HOW WORKING WITH ENGINEERS TAUGHT ME TO BE A BETTER MARKETER

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A Little About Me & My Background:

- 16 years in industrial marketing
- Work for the largest overseas subsidiary of Toshiba Corp
- AC motors, motor starters, adjustable speed drives









LET'S TALK **ABOUT ENGINEERS &** INDUSTRIAL MARKETING.

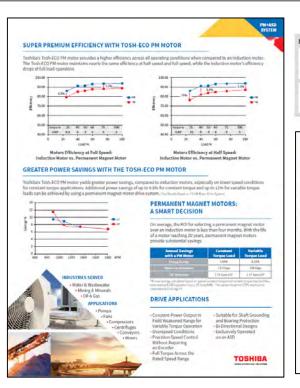


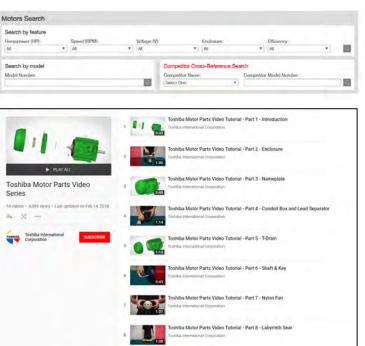
What I thought I was going to do.





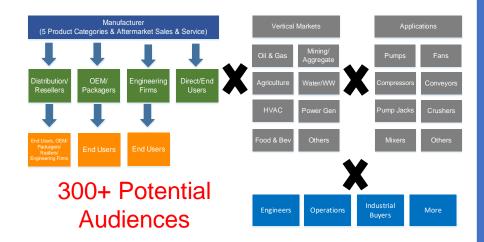
What I actually do.

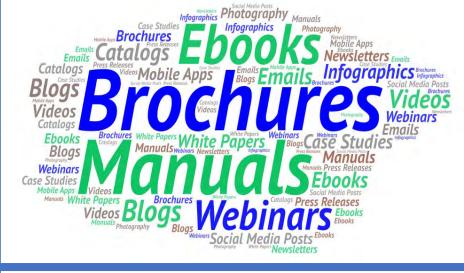












Industrial Marketing Internal Challenges:

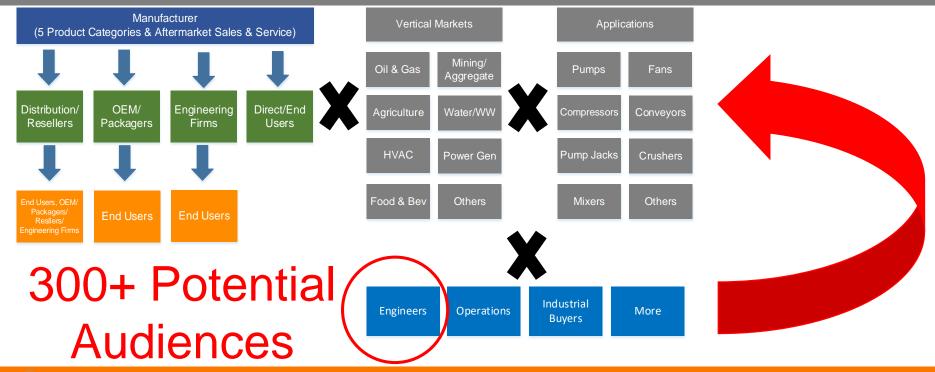
- -Limited resources
- -Lack of SMEs dedicated to content creation
- -Time consuming

Industrial Marketing External Challenges:

- -Long buying cycle
- -By committee buying decisions
- -Mature market/brand loyalty



Industrial Content Marketing Strategy. Where do you start?



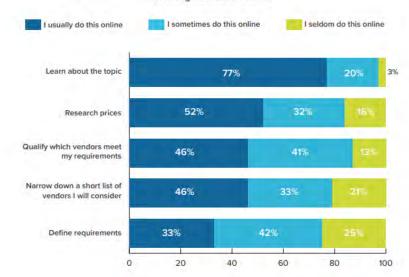


What matters most to engineers?

From the engineer:

- Make me more knowledgeable about: products, applications, systems
- Show me how your product meets my spec
- Give me tools to evaluate & make information gathering easier

In thinking about the entire buying process for a significant product or service for work, from early research to the final purchase decision, select how often you do the following activities online.



SOURCE: IEEE GLOBALSPEC AND TREW MARKETING 2019 SMART MARKETING FOR ENGINEERS SURVEY

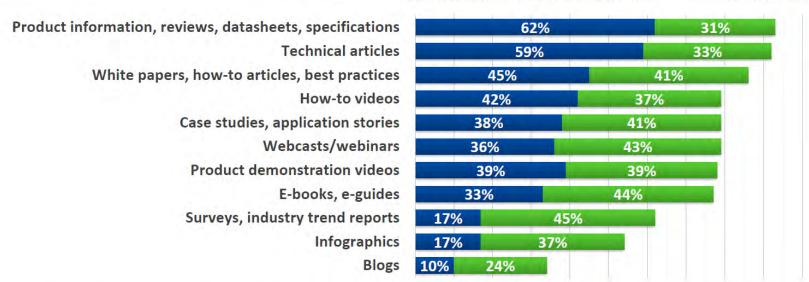


Most Valuable Content Types



■ Highly valuable ■ Moderately valuable

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Q: How valuable are the following types of content when seeking information on products and services? (n=702;702;702;702;702;702;702;702;702;702)

Source: © CFE Media, Marketing to Engineers™

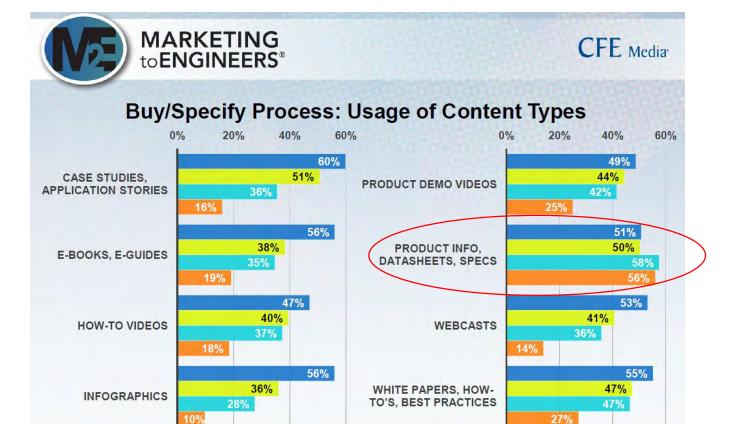


What does product info really mean?

- 2D/3D drawings
- 2. Configurators
- 3. Application selection tools
- 4. Cross reference tools
- Product & application training
- 6. Data performance sheets
- Product reviews







Consideration phase

Buy/specify phase

Source: © CFE Media,

Marketing to Engineers™



Research phase

Evaluation phase

Q: Which content types do you find most valuable during each phase of purchasing/specifying new engineering products, technologies or services? (n=726)

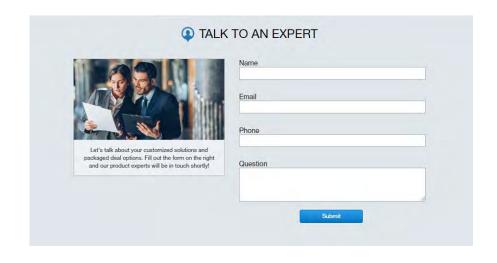
Improving Lead Generation

- 1. Document how your content fits into your buying cycle
 - & find key indicators
 - a) 3D downloads, configurations
- 2. Patience, patience, patience
- 3. Understand your customers from a sales point of view
- 4. Use sales feedback to improve



Keep the Content Flowing

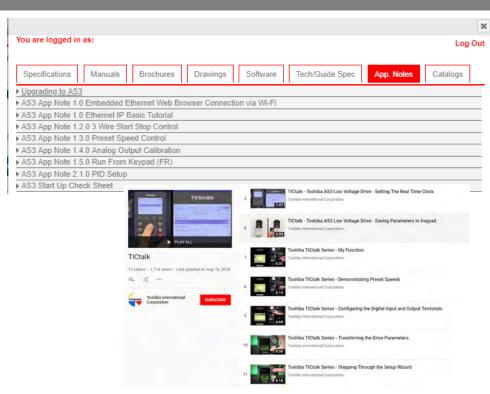
- 1. Find your go to SMEs
- 2. Question forms & CRM cases
- 3. Internal lunch & learns
- 4. Technical training classes
- 5. Internal focus groups
- 6. Incentivize



Content That Engages All Generations

Content that Engages All Generations:

- 1. Accessibility
- 2. Educate
- 3. Reuse content in different ways
- Creatures of Habit- Don't change what's not broken





Final Thoughts

- 1. Document your content strategy.
- 2. Engineers have their own language. Speak it.
- 3. Be resourceful.

