which would be useful for nonprofits with local programs or presence
  - Weather data which is useful if weather is a driver of donations
  - Date and time data which can be used for match countdowns



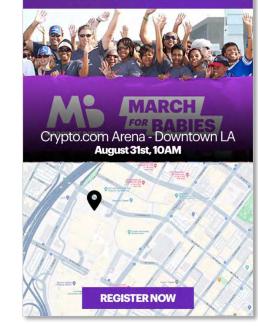
### **Dynamic Delivery Examples**

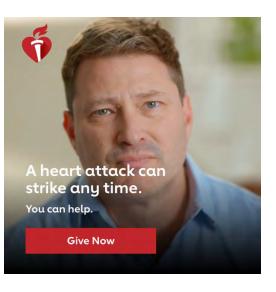


User in Los Angeles sees...



Will you join us for another March for Babies in **Los Angeles**?





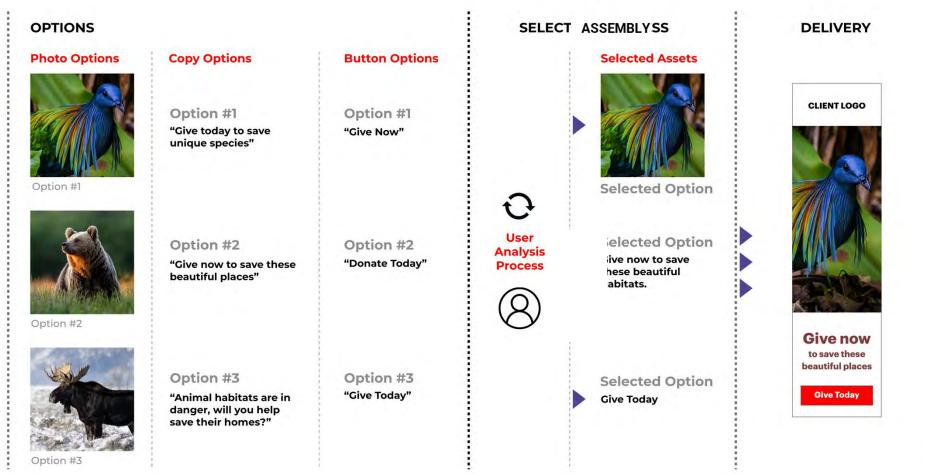


Prospect visits Heart Health webpage

Prospect visits Stroke Symptoms webpage

## Optimization

- A/B testing
- Smart Server AI tool will test and optimize to deliver best performing ad set per audience



## **The Digital Press**

- Capable of 1:1 communication
- Fueled by data
- Automates workflow
- Streamlines production touchpoints
- Accelerates time-to-mailbox







#### Malinda Stewart

- 26 years old
- Hershey, Pennsylvania
- Veterinarian
- Plays frisbee
- Volunteers at nursing home

# A Tale of Two Donors



#### **Austin Tate**

- 50 years old
- Phoenix, Arizona
- Married
- Engineer
- Two boys in college



### A Tale of Two Donors



#### **Malinda Stewart**

- 26 years old
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- Veterinarian
- Plays frisbee
- Volunteers at nursing home



American Heart Association 7272 Greenville Ave. Dallas, TX 75231 Rob received life-saving care from AHA Your gift goes directly to treatment and support for others like him.



ope this letter finds you well. I wanted to share a heartfelt story about Rob, a patient whose life was transformed thanks to the advanced heart treatment he received at our facility. Rob had been struggling with severe heart issues for years, and his condition was rapidly deteriorating. Thanks to the generosity of donors like you, we were able to provide him with a life-saving procedure that not only stabilized his condition but also gave him a new lease on life. Today, Rob is back to enjoying time with his family and pursuing his passions, all because of the support from our community.

However, there are many more patients like Rob who urgently need our help. Your past contributions have made a significant impact, and we are incredibly grateful. We are reaching out to you again because your continued support is crucial. Every dollar you donate goes directly to providing essential treatments and support services for patients facing similar life-threatening conditions. Your generosity ensures that we can continue to offer the highest level of care and hope to those in need.

Please consider making a gift today to help us save more lives. Together, we can make a difference and give more patients like Rob the chance to live healthier, happier lives.

Thank you for your kindness and unwavering support.

Al-Generated letter for demonstration purposes only





#### Personalization

- 1. Name & Address
- 2. Envelope photo
- 3. Letter Photo
- 4. Story



### A Tale of Two Donors



#### **Austin Tate**

- 50 years old
- Phoenix, Arizona
- Married
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American Heart Association 7272 Greenville Ave. Dallas, TX 75231 football games A pacemaker from AHA saved John's life last year. Now he goes to every game. Your support makes a real difference.

No more missed



le wanted to share an inspiring story about a father named John, whose life ias been profoundly changed thanks to the heart treatment he received at our facility. John had been suffering from a severe heart condition that made it difficult for him to engage in everyday activities, let alone attend his son's college football games. Thanks to the generosity of donors like you, we were able to provide John with a pacemaker that has not only stabilized his heart condition but also allowed him to be there for his son during these important moments. Today, John is cheering from the stands, filled with pride and joy, all because of the support from our community.

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#### W+D BB1000







### Personalized journeys raise more revenue

"Companies that excel at personalization generate **40% more revenue** from those activities than average players. Players who are leaders in personalization achieve outcomes by tailoring offerings and outreach to **the right individual**, at **the right moment**, with **the right experiences**."

Research from McKinsey & Company in "The value of getting personalization right –or wrong – is multiplying,"





### **Questions?**

# **THANK YOU**



