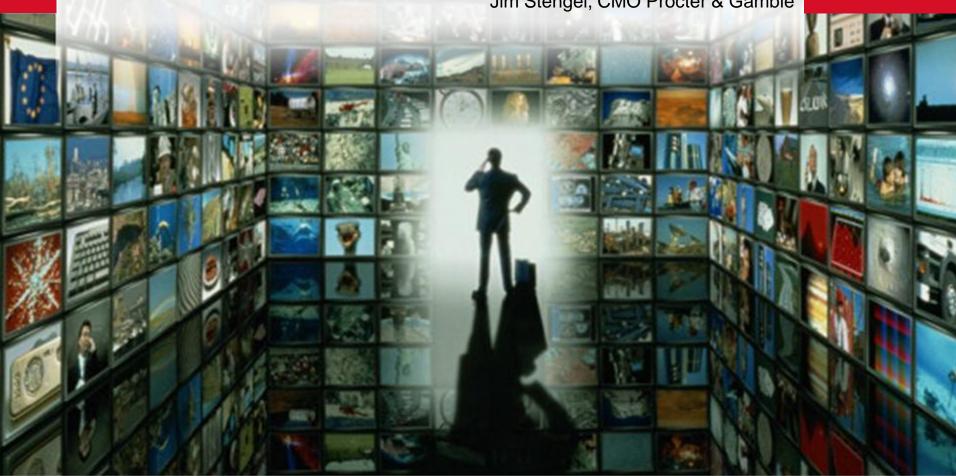




"Today's marketing model is broken... We must accept the fact that there is no 'mass' in 'mass media' anymore, and leverage more targeted approaches... We must adopt the mentality of **permission marketing** and creative advertising that is so appealing that consumers welcome it into their lives."

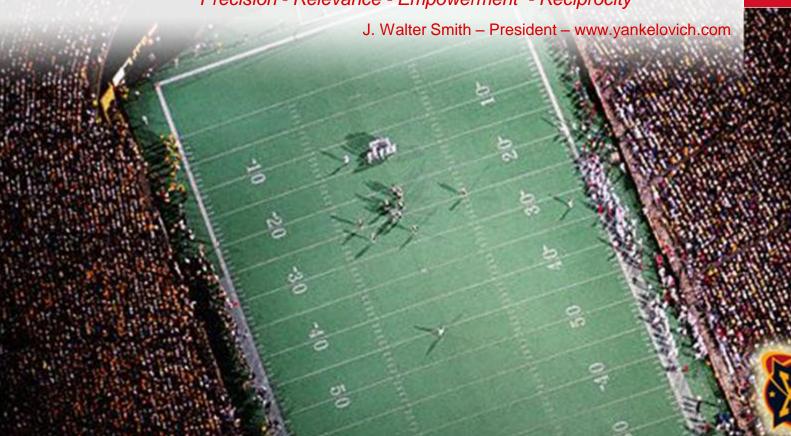
Jim Stengel, CMO Procter & Gamble





Days of only shouting generic messages to mass audiences are counted. It is much easier to deliver **customized**, **meaningful brand experiences to different audience sets** based on better customer understanding :

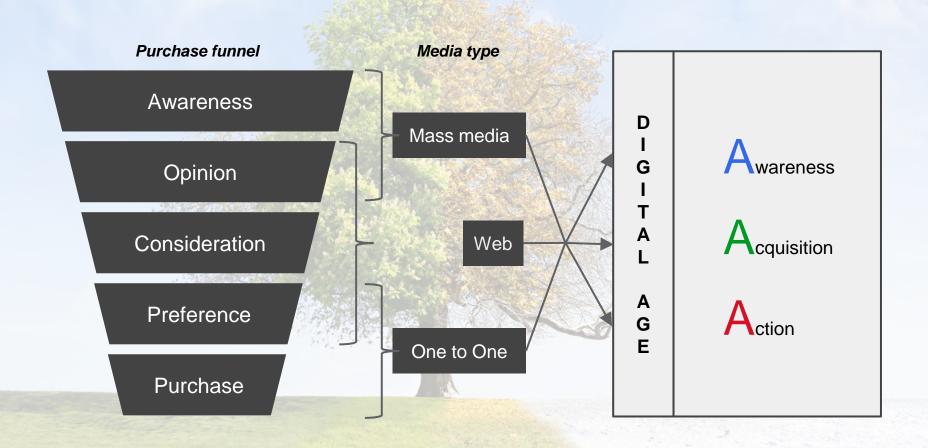
Precision - Relevance - Empowerment - Reciprocity





## PRESENT

## **FUTURE**





## **IBM Case**

## Google\*

"The era of consumer resistance and control has begun.
The question is **HOW TO MARKET IN THE 21st CENTURY**"

John Hayes – CMO American Express



