

## Proposed services for SPIR in Czech Republic

**Unified Digital Measurement** 



Paul Goode, Head of Industry Relations Renata Tagg, Director of Operations Chiara Galli, Head of EU Client Service

### Agenda

comScore Overview

**Challenge of Digital Media Measurement** 

Methodology

**Product Demos** 



## **comScore Overview**



## comScore is a Global Leader in Measuring the Digital World

NASDAQ	SCOR
Clients	1700+ worldwide
Employees	900+
Headquarters	Reston, VA
Global Coverage	170+ countries under measurement; 43 markets reported
<b>Local Presence</b>	32+ locations in 23 countries





#### comScore Analytics

# **User Analytics**

Audience Measurement Web Analytics Vertical Market Solutions Social Analytics

## **Advertising Analytics**

Copy Testing
Campaign Verification
Ad Effectiveness
Cross Media

## **Mobile Analytics**

Mobile Audience Measurement Network Analytics & Optimization Customer Experience & Retention Management





### Some of Our Largest Clients in Europe Include...

#### Media Owners / Advertisers









































































































































comScore.





#### SPIR Project Team

#### Local SPIR Team – currently interviewing

- TBH Czech Country Manager
- **TBH Czech Client Service Manager**
- TBH Czech Client Service Analyst (contract dependent)
- **Nela Kovalcikova Czech Categorisation Analyst**

#### **International SPIR Project Team**

- Paul Goode Head of Industry Relations (London)
- Renata Tagg Operations Director (London)
- Chiara Galli Head of Client Services (London)
- Delphine Renaud European Senior Product Manager (London)
- Kalyan Lanka International Product Director (US)
- Pat Pellegrini, Ph.D. VP International Research (Canada)
- Mike Read European MD (London)

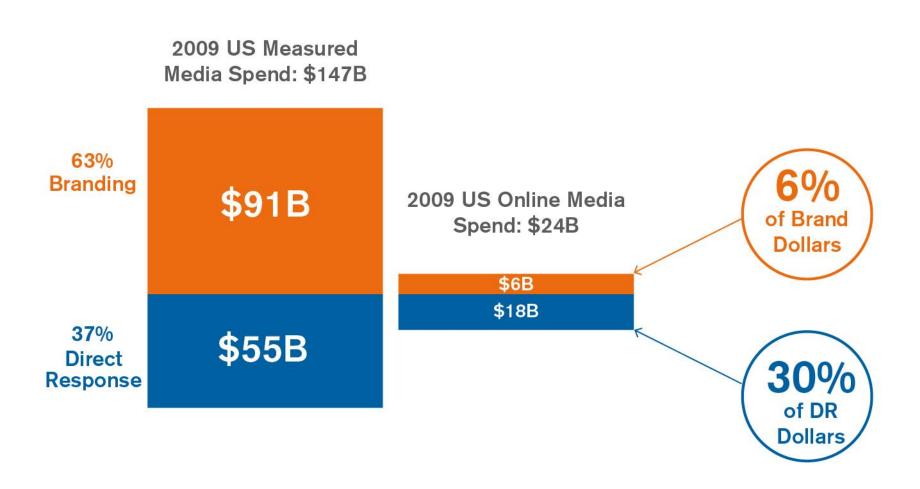


# **Challenges of Digital Media Measurement**



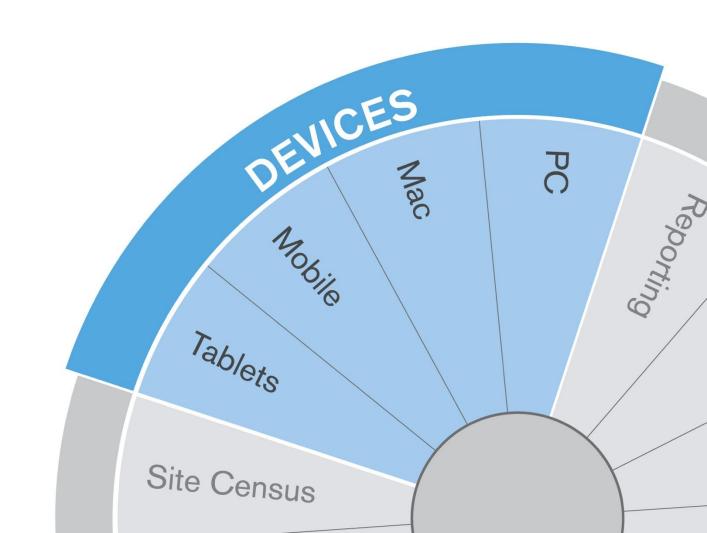


### **Internet is Lagging in Capturing Branding Dollars**



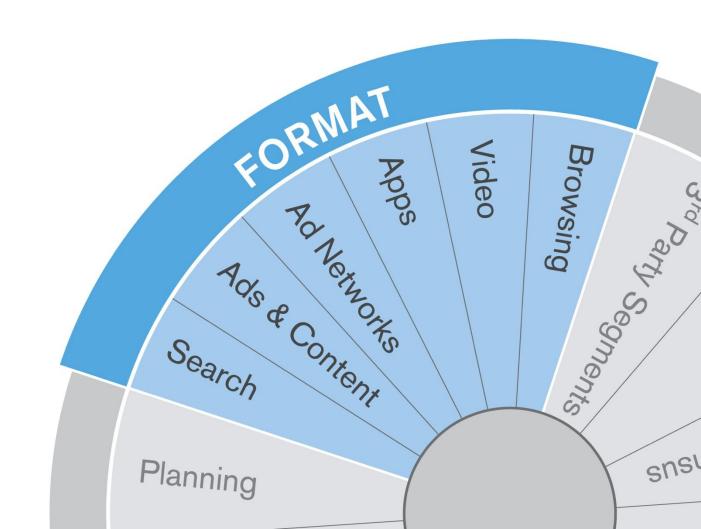


## Challenge: Devices to be tracked



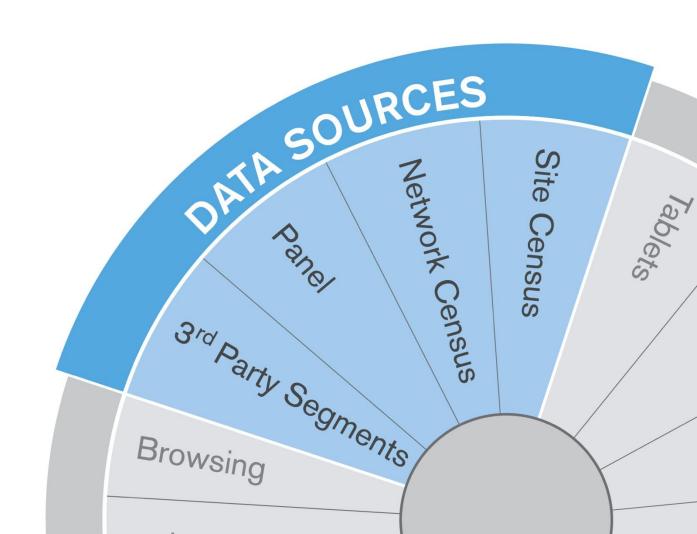


### **Challenge: Formats to be tracked**



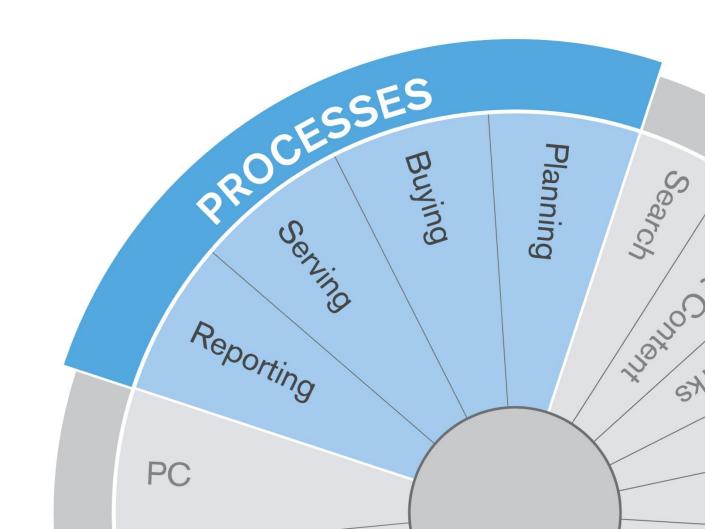


### **Challenge: Data sources to integrate**





## Challenge: Processes (especially Planning & Reporting) to be linked





### The scope of the challenge for Digital Media Measurement

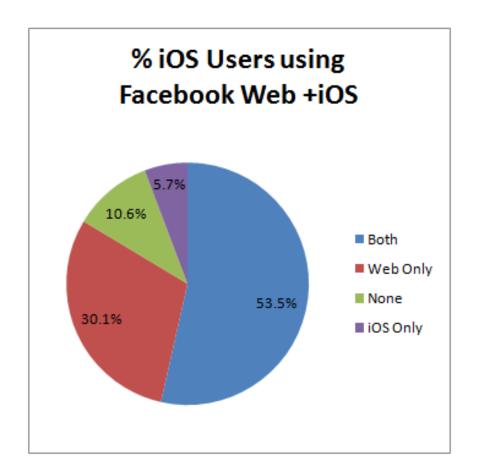




**Example of why connected view is crucial** 



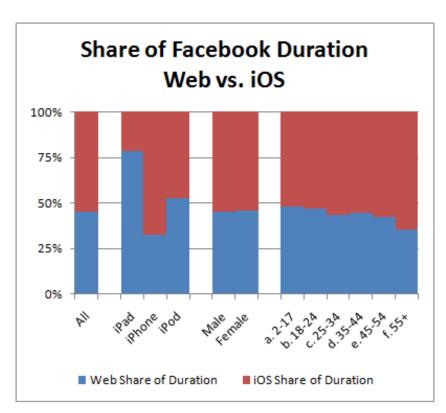
#### Facebook Usage PC + iOS (iPhone, iPod Touch, iPad)

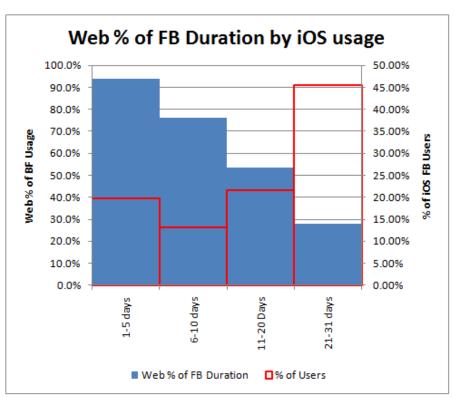


Among iOS users, Only 30% access FB exclusively from the PC



#### Facebook Usage PC + iOS (iPhone, iTouch, iPad)





Mobile accounts for more than 55% of Facebook Duration; More than 70% for heavy users (which make up 45% of use base)



## The Platform is the .. Message

	Share of Minutes							
Category	iPhone	iPod Touch	iPad					
Voice	22.4%							
SMS	20.2%							
Media Player	9.7%	44.6%	9.6%					
Social Networking	9.2%	10.9%	3.2%					
Web Browser	6.4%	7.8%	27.7%					
Games	5.9%	10.0%	14.0%					
Utilities	5.3%	3.7%	5.4%					
Email	4.0%	1.0%	4.3%					
Music	2.0%	1.4%	1.5%					
Youtube	1.9%	4.6%	4.3%					

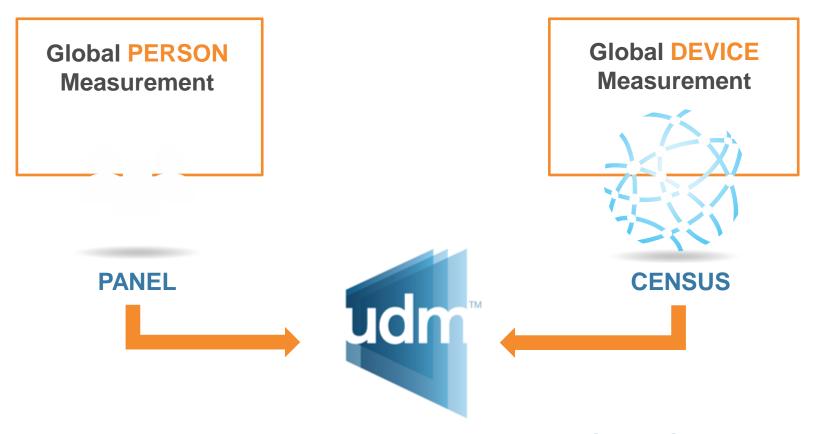
#### **Platform Matters.**



# Methodology



### Unified Digital Measurement™ (UDM)



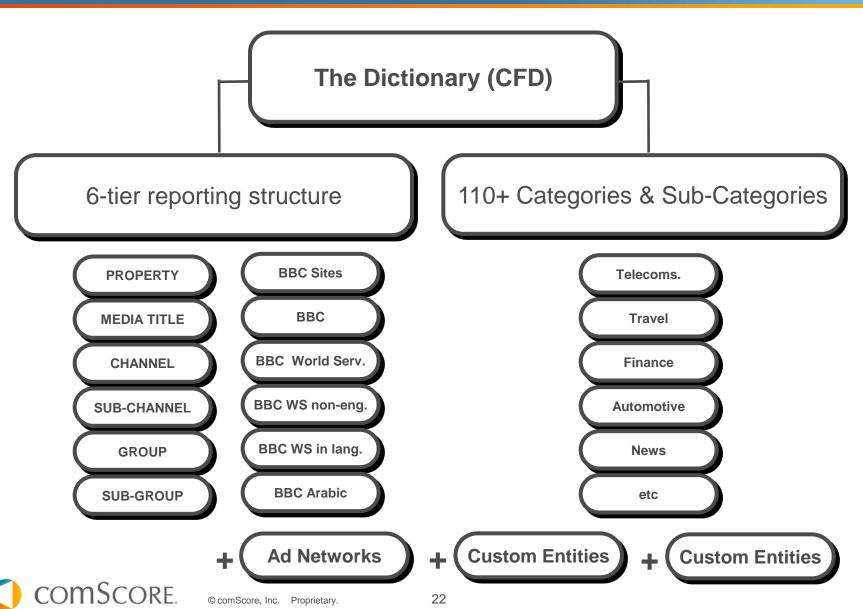
# **Unified Digital Measurement (UDM)**

**Patent-Pending Methodology** 

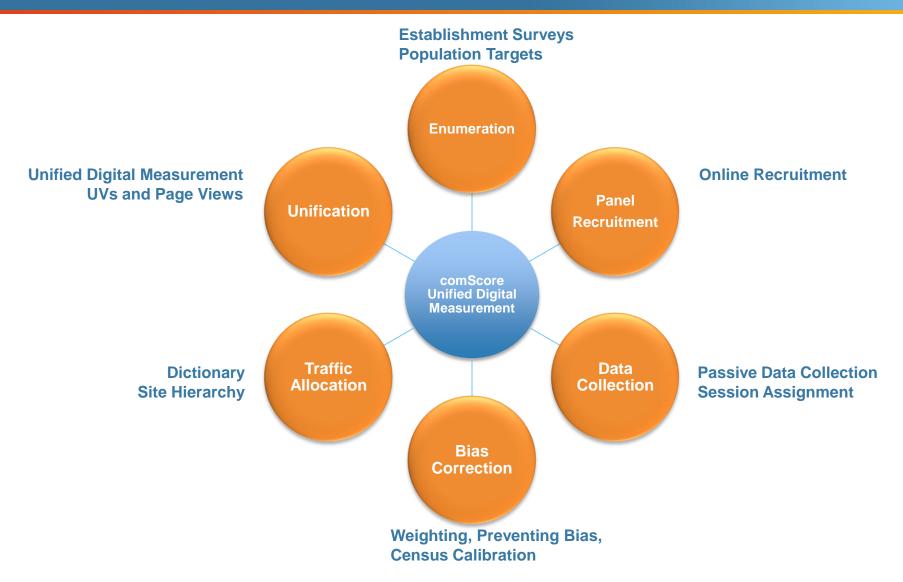
Adopted by 80% of Top 100 US Media Properties & 60% in U.K.



### **Data organization: comScore Dictionary**

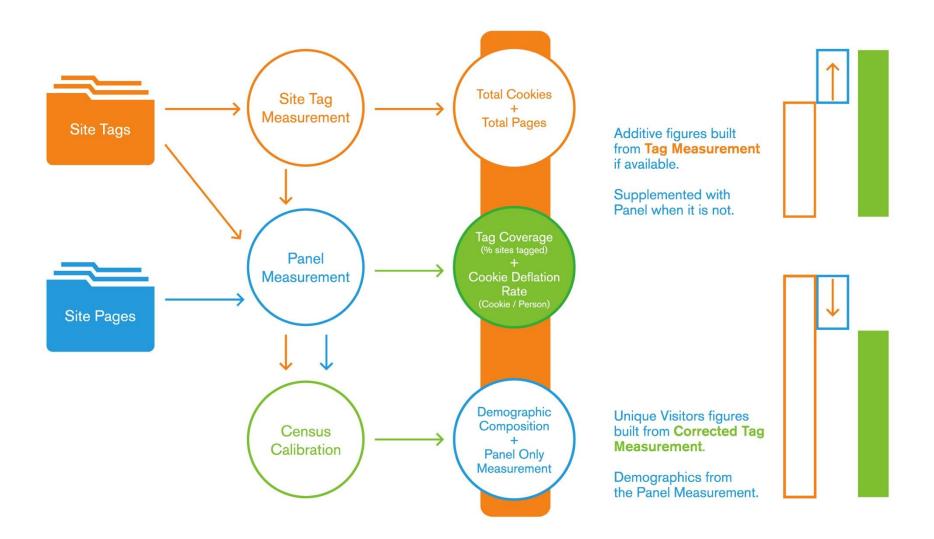


#### **Building Blocks of Unified Digital Measurement**





### **Unified Digital Measurement Operations**





## **Products**



#### RANKING

#### Key Measures Demographic Profile Media Trend and UNIVERSE % Change Media Trend Target Trend and SEGMENT Key Measures % Change Target Trend Source / Loss Cross Visiting Audience Duplication Key Measures Media Dashboard Key Measures Media Trend and % Change Media Trend Site Audience Profile Consumer Target Profile Target Trend Cross Visiting METRIX TGI PROFILES Key Measures Key Measures Demographic Profile Media Trend Media Trend Core Search Key Measures **VIDEO** Day Part Core Search Media Trend Day Part Demographics **OSEARCH**

#### **PLANNING**



#### **CAMPAIGN AUDIENCE VERIFICATION**



#### **MARKET LEVEL AD TRACKING**



COMSCORE.





SITE CENSUS DATA COLLECTION

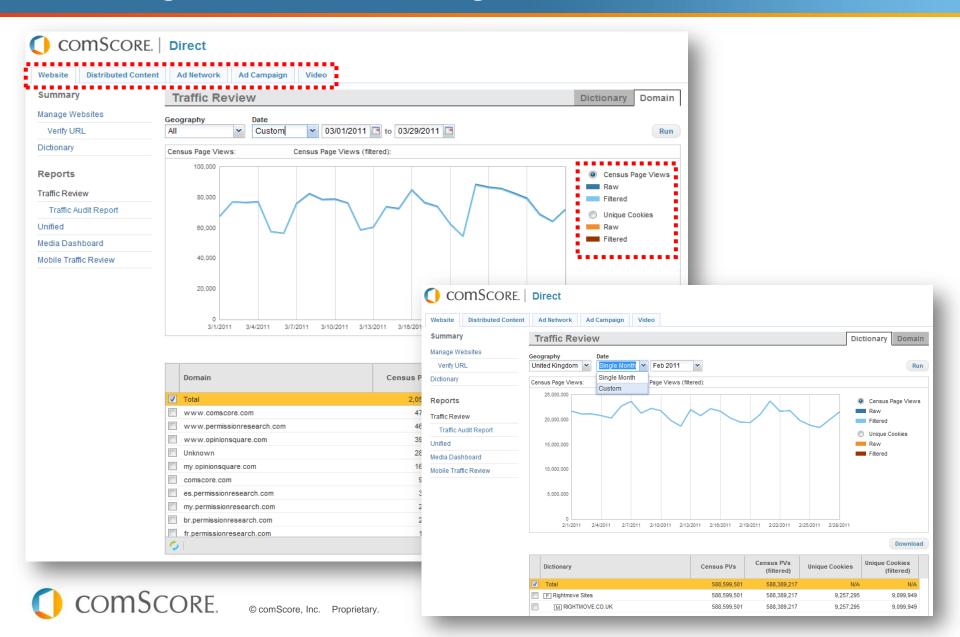


**DATA** DISTRIBUTION

#### AVAILABILITY IN CZECH REPUBLIC

RANKING	PE	H048.8	TABLE
Media Metrix (Core Demos)		100	700
Total Universe			
Segment Matrix (SPIR Demos)		110	710
Video Matrix		100	100
Quearch		750	110
Flan Metric (TGII Profiles)		110	110
Media Dashboard		190	150
MARKET LEVEL AD TRACKING			$\vdash$
Ad Metric		100	100
CAMPAIGN AUDIENCE VERIFICATION	$\vdash$		$\vdash$
AdEth Campaign Essentials		100	700
PLANNING	$\vdash$		$\vdash$
Reach/Frequency		100	100
Media Planner 2.0		110	110
SITE CENSUS DATA COLLECTION	$\vdash$		$\vdash$
comScore Direct (Media Measurement Jupat Gright			
Digital Analytic (Full Web Analytics & media Measurement Input)			
DATA DĮSTRĮBUTION	$\vdash$		$\vdash$
Data API for Client Internal Tools		110	110
Data Feed for 3rd Party Tools		100	100

#### **Unified Digital Measurement through comScore Direct**



#### Would you like to know....

How do my competitors
rank in the
News/Information
category by Unique
Visitors and how do they
perform on PV per UV
measure?

If I include this site in my property, how does my reach increase?

Where were my visitors before they arrived at my site?

How many female users living in region x saw advertisement for my product in the past three months?

How many users used the search feature on my side and how many searches did they perform?

How much time did men aged 15-24 spent on watching Sports content

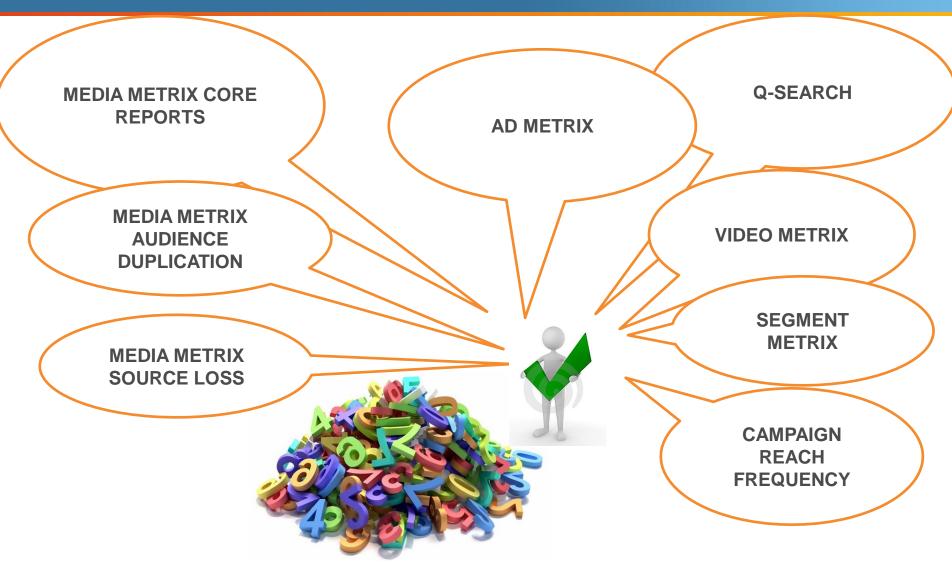
What type of user tends to visit my site the most?

How much is it going to cost if I am going to advertise on this site?



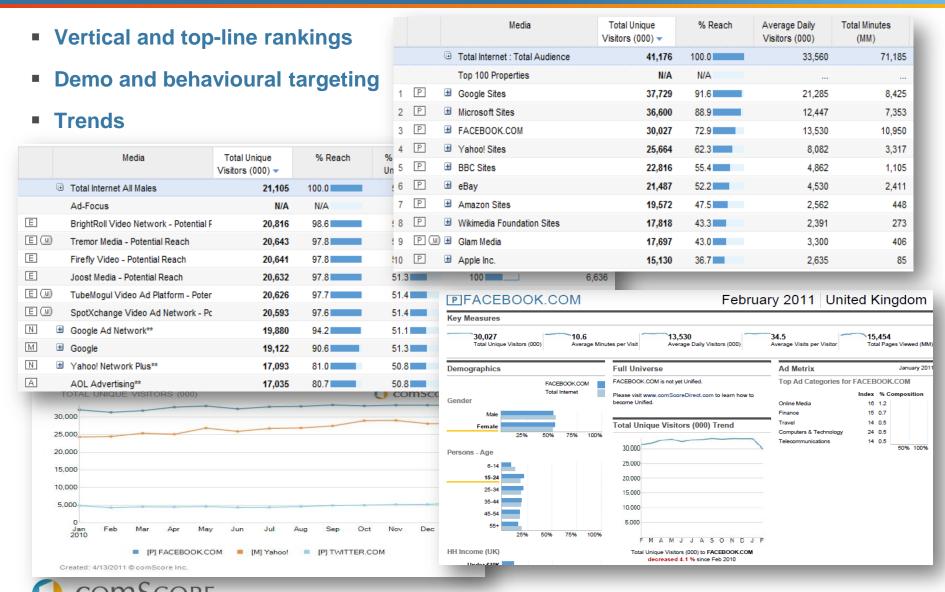


### You can find the answers in our reports!





#### **Media Metrix Core Reports**



#### **Behavioural analysis & Advanced Audience Profiling**

- **Audience Duplication, Reach Overlaps and Exclusive Audience analysis**
- **Cross Visiting and Audience affinity index reports**
- Source/Loss for traffic inflows and outflows analysis

				Source		l [							Loss
	ms 1 to 100 of 6793 t   Prev   <u>Next</u>   <u>Last</u>	Total Unio Visitors (0		Entries (000)	% of Entries					100 of 5037   <u>Next</u>   <u>Last</u>		Total Unique Visitors (000)	Exits (000)
FACE	воок.сом	3	0,027	2,605,15	100.0				FACEBOOK.CO	M		30,027	2,605,1
O Source	es of incoming traffic								Outgoing traf	fic losses			
@Google	<u>Sites</u>		4,949	566,92			1	P	Logoff			27,650	374,6
Logor			2,174	259,37			2		Google Sites			24,278	580,3
	oft Sites		5,684	375,46			3		Microsoft Sites	<u> </u>		15,342	345,2
@ <u>Yahoo</u>	! Sites		0,423	108,34			4		Yahoo! Sites			9,270	92,9
⊕ <u>eBay</u> ⊕BBC S	·		6,287 5,853	39,48 32,25			5		D <u>eBay</u> DBBC Sites			5,794 5,187	38,0 30,4
©Amazo			4,127	14,35			7		Amazon Sites			3,172	13,6
	edia Foundation Sites		3,620	10,00			8		Ask Network			2,330	7,7
⊕VEV0			3,590	11,78			9		VEVO			2,291	6,5
⊕Ask N	etwork		2,376	8,62			10	P	TWITTER.COM	<u>4</u>		2,086	20,2
⊕AOL,			2,304	22,08			11	P	FORMSPRING	.ME		1,975	34,7
⊕Sky S			2,168	13,88			12		Sky Sites			1,940	11,1
	n Digital		2,037	5,32			13		AOL, Inc.			1,884	17,3
	TER.COM		2,023	17,67	4 0.7		14	_	O <u>Wikimedia Fou</u>	ndation Sites		1,873	4,4
FORM	SPRING.ME		1,991					Ba	ise		P FACE	BOOK.COM	
						dia in Rows	_	et Audience	% Vertical	Shared Audience (000)	% Vertical	% Horizontal	Index
	Media	Total Unique Visitors (000) ▼	%	Reach	Total Minutes (MM)	Total Pages Viewed (MM)		41,176	100.0	30,027	100.0	72.9	100
		VISILOTS (UUU) V			(MM)	viewea (mm)		N/A	N/A	N/A	N/A	N/A	N/A
	Unduplicated	17,786	43.1	1	333	368	8	36,285	88.1	27,667	92.1	76.2	105
	Duplicated - 2 or More Sites	4,490	10.9	91	208	240	0	30,027	72.9	30,027	100.0	100.0	N/A
			_					23,696	57.5	20,274	67.5	85.6	117
	Duplicated - All Sites	988	2.4	41	93	99	9	22,982	55.8	19,975	66.5	86.9	119
S(U)	DAILYMAIL.CO.UK	10,517	25.5	5	147	137	7	22,845		18,528	61.7	81.1	111
M (u)	GUARDIAN.CO.UK	9,821	23.8	8	131	175	5	22,722		19,424	64.7	85.5	117
		•						22,135	53.8	17,358	57.8	78.4	108
M	TELEGRAPH.CO.UK	4,438	10.7	/	54	57	/	21,107	51.3	16,540	55.1	78.4	107
				9	EBAY.CO.U	(		18,374	44.6	15,306	51.0	83.3	114
				10	E W YAHOO.COM	А		18,185	44.2	14,719	49.0	80.9	111
	COMCCOR	_											

#### Segment Metrix & Behavioural Analysis

More developed picture of internet usage by tracking, analyzing and reporting internet behaviour based on time spent

#### **Not all Unique Visitors are Created Equal!**

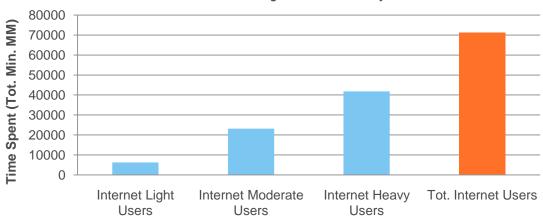
- Differentiation between HEAVY, MEDIUM, LIGHT
- comScore Segment Metrix H/M/L classifies each panelist as either HEAVY, MEDIUM or LIGHT in a category as a function of their time spent in that category:
  - the 20% most active consumers in that category will be classified as HEAVY
  - the next 30% will be classified as MEDIUM
  - the remaining 50% will be classified as LIGHT
- **Typical questions:** 
  - Am I getting my fair share of the most active consumers on the Internet?
  - Where can I find consumers most interested in my category?
  - I know that HEAVY users build frequency to build reach I need to find MEDIUM and LIGHT users – where can I find them?



### What are H/M/L Segments

#### **H/M/L User Distribution**

Source: comScore Segment Metrix February 2011



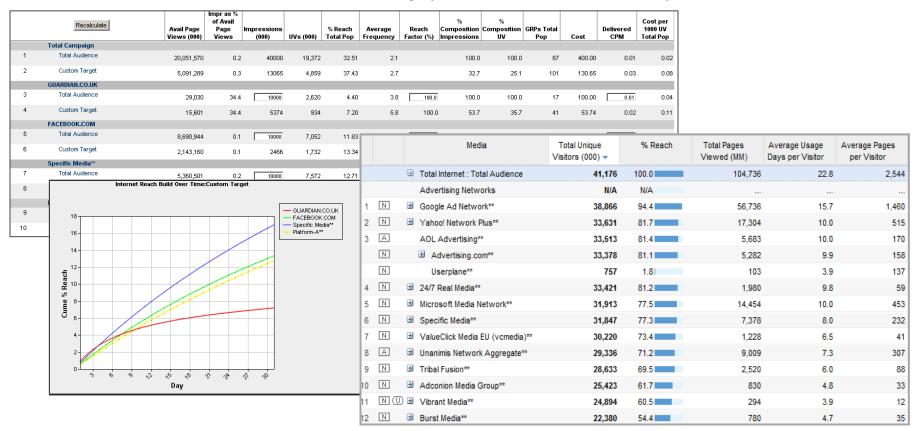
**Type of Internet Users** 

Media	Total Unique Visitors (000) ▼	% Reach	% Composition Unique Visitors	Composition Index UV	Composition Index PV	Average Daily Visitors (000)	Total Minutes (MM)	Total Pages Viewed (MM)
Total Internet	9,309	100.0	22.6	100	100	6,682	17,594	27,31
Sports	5,431	58.3	22.1	98	99	1,871	313	43
BBC Sport	1,741	18.7 ■	23.4	103	85	357	52	6
Yahoo! Sports	1,095	11.8■	25.2	111	138	204	24	2
Sky Sports	781	8.41	22.7	100	126	135	28	2
Perform Sports	680	7.31	24.1	107	112	100	12	2
MSN Sports International	515	5.51	34.2	151	205	62	5	
ESPN	515	5.51	21.6	95	85	58	22	3
Guardian Sport	480	5.21	22.9	101	90	60	4	
Mail Online - Sport	414	4.41	24.7	109	128	70	3	
Big Lead Sports By FSV	336	3.61	22.6	100	64	28	3	
PREMIERLEAGUE.COM	313	3.41	25.4	112	86	31	5	



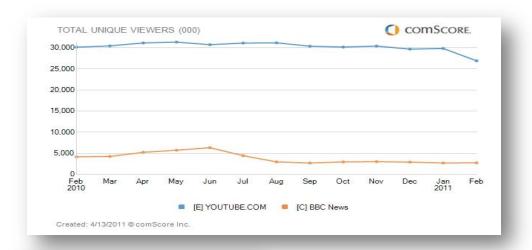
#### Campaign Reach /Frequency

- Simulate and optimize Media Plans thru the integrated R&F reports
- Select Target, Budget, Duration, CPM and Sites and evaluate the R/F output and GRPs
- Include Ad Networks actual delivery (exclusive to comScore) and Custom Entities





#### **Video Metrix**



- Measure video consumption across platforms
- Plan around people! Identify sites that over-index for particular audiences
- Compare site trends across multiple measures
- Break out video-viewing activity by ads vs. content

#### Measures

Standard Set

Total Unique Viewers (000)
Viewer Penetration
% Composition Unique Viewers
Composition Index for Unique Viewers
Videos (000)
Share of Videos
Videos per Viewer
Minutes per Viewer
Minutes per Video

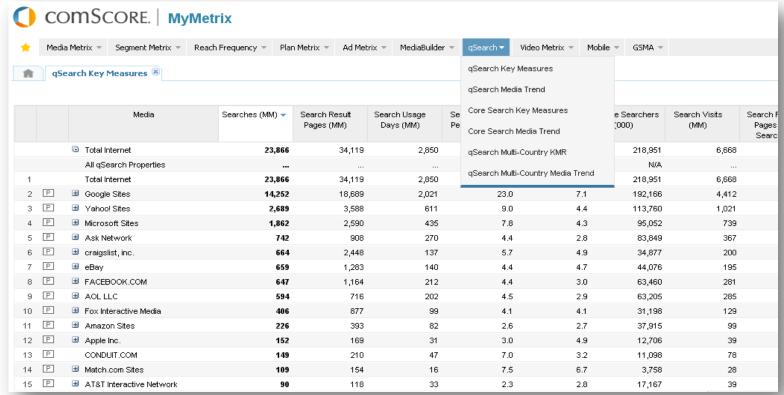
Total Minutes (MM) % Reach Web Pop GRPs Web Pop % Reach Total Pop GRPs Total Pop

									■ Help	Save Print	Download
Data Alert	ts 1 (0 unread)										
		Tota	al Unique Viewers (0	00)	Average	Daily Unique Viewe	ers (000)	V			
	Media	Total - Videos ▼	Ad - Videos	Content - Videos	Total - Videos	Ad - Videos	Content - Videos	Total - Videos	Ad - Videos	Content - Videos	Total - V
	Total Internet : Total Audience	32,975	17,767	32,357	13,991	2,907	12,909	896,165	200,861	858,241	100.0
	Top 100 Video Properties	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
1 P		26,932	3,757	26,921	6,476	223	6,460	344,291	17,159	343,793	81.7
2 P	■ BBC Sites	9,214	90	9,180	991	4	988	43,060	195	42,935	27.9
3 P	FACEBOOK.COM	8,455	241	8,374	818	15	806	30,888	594	30,495	25.6
4 P (U)	± VEV0	7,154	581	7,105	134	41	93	24,010	1,427	23,878	21.7
5 P		7,105	198	7,045	460	10	454	15,364	368	15,151	21.5
6 P W		6,998	4,759	4,425	756	360	370	27,048	13,906	12,731	21.2
7 P (U)	■ SpotXchange Video Ad Network	5,788	5,788	N/A	487	487	N/A	20,672	20,672	N/A	17.6
8 P W		5,719	2,396	5,347	446	76	402	15,074	2,671	13,629	17.3
9 P (U		5,094	474	4,924	126	13	116	13,225	602	12,830	15.4



#### qSearch: understanding consumer search activity

- Search Performance at my site
- How many people am I reaching? How often? Who are they?
- How am I performing against competitors?
- How is this evolving over time?

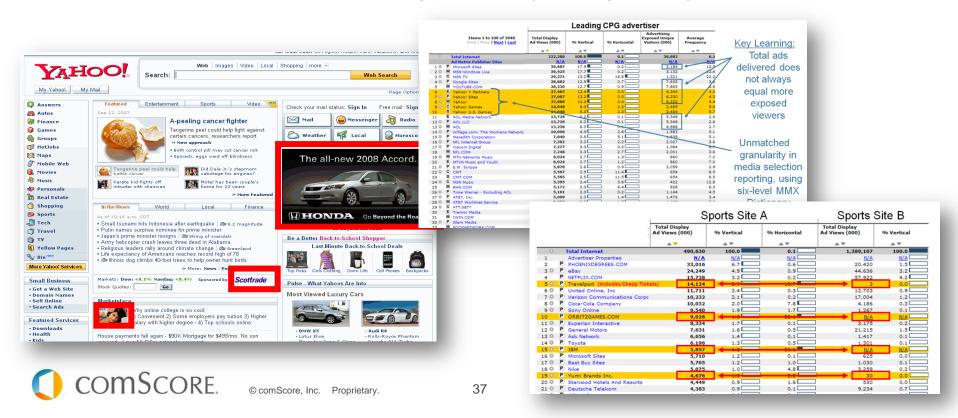




### Ad Metrix: understanding the online advertising landscape

# Ad Metrix measures display advertising delivered to the Users. Info collected at Panel-level assures 360° coverage (inc. long-tail) and demo profile details.

- Measures both IAB and non-IAB ad sizes, includes rich media and static ads
- Patent technology reconciles ad with advertiser
- 3 main views:
  - Publisher view: who advertised on publisher A vs. Publisher B?
  - Advertiser view: where did Advertiser A deliver advertisements?
  - Creative views: creative-level detailed performance (reach/impressions)



### Video: Tagging Enables Detailed content classification



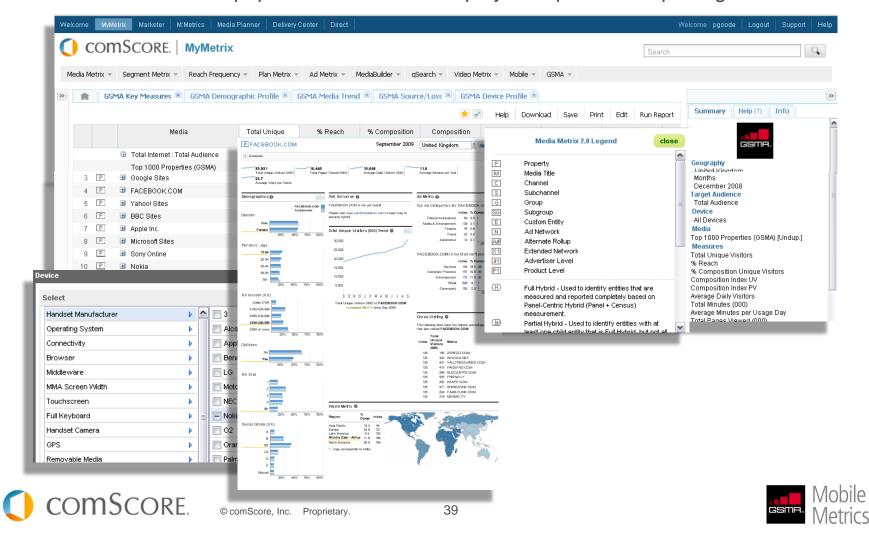
- comScore / YouTube joint offering to enable direct measurement for YouTube partners of all sizes
- Tagging enables publisher details to be tracked within broad UGM network



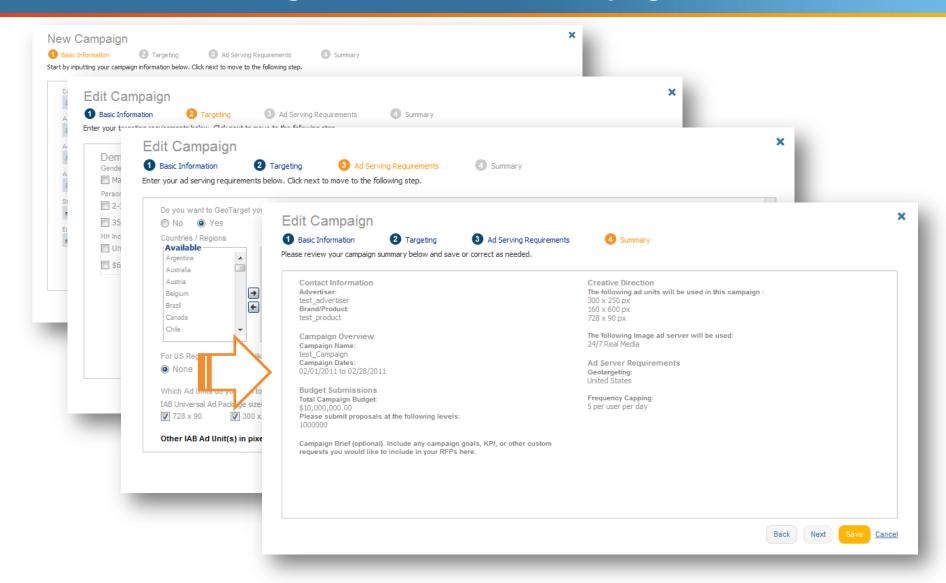


### comScore GSMA MMM Core Reports

**GSMA MMM** provides reliable, independent, consistent, audited and comprehensive metrics from actual total mobile population behaviour displayed in powerful reporting tools.

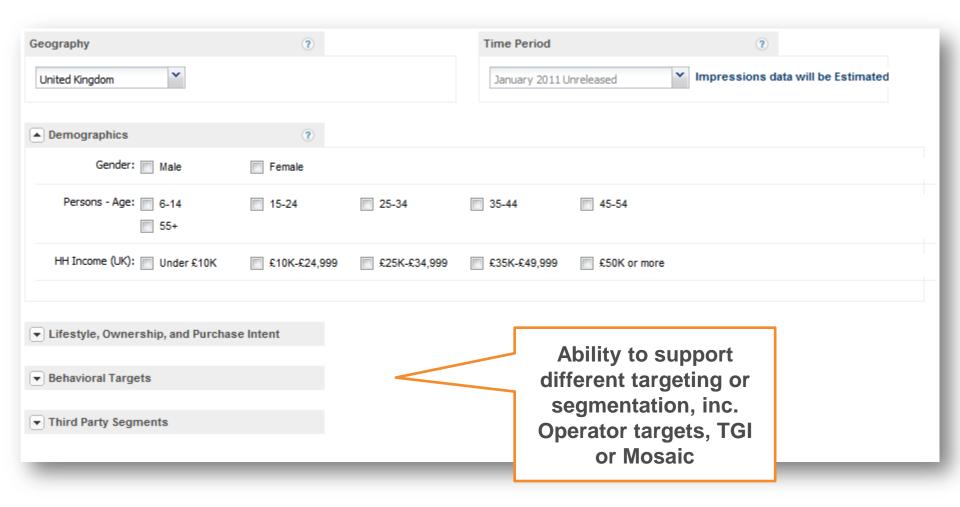


### Media Planner 2.0: Agencies can create a campaign



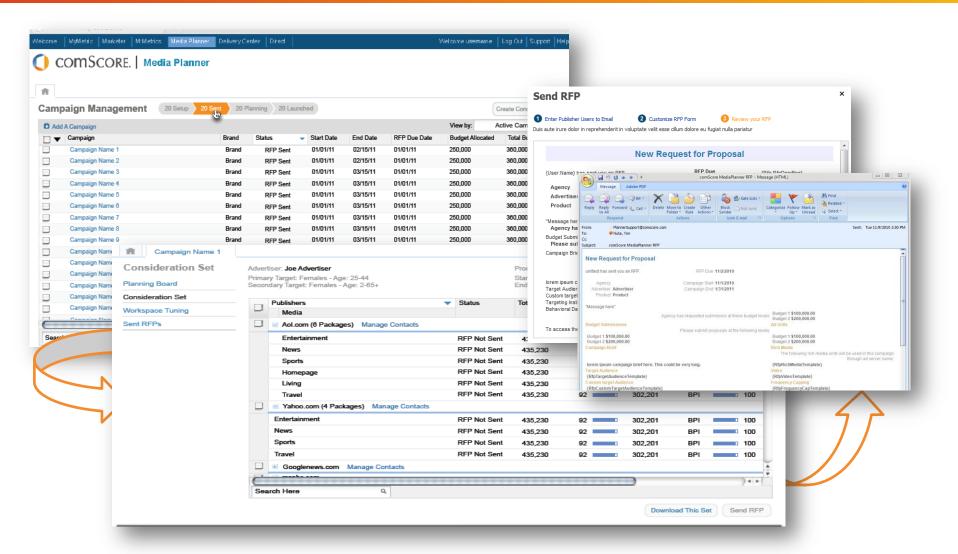


### Plan the targets that they can buy, including operator profiles



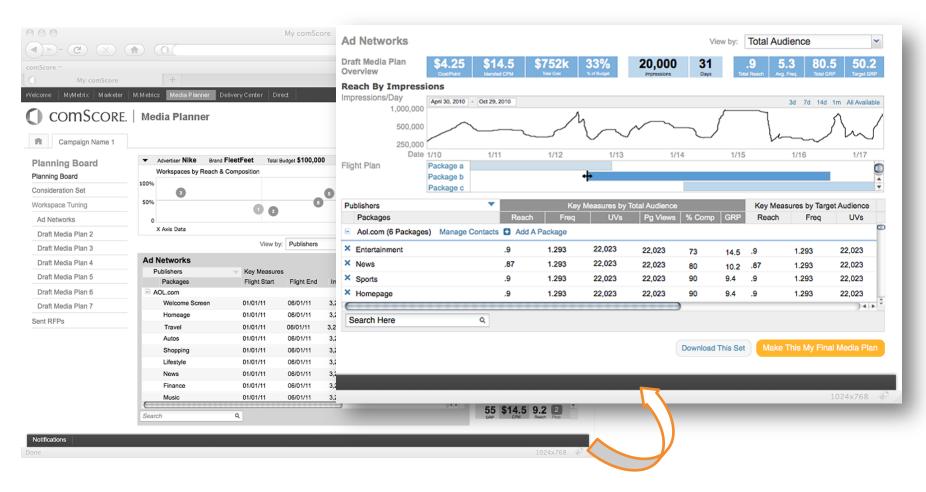


### Build their consideration set.... And RFP it to appropriate publishers





### After RFP responses, agencies can optimise & tune their plans



View each media plan draft, make adjustments to line items



### Measure What Matters: AdEffx™ Suite



### **Campaign Essentials**

Verifies Audience Demographics & Ad Delivery Using Reach, Frequency, & GRP

Focus of Initial Release



#### **Action Lift**

Monitors Behavioral Changes Such as Websites Visiting & Searching Lift Norms • Self-Service Action Lift Inside Tool



### **Brand Survey Lift**

Measures Attitudinal Lifts Such as Awareness & Favorability Cross-Media Lift • Lift Norms • Mobile Brand Survey Lift



#### **Online Sales Lift**

Measures Impact on Online Sales & Competitors' Sales Lift Norms



#### Offline Sales Lift

Measures Impact on Offline Sales

Third-party Retailer Sales Data Match • Lift Norms

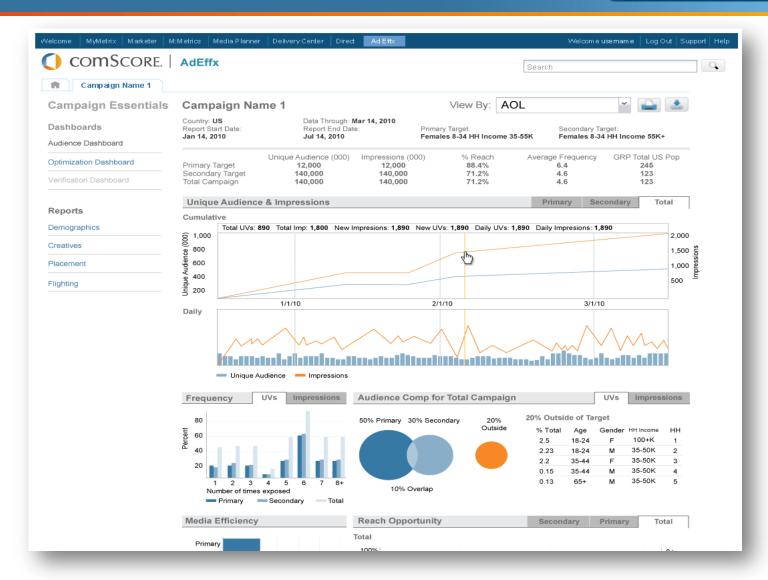
Cost Per Lift Determines the Cost Per Lift for Brand & Actions (in beta)

Lift Norms View Into the Mass Effects on the Above Measures (in beta)



### Know who you are reaching the next day

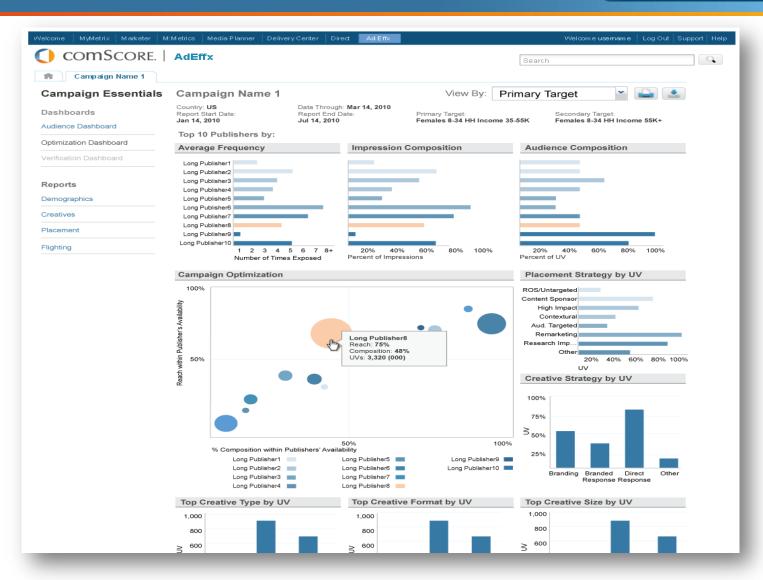






### **Optimise campaigns while still live**







#### RANKING

#### Key Measures Demographic Profile Media Trend and UNIVERSE % Change Media Trend Target Trend and SEGMENT Key Measures % Change Target Trend Source / Loss Cross Visiting Audience Duplication Key Measures Media Dashboard Key Measures Media Trend and % Change Media Trend Site Audience Profile Consumer Target Profile Target Trend Cross Visiting METRIX TGI PROFILES Key Measures Key Measures Demographic Profile Media Trend Media Trend Core Search Key Measures **VIDEO** Day Part Core Search Media Trend Day Part Demographics **OSEARCH**

#### **PLANNING**



#### **CAMPAIGN AUDIENCE VERIFICATION**



#### **MARKET LEVEL AD TRACKING**



COMSCORE.





SITE CENSUS DATA COLLECTION



**DATA** DISTRIBUTION

#### AVAILABILITY IN CZECH REPUBLIC

RANKING	PE	H048.8	TABLET
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Total Universe			
Segment Matrix (SPIR Demos)		110	710
Video Matrix		100	100
Geearch		750	750
Flan Metric (TGII Profiles)		110	110
Media Dashboard		100	100
MARKET LEVEL AD TRACKING			
Ad Metric		100	100
CAMPAIGN AUDIENCE VERIFICATION			
AdEffx Campaign Essentials		100	700
PLANNING			
Reach/Frequency		100	100
Media Planner 2.0		7190	750
SITE CENSUS DATA COLLECTION			
comScore Direct (Media Measurement Japan Gright			
Digital Analytic (Full Web Analytics & media Measurement Input)			
DATA DISTRIBUTION			
Data API for Client Internal Tools		110	110
Data Feed for 3rd Party Tools		108	100

# THANK YOU FOR YOUR ATTENTION

# **Contacts:**

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Chiara Galli, Head of EU Client Service cgalli@comscore.com

