Kodak

Kiosk Digital Marketing 2010 1H



Regional Breakout Sessions:

Sept 1-2, 2009 Kristin Kraus



Bringing it all together online

Consumer Products

Digital Cameras

Digital Video Cameras Media Players

All-in-One Printers

Printing Supplies

Film & Processing

Single Use Cameras

KODAK Picture Kiosk

Gifts and Photo Creations

Announcements

Borders

Calendars

Collages

Invitations
Picture CD
Photo Books
Thank You Notes

Enlargements

Greeting Cards

Software

Accessories

Digital Picture Frames

Product Training *

Intro

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Picture Kiosk

Kiosk Clerk Training

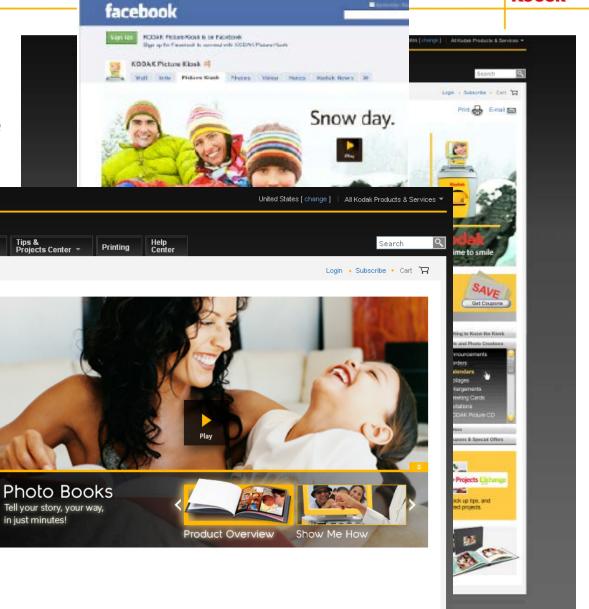
☐ Introducing the KODAK

□ Demos & Selling Tips
 □ Premium Products

Inspiring Consumers

DPT Bulletin Board

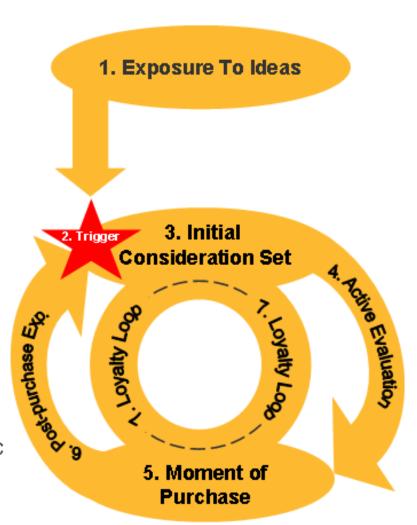
Experience Kodak



- Consumer Web Presence Update
- Social Media
- Online Clerk Training
- CRM

KPK Interactive Strategy & Approach

- Leverage our website and social media tools to engage consumers
 - Drive richer awareness, consideration and purchase of premium products
 - Highlight endorsements from consumers
- Shift our KPK web presence from one of "product push" to more conversation and advice
 - Includes consumer product and inspirational ideas, reactions, suggestions, recommendations, etc



Strategy & Approach

- Improve our communications materials by incorporating consumer-generated input and feedback
- Enhance the brand Stronger focus on emotional connection to what's created at the KPK and motivation
- Create a KPK voice -- our global KPK team, personal, insightful, listening, leading, engaged in creating what's next at the KPK





Consumer Website Update



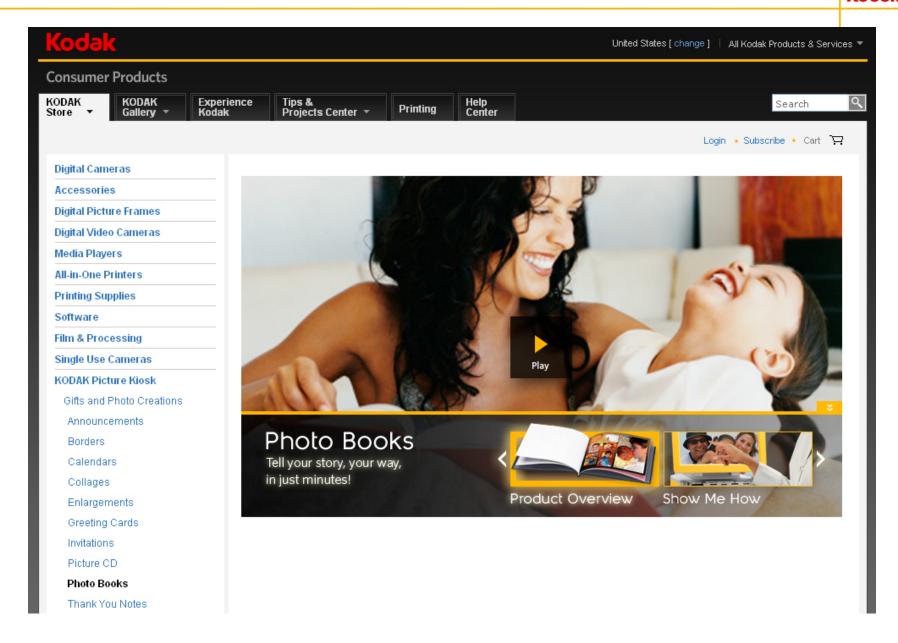
- Extend opportunity for consumer interaction and stronger retail activation
 - Incorporate VOC into marketing messages
 - Site becomes "hub" for KPK consumer input, promotions, news, etc.
 - Opportunities for Regional program support wells built into the WW page designs
- Enhance with new interactive content for premium products and demos
 - Extended stories for this sitelet, viral marketing, PR follow-up
 - Leverage content needed for clerk training
- Updating the brand
 - From "Make Something" to TTS/ black fade for web
 - Leverage new wider page design

- Strong focus on new Locator
- Promotional zones for Regions to leverage
- Highlights latest feeds from social media presence

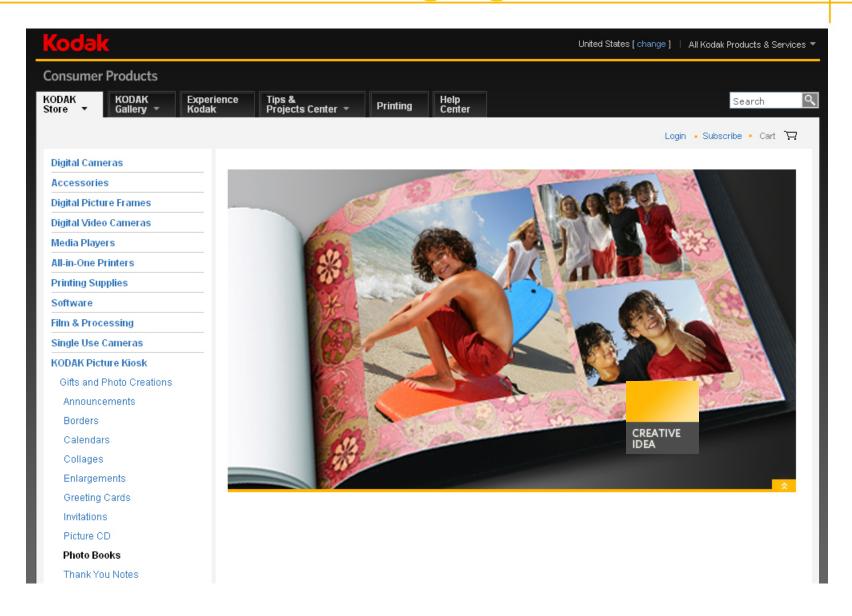


Kiosk Website – Photo Book

Kodak



Consumer Content Highlight



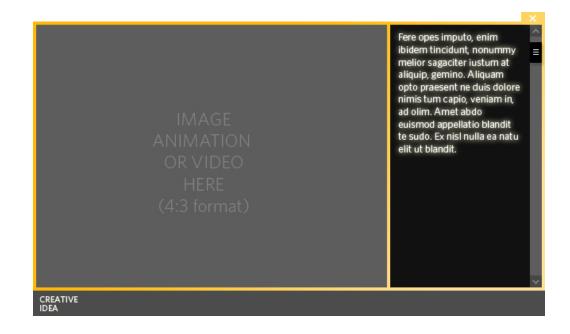
Callouts for Consumer content include:







- Pop-up window displays both visual and text content
 - Including localised content and even video clips as these created



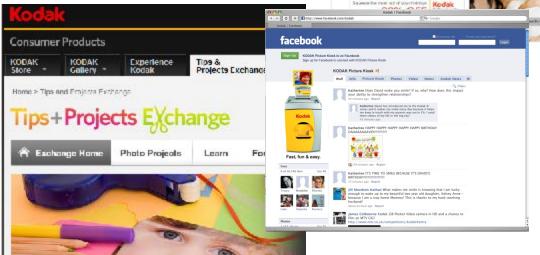
Social Media Strategy

A Thousand Words









Social Media Strategy & Approach

Over 76 million consumers used the KPK last year



- Create opportunities for a conversation among KPK users
- Provide a direct pipeline for consumer input
- Enhance marcom materials with consumer insights and <u>direct VOC</u>
- Provide value-added content (tips, ideas, savings, etc.)
- Leverage insights to enhance our strategic stance with retailers "We know consumers better than anyone"
- Approach: Story Tellers Show & Tell
 - What did you create at the KODAK Picture Kiosk today?

Our Approach & Presence

New "Kiosk channels" within Kodak properties – make all KPK stuff easy to find:



2x month, plus "host" guests – managed WW editorial calendar



Videos from us, links to consumer/retailer videos on You Tube

Tips+Projects EXchange

Section for projects from Kiosk users



Kodak Picture Kiosk page or URL within Kodak – TBD

"Kiosk Channel" Example

- Blog Team creating "Kiosk"Category like Kodak Challenge
- •All Kiosk-related blogs are grouped together in one spot easy link in mktg materials
- •A bit of branding for Kiosk within "Kodak Online Today" page and within A Thousand Words Blog

A Thousand Words











Calendar

Aug 2009

 Sun Mon Tue Wed Thu Fri Set

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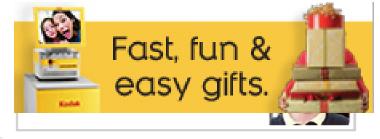
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RSS Feeds RSS

Recent Posts Feed

Categories

People

Product

Tip/Technique/Project Stories

Buzz

Events:

Kodak Challenge

Connecti

This post is about recent activities within the OCTO (Office of the Chief Technology Officer) organization of Kodak to recognize and promote the Kodak Challenge. The organization is made up of several hundred





The Kodak Facebook page has lots of current posts, videos and updates on what is happening at Kodak.

Connect with Kodak at Facebook



Become a fan of the Kodak Challenge. Follow the action and tell us your thoughts for this first-of-its-kind competition on the PGA TOUR.

Follow KodakChallenge on Facebook



You Tube Example



- KPK facebook page
 - Creating a personality for the Kiosk
 - Working with teams on best approach
 - Hoping to leverage Coca-Cola branded "tab" approach
 - Will populate with surveys, promotions, news, pictures from around the world, etc.



2010 Planning

- WW Assumptions
 - Walk before we run be prepared for consumers to run ahead
 - Consumer is first priority
 - B2B initial content to follow in concert PMA and B2B CRM launch
- 2010 Roles & Opportunities
 - Blog input welcome working editorial calendar now with PR and Marcom teams
 - Regional promotions synch activities for web presence
 - Regional engagement gather consumer testimonials for website, clerk training content as part of PR outreach

Online Clerk Training



Online Clerk Training

Goals:

- Enable stores with an effective set of tools and content to get and keep their clerks trained
- Increase upsell of premium products: Provide selling and demo techniques to improve clerk effectiveness with consumers
- Inspire and activate Infuse materials with Kodak key messages and real consumer content
- Phase 1: Nov 2009
 - Content focused in 2 key areas:
 - Premium Products
 - Getting to Know the Kiosk
 - Define beta users with Regions immediately define sell-in for focused localised roll-out



- Leverages Kodak's Digital Partner Training (DPT) Site
 - Secured site WW enabled
 - Centrally managed Master set up account, then clerks self-register
 - Smart profiles will define equipment and products sold
 - Includes Quizzes, tracks completion

Regional funding needed for:

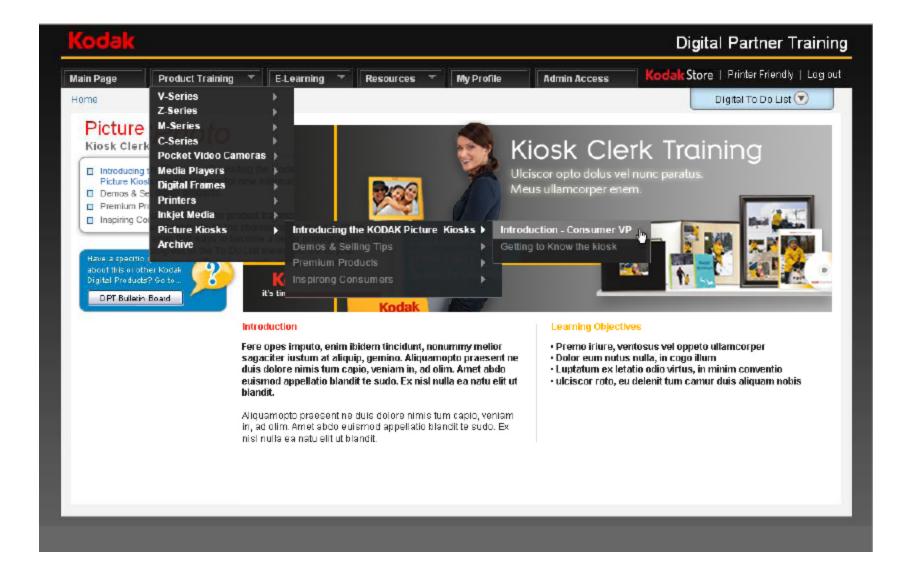
- Customization for Key Accounts
- Optional contests & incentives

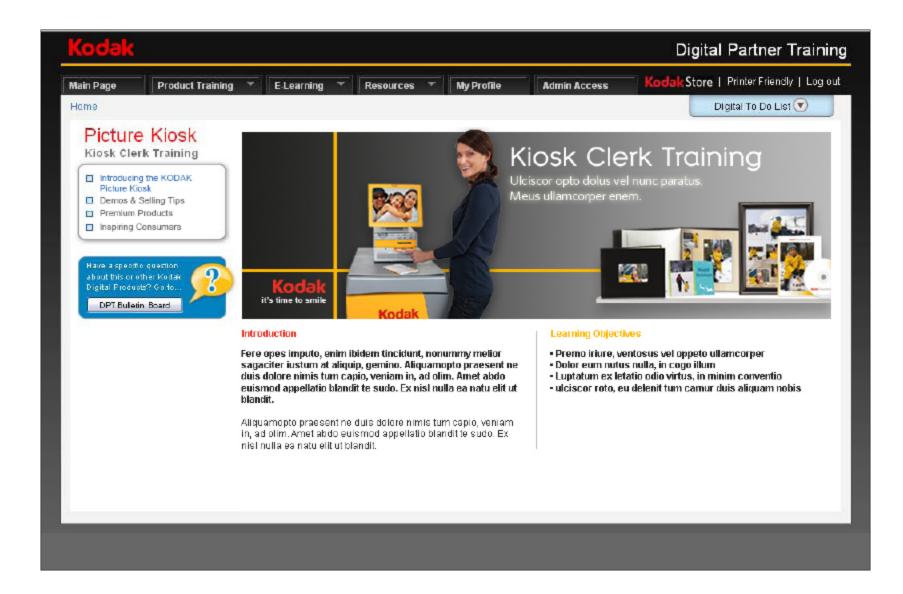


2010 Expansion

- Additional product selling and demo ideas
- Incorporate more localised video clips/testimonials
- New content:
 - Include "How To" for keeping kiosk up and running plus key printers (scope TBD per budget)
 - Likely support 8800/8810, DL2100, 6X printers (7000 Series TBD regional discussions)
- Key Account Planning
 - Need to scope Key Account participation for funding scope for Regional budgets, common new global requirements
- Timing:
 - Currently Anticipate March, August, Oct Updates with new content

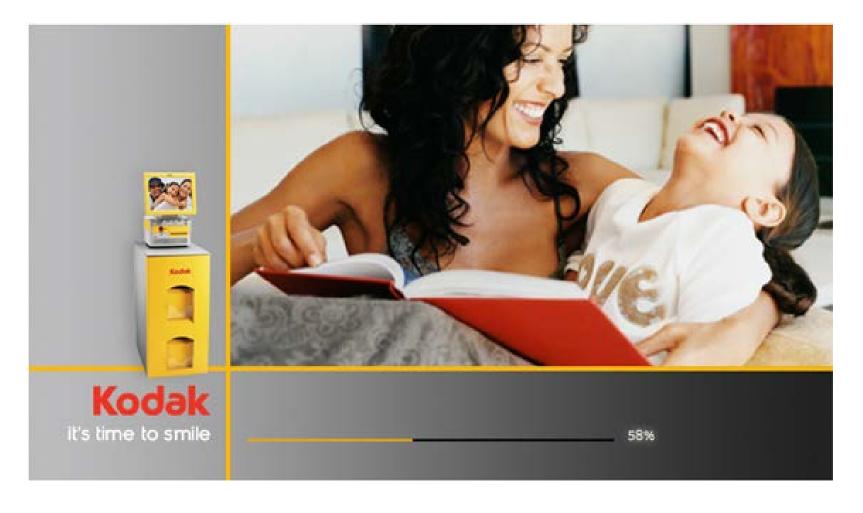




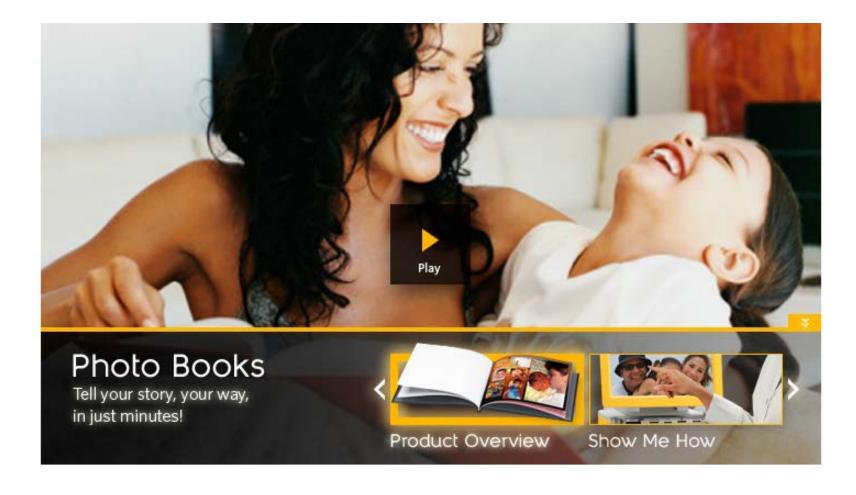




Clerk clicks to start – opens window



 Most content is identical to new content for KPK consumer site ... with enhancements for clerks visible only on DPT site



 Products are featured with large stills, video clips and animations to make the product come alive



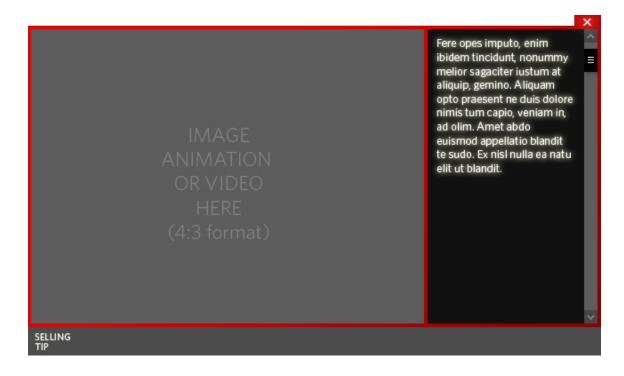
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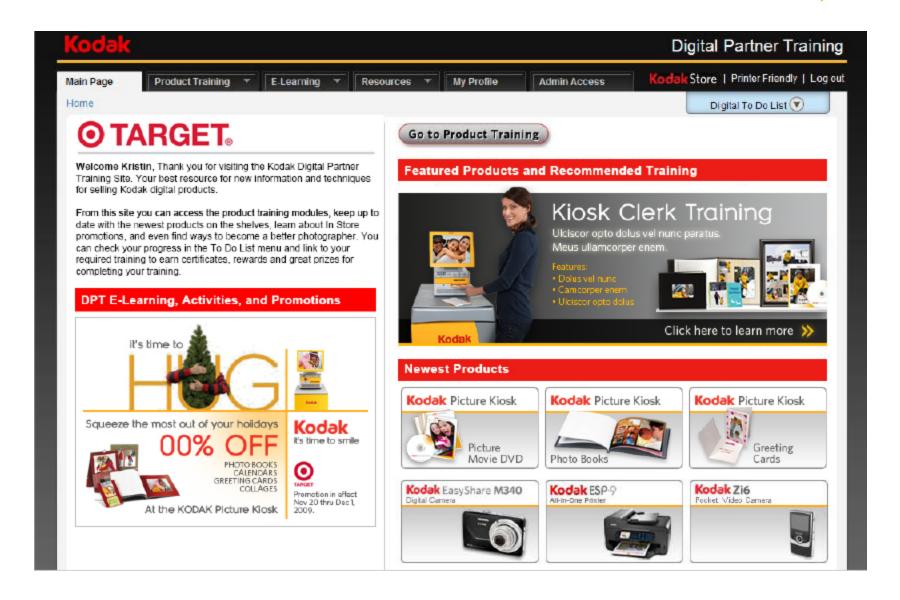


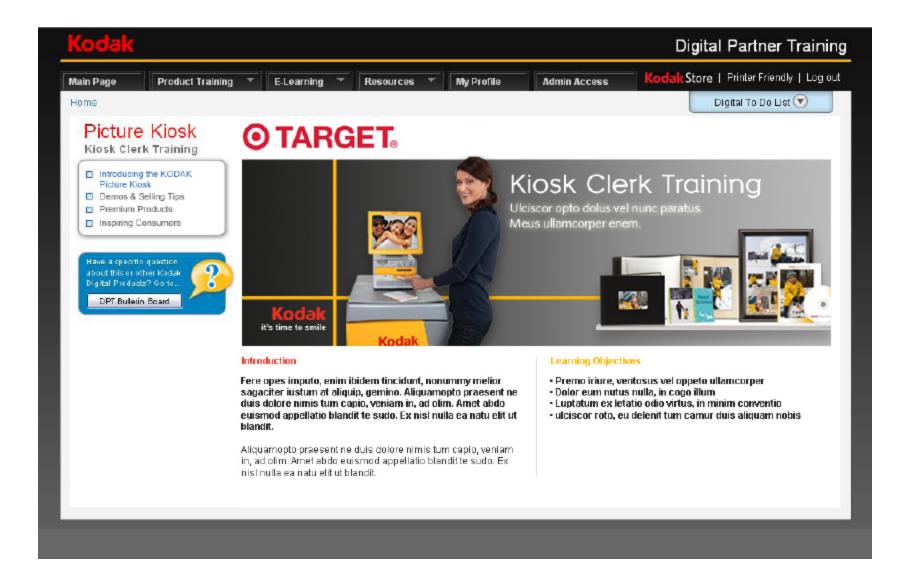




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CRM Re-Activation & WW Support



CRM Activation in 2010

Goals

- Re-establish & energize activities WW
- "Best Practices" understood and in place
 - Opt-in for ecoupons, other programs
 - Integrating activities with databases
- Gather and manage testimonials for broader use
- Includes both Consumer and B2B Programs
 - Leverage new toolset and infrastructure from CMO
 - Create B2B database for each Region/country
 - B2B = Direct from Kodak & Distributor assets
 - Goal is for B2B program to replace much of trade ad spend

Timing:

- WW to deliver initial Guide & Templates, program ideas in Feb
- Kodak-generated B2B goal to start in Feb (depends on Regional engagement/readiness)
- Initial Consumer assets ready Feb. Guides and program ideas April launch
- Goal is for updated Content feeds/assets delivered 45 days before initial Regional planned use

