

Why does content help procurement professionals achieve success?



EXPECTATIONS

DEFINITION

LEVERS







EXPECTATIONS





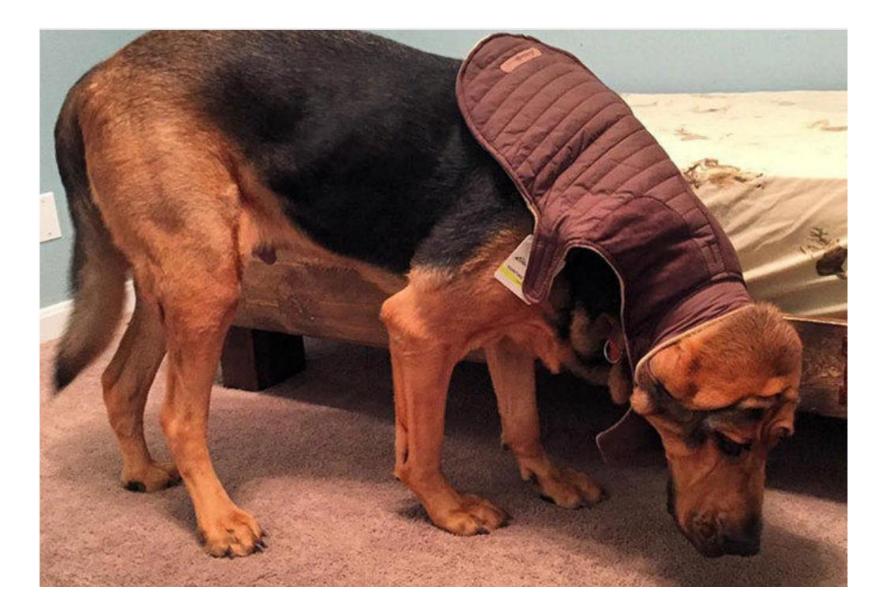


We hope you have never been in such a situation, as a consumer...

















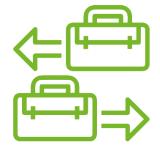


B2B PURCHASERS COULD BE FACED TO SAME SITUATIONS...



B2C Impacts

B2B Impacts













B2B PURCHASERS COULD BE FACED TO SAME SITUATIONS...



Purchasing is not shopping !

WHAT ARE LEAD BUYERS WAITING FOR?

5.4 persons in average are involved in B2B purchase process*





Accurate content & consistent description



Accessibility / adapted



Good experience for users



*Source: Etude CEB 2013

Manutan

WHAT ARE LEAD BUYERS WAITING FOR?





Important:

Be excellent when we work on C class product category

(non recurrent purchase, non product expert, risk if issue / error, time to invest in purchase vs product value)





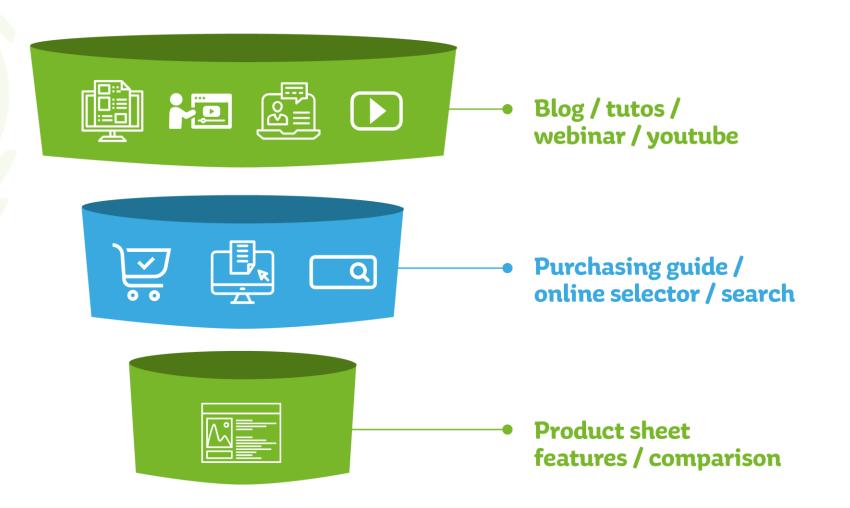


DEFINITION





WHAT DOES « CONTENT » MEANS?









 Blog / tutos / webinar / youtube



Travail collaboratif, mobilité, flexibilité, agilité... resprit startup a infusé dans les entreprises au point de bouleverser leurs espaces de travail. Témoins de cette transformation, *Les Echos-Le Parislen MEDIAS* et *MAISON&OBJET*, rendez-vous international des professionnels de la décoration, du design et de l'art de vivre, se sont associés pour dresser un état de l'art de la décoration de bureaux, préambule à l'ouverture d'un espace dédié baptisé WORK! lors de la prochaine édition du saion MAISON&OBJET du 6 au 10 septembre 2019 à Paris.



DESIGNING THE FUTURE OF WORK

COULEURS-MATIÈRES, AMBIANCES-ESPACES, QUELLES SONT LES TENDANCES décoratives des Bureaux Aujourd'hui?













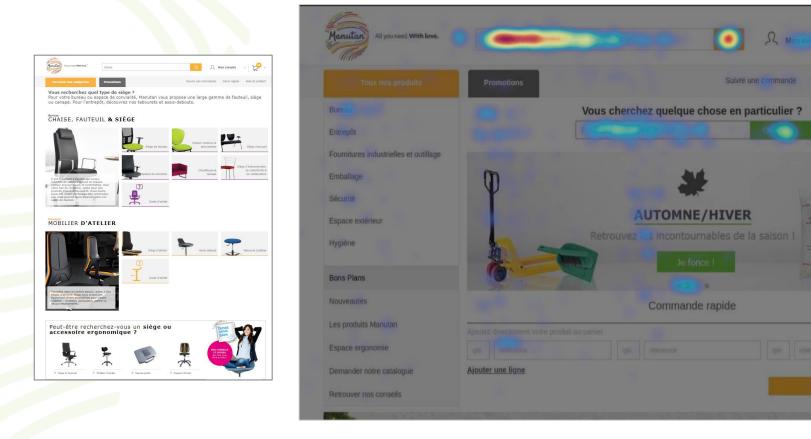
Purchasing guide / online selector / search

61% of B2B procurement professionals start

their purchasing journey by web browsing via search engines*

CLICKS RECORDED

1837





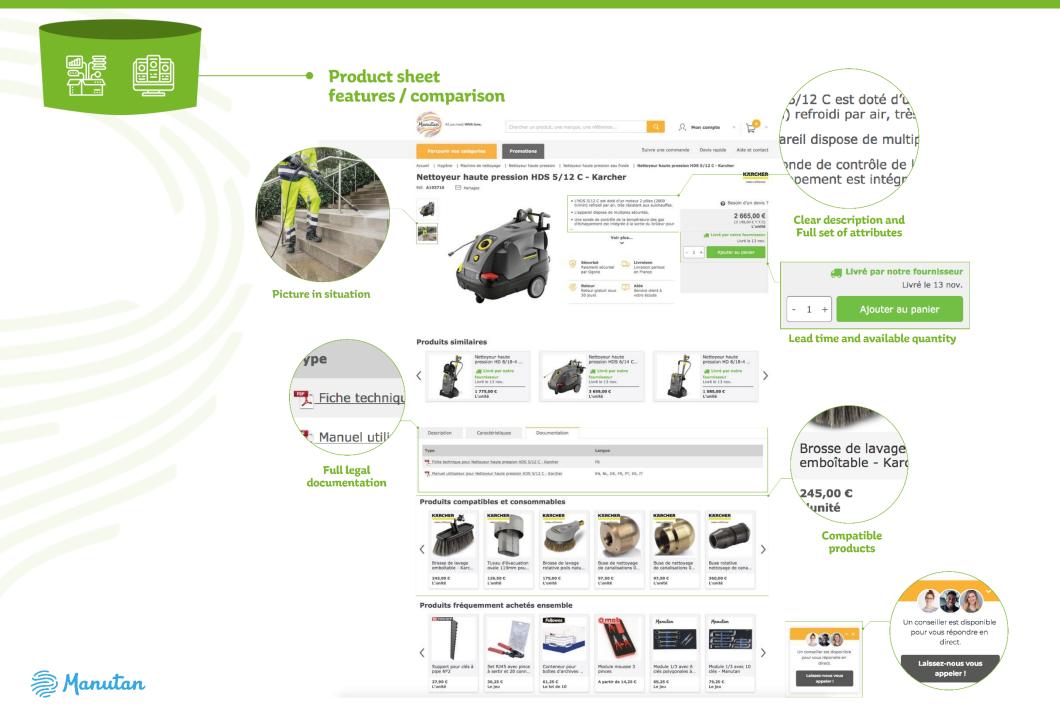


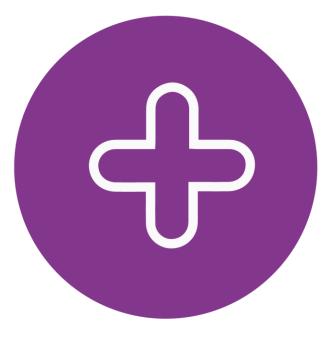
Roulette pour chariot et roll-conteneur











LEVERS







The best practices for a high quality content

A DATA DRIVEN APPROACH TO SUSTAIN THE QUALITY OF CUSTOMER EXPERIENCE





Consistent Data



Customer Experience





WHAT TECHNICAL PIPELINE?

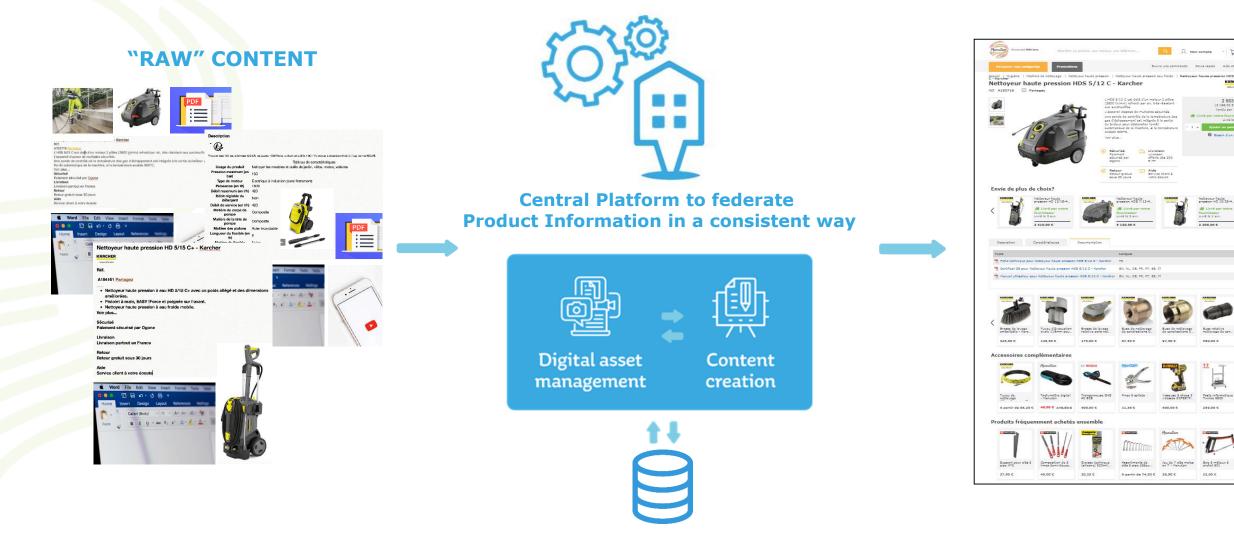
"RAW" CONTENT







WHAT TECHNICAL PIPELINE?



👼 Manutan



Peste informat

22,00 C

20.

Adu at cont

n HD5 5/12 KARCHER

2 665,00 € (3 198,00 € 7.7.0) Vendu per 1 Pièce

@ Besein d'un dev

HOW TO MAKE THE DIFFERENCE?

Discipline

Industrialization

Clarity













And tomorrow...

WHAT'S A GREAT CONTENT FOR TOMORROW:



RICH CONTENT

- Brand content
- HD media (3D, widgets...)
- Interactive components



DATA ENRICHMENT TECH

- Web browsing (cross-selling, reviews, dynamic adjustments, responsive webshops...)
- Content enrichment AI
- Social Network



OTHER MEDIA

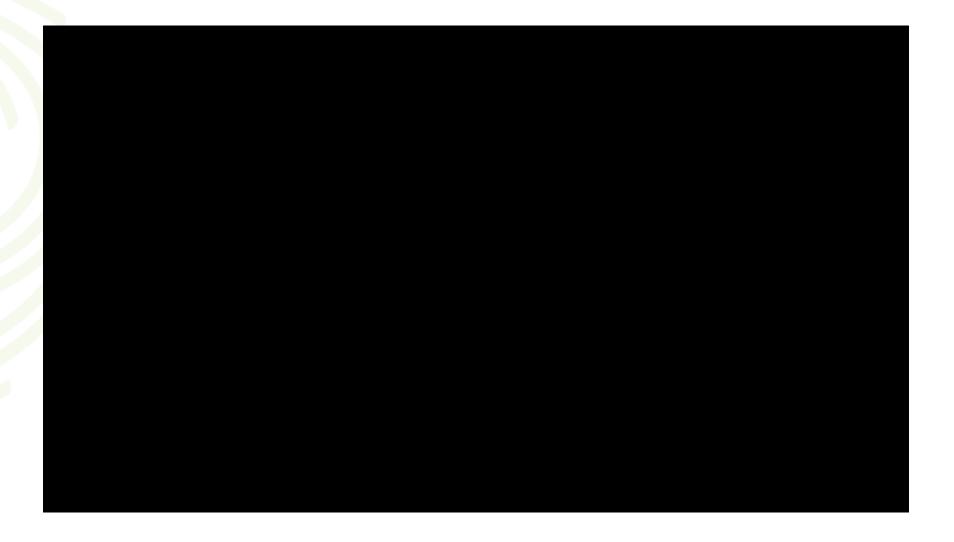
- Virtual Reality / Augmented
- IoT management

52% of B2B procurement professionals indicate they obtain insights from social networks on products matching with their needs*



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A GOOD EXAMPLE

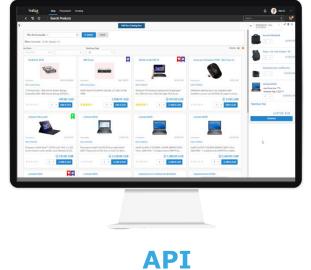






WHAT'S A GREAT CONTENT FOR TOMORROW: ACCESS TO CONTENT





75% of B2B procurement

professionals state how essential for an enterprise website to display a content adapted to their needs and context*

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TAKE AWAY





CONTENT AND ACCESS ARE KEY



DISTRIBUTOR EXPERTISE



Any questions?



All you need. With love.