Brand Management & Media Planning

LM in Marketing & Digital Communication







Brand management

Lesson 7 part 1 Thursday November, 28

What we have seen so far: Brand and Brand Strategy

- Brand history and definitions
- Branding process
- Brand Identification System
- Brand value & brand audit
- Brand management
- Brand choreography and customer journey



Section 2: Media Planning

- Owned, paid & earned media
- Offline and Online key media metrics
- Media scenario: Video, Audio, Text
- Google Ads
- Meta For Business and other social media platforms
- The advertising budget
- The media planning process



Today we end the program

- Brand history and definitions
- Branding process
- Brand Identification System
- Brand value & brand audit
- Brand management
- Brand choreography and customer journey

A quick recap: Branding Building Process

- 1. Define and position the Brand (Vision, Mission, Values, Brand Personality and Brand Value Proposition)
- 2. Express the brand
- 3. Build awareness and reputation for the brand
- 4. Measure the brand

So far we have seen how to build a brand

- 1. Define and position the Brand (Vision, Mission, Values, Brand Personality and Brand Value Proposition)
- 2. Express the brand
- 3. Build awareness and reputation for the brand
- 4. Measure the brand



But what if we have to manage more than one brand?



Brand Management: brand portfolio

Brand architecture and brand portfolio

A company's branding strategy usually involves a **plurality of brands**

The set of brands managed by an organization is called Brand Portfolio



A brand portfolio strategy is about a family of brands, their roles and their relationship with each other

Brand architecture and brand portfolio

- The decisions related to its management (Brand Portfolio Strategy) concern:
 - The composition of the **brands mix**
 - The **relationship** between these brands
 - The **role** that each brand must play and in which **product category**



Companies are increasingly careful about brand portfolio strategies (to avoid cannibalization)



Brand Portfolios





Brand/Product matrix

- The brand/product matrix is a graphical representation of the relationships between brands and product categories
- The brand portfolio width depends on the variety of products that the company sells

	Productassortment				
Product Brand	PRODUCT 1	PRODUCT 2	PRODUCT 3	PRODUCT 4	PRODUCT 5
BRAND A		BRAND	LINE		
BRAND B					
BRAND C					
BRAND D					



Brand Portfolio depth

The **depth of the Brand Portfolio** is linked to the **number** and nature **of the brands in** each **product category**

	Productassortment				
Product PRODUCT 1 Brand		PRODUCT 2	PRODUCT 3	PRODUCT 4	PRODUCT 5
BRAND A					
BRAND B					
BRAND C	BRANDP	ORTFOLIO DEPTH			
BRAND D					
	¥				



Nestlè Brand Portfolio





Nestlè's product categories

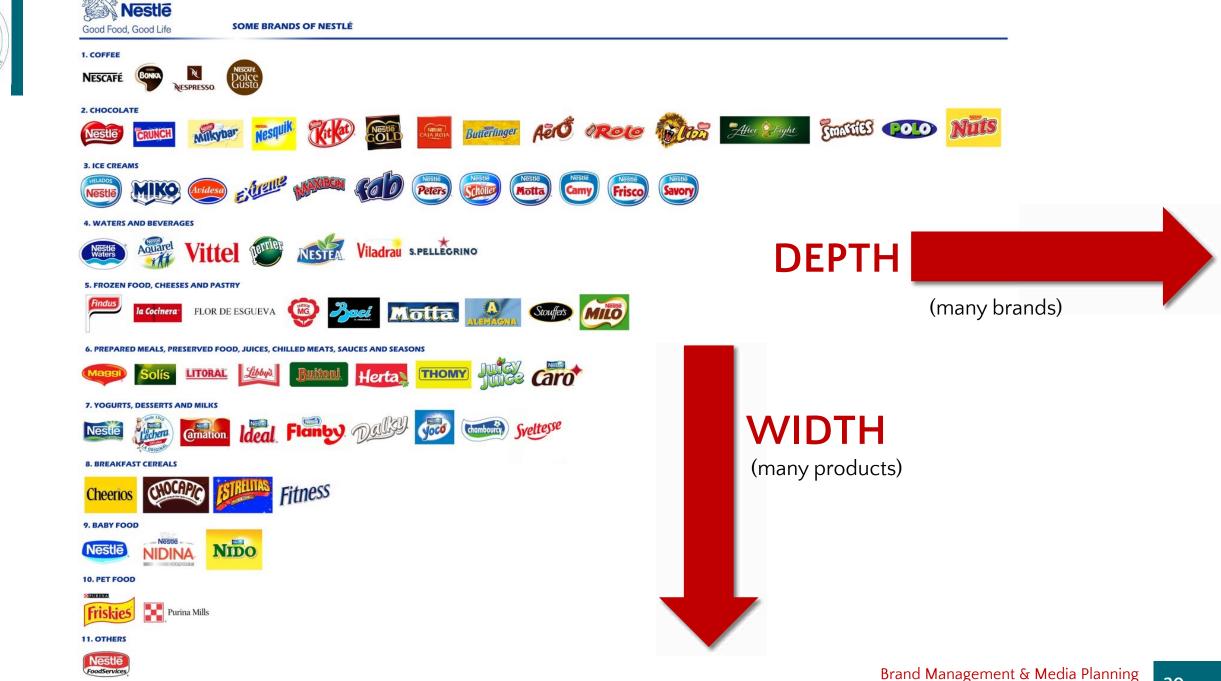
- Diary products
- Breakfast Cereals
- Ice Cream
- Chocolate confectionery
- Prepared foods/ frozen food
- Beverages
- Petcare
- Nutrition
- Foodservices



Good Food, Good Life







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Brand Portfolio depth

Since the company tries not to cannibalize itself, usually **the brands** in the **same product category** have **different targets or roles**

NESTLE'				
Category Brand	ICE CREAMS	PREPARED FOOD	CHOCOLATE CONFECTIONERY	SNACKS
PERUGIRS. EXISTE DEL CUSTO				
Nestie Motta				Buondi Motta
<u>Buitoni</u> .				



How to define a product category?

There is no absolute criterion, each company determines the categories according to the **market objectives** and its **specific strategies**.

L'OREAL

Category Brand	MASS MARKET	PROFESSIONAL PRODUCTS	LUXURY PRODUCTS	COSMETIQUE ACTIVE
L'OREAL	L'OREAL PARIS	L'OREAL PROFESSIONEL		
MATRIX		MATRIX		MATRIX
	GARNIER	KERASTASE	LANCOME	VICHY
	MAYBELLINE N.Y.	REDKEN	BIOTHERM	LA ROCHE POSAY
			HELENA RUBISTEIN	SANOFLORE



Marriott Portfolio Architecture

Brand Category	Brands		
Iconic Luxury	Bvlgari The Ritz-Carlton The Ritz-Carlton Destination Club		
Luxury	JW Marriott		
Lifestyle Collections	Edition Autograph Collection Renaissance Hotels AC Hotels		
Signature	Marriott Hotels and Resorts		
Modern Essentials	Courtyard SpringHill Suites Fairfield Inn and Suites		
Extended Stay	Residence Inn TownePlace Suites ExecuStay Marriott Executive Apartments		
Vacation Clubs	Marriott Vacation Club Grand Residences		

FIGURE 11-4 Marriott International Portfolio Architecture

Fonte: Strategic Brand Management 4° ed.– Kevin L. Keller, Pearson 2013

David Aaker on successful Brand Portfolio Strategy

A successful **brand portfolio strategy** should deliver

- synergy,
- leverage,
- clarity,
- relevance,
- differentiation and
- energy.

To achieve this goal, an ongoing effort to review and refine is usually needed.



brand hierarchy

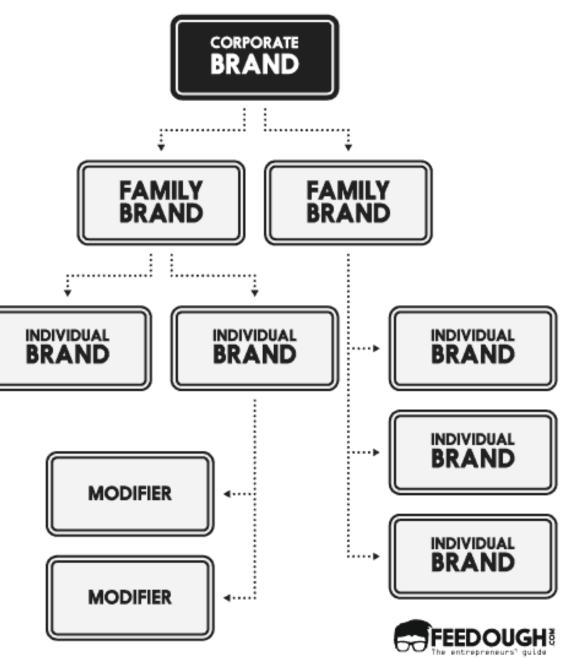


a brand hierarchy is a useful means of graphically portraying a firm's branding strategy.



As with any **hierarchy**, moving from the top level to the bottom level typically involves **more entries at each following level**—in this case, more brands.





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Brand hierarchy

- the simplest representation of brand hierarchy might be as follows: L'ORÉAL
 - **Corporate** (or **company** or **mother** or umbrella) brand
 - Range brand or Family Brand (refers to different GARNICR products categories)

Line brand _



Individual brand (product name) —



Each category could have more Line and Individual Brands

COMPANY BRAND

LODEAL

L'OREAL				
Category Brand	HAIR CARE	SKIN CARE	BODY CARE	MAKE UP
L'OREAL PARIS	L'Oreal Paris Elvive Nutri Gloss, L'Oreal Paris Elvive Citrus, L'Oreal Paris Elvive liss Intense,	L'Oreal Paris Pure Zone, L'Oreal Paris Happy Skin, L'Oreal Paris Revitalft,	L'Oreal Paris Perfect slim, L'Oreal Paris Nutri Lift,	L'Oreal Paris Age Re- perfect, L'Oreal Paris Volume Shocking, L'Oreal Paris Color Riche,
RANGE BRAND GARNIER	Garnier Fructis, Garnier Ultra Dolce LINE BRANDS	Garnier Skin Naturals Pure, Garnier Skin Naturals Lift, Garnier Skin Naturals Clean & Soft,	Body Repair, Garnier Skin Naturals Bodytonic, Garnier	



Brand Extension strategies



NEW BRAND

Brand Extension strategies

- When companies want to expand their business, they have these options:
 - Brand Portfolio diversification: launch a new brand for each new product category they market;
 - Multi-Branding Strategy: launch new brands in the same category (with different product features)

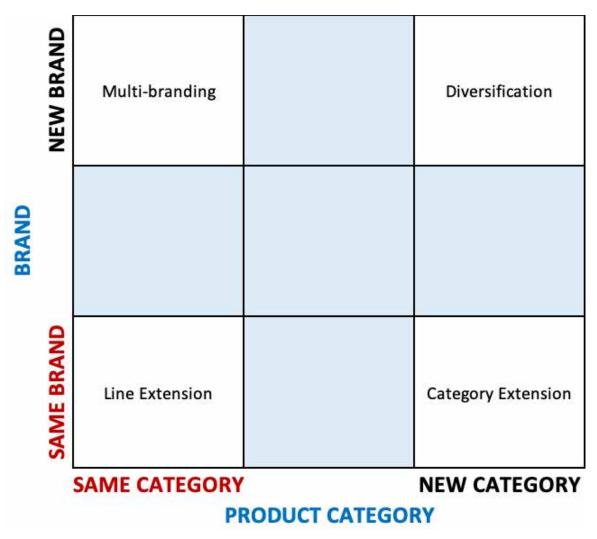


Brand Extension strategies

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 - Multi-Branding Strategy: launch new brands in the same category (with different product features)

- Line Extension: launch new products in the same category with the same brand
- Category Extension: the same brand is used for products in different categories







Brand Extension strategies

According to Farquhar (1989), the two fundamental areas of the **brand extension** are the **Line** and the **Category extension: same brand** in the same category or in different ones



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Brand Extension strategies

Brand extension is mostly used when a product or service has a welldeveloped image

In fact brand managers use this as a strategy to **increase and leverage brand equity**.













Let's try and guess some brand extension strategy...



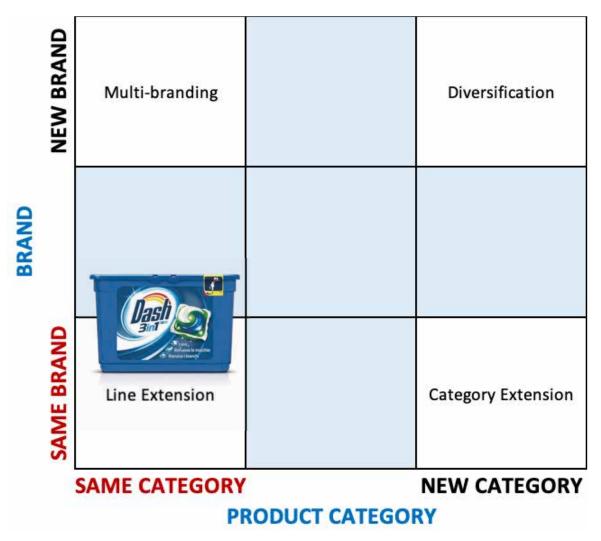
Which kind of strategy choose P&G for Dash Pods?

- Diversification?
- Multibranding?
- Line extension?
- Category extension?







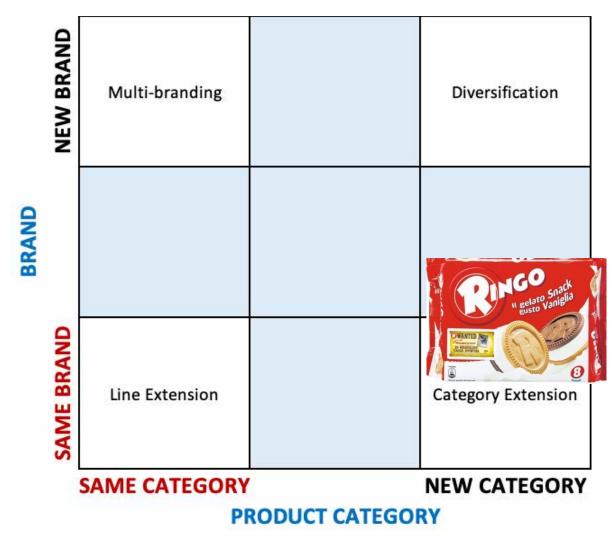


Which kind of strategy choose Ringo for Ringo icecream?

- Diversification?
- Multibranding?
- Line extension?
- Category extension?





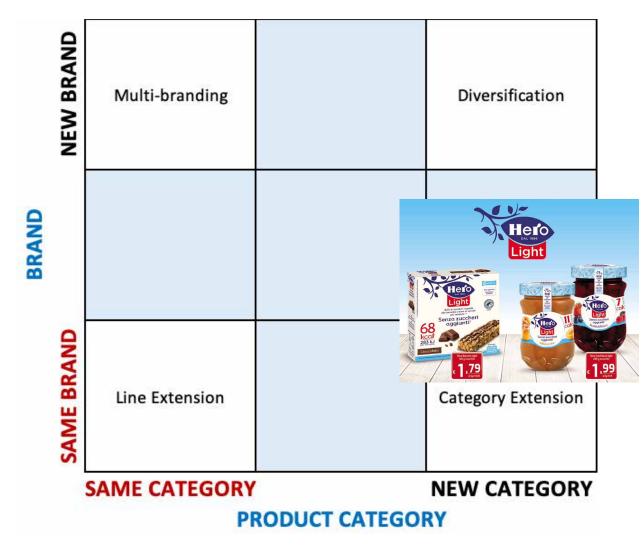


Which kind of strategy choose Hero for the food bars?

- Diversification?
- Multibranding?
- Line extension?
- Category extension?



Brand-category strategy matrix





Disney Category Extension







1. Same product **different packaging**





2. New product that contains the **same features**, or that give the **same benefits**









Classic

Dark

Another example: moving from rice grains to ready-made risottos, rice cakes, and other rice-based products."

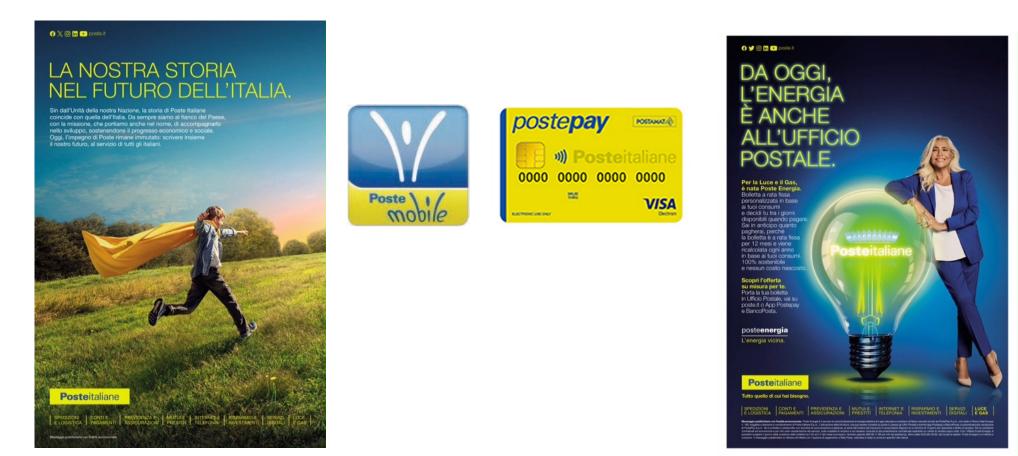


3. Complementary products (e.g. toothpaste and toothbrush)





4. Products relevant for the same target of the brand





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E SPEDIZIONI

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TELEFONIA

51



<u>Poste Italiane è sempre al tuo fianco.</u> che p<mark>er i</mark> finanziamenti. UNA MARCIA IN PIÙ.



L'OFFERTA CON



Products relevant for the same target of the brand (that leverage on the values of the brand)



5. Products in **category** where the company has acquired **high competence**



6. And products that can take **advantage of the brand image**



1. Same product **different packaging**



- 2. New product that contains the **same features**, or that give the same benefits
- 3. Complementary products (e.g. tooth paste and toothbrush)
- 4. Products relevant for the same target
- 5. Products in **category** where the company has acquired **high competence**
- 6. And products that can take **advantage of the brand image**







Brand extension pros and cons

Pros:

- Facilitate acceptance of new products
- Savings (launch, development, marketing costs)
- Revitalize the mother brand, attract new customers
- Allow additional extensions

Cons and risks:

- Confuse consumers
- Water down brand's meaning or damaging the image of the original brand
- **Cannibalize sales** of the original brand
- Meet the resellers resistance



Brand architecture strategy



Brand Architecture

Brand architecture is an **organizational structure of the brand portfolio** that specifies brand roles and relationships*.

It demonstrates how brands within an organization relate and interact and how they are distinguished.

Brand architecture involves the relationship between the master brand and sub-brands and how they support each other.

*Aaker and Joachimsthaler 2000, p. 8



Brand Architecture strategies

There are 4 main brand architecture strategies:

- 1. Monolithic Identity (or Branded House)
- 2. House of Brands (or free-standing)
- 3. Endorsed Identity and sub-branding
- 4. Hybrid



Monolithic or Branded House



Monolithic Identity (or Branded House): one name and one identity.



Monolithic Identity

The mother brand (company brand) is associated with all the products. There must be a consistency of values among the different activities of the business.



Monolithic Identity pros & cons

- One of the main pros of this approach is that it favors the extension of the brand portfolio thanks to the awareness of the mother brand, and this greatly reduces the costs of launching new products
- The drawbacks are that is more difficult to differentiate the products and the target audience, and there's the risk of weakening the brand



Launching new products with the same brand is called Brand Extension



A really strong brand can afford brand extension







LEAVE THE CULT JOIN THE CLUB







LENNY KRAVITZ

ROCK AMBASSADOR







Are There Any Boundaries to the Virgin Brand Name?

Perhaps the most extensive brand extension program in recent years has been undertaken by Richard Branson with his Virgin brand. Virgin's brand strategy is to go into categories where consumer needs

Travel: Virgin Australia, V Australia, Virgin Atlantic Airways, Virgin America, Virgin Holidays, Virgin Holidays + Hip Hotels, Virgin Holidays Cruises, Virgin Limited Edition, Virgin Vacations, Blue Holidays, Virgin Galactic, Virgin Books, Virgin Limobike, Virgin Trains

Lifestyle: Virgin Active UK, Virgin Active Australia, Virgin Active Italia, Virgin Active Portugal, Virgin Active South Africa, Virgin Active Spain, Virgin Experience Days, Virgin Racing, Virgin Balloon Flights, The Virgin Voucher

Money: Virgin Money UK, Virgin Money Australia, Virgin Money South Africa, Virgin Money Giving

People and Planet: Virgin Earth Challenge, Virgin Green Fund, Virgin Unite

Music: Virgin Megastore, Virgin Radio International, Virgin Festivals



Sir Richard Branson has introduced Virgin products and services customers in all corners of the world.



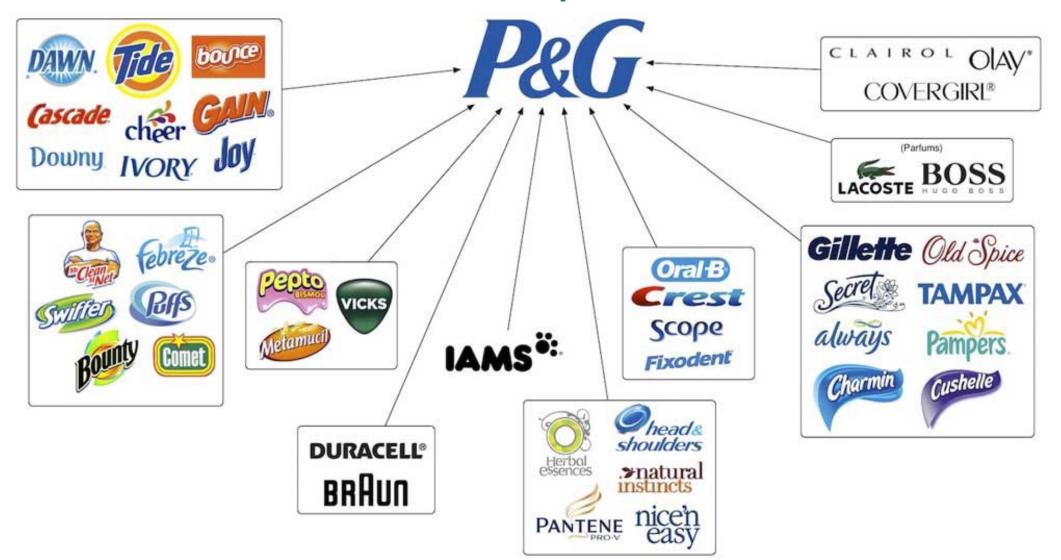
House of Brands or Branded Identity



House of Brands or Branded Identity

With this strategy each product has a separate and indipendent brand identity

A House of Brands classic example



House of Brands or Branded Identity

Among the **pros** of this strategy there is the possibility of **manage market niches** separately from the mother (or master) brand

- This strategy can be effective to increase coverage in a mature market, trying to satisfy consumer variety research.
- Sometimes this strategy is the result of acquisitions of brands or companies' mergers (that have consolidated brands)

It is the **most expensive strategy**, because every brand represents a **cost center**



Barilla group

SIAMO UNA GRANDE FAMIGLIA INNAMORATA DEL BUON CIBO



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In this case the company does a **Brand portfolio Diversification** or a **Multi-Branding Strategy**



Endorsed Identity and Sub-Branding



2. Endorsed identity e sub-branding

In this case each product has its own identity, but relies more or less directly on the Corporate Brand

2. Endorsed identity Vs. sub-branding

- The **sub-branding** strategy has two fundamental **pros**:
 - it ensures a **relative margin of autonomy** in positioning with respect to the main brand
 - On the other hand it **creates a strong link with the master brand**, relying on the established associations
- It therefore allows a good degree of differentiation in the product portfolio, maintaining consistency with the company offering



Sub-branding Vs. Endorsed Identity

The **sub-brands architecture** is closer to a **Monolithic** strategy: the **master brand** most often **acts as a key driver**.



Sub-branding Vs. Endorsed Identity

the master brand starts off the product title and the sub-brand follows it.



https://brandstruck.co/blog-post/brand-architecture-part-2-difference-sub-brands-endorsed-brands/



ÉMusic

ŚWATCH

Śtv+



Sub-branding Vs. Endorsed Identity

In contrast to sub-brands, **endorsed brands** are closer to the **house of brands** architecture.

https://brandstruck.co/blog-post/brand-architecture-part-2-difference-sub-brands-endorsed-brands/



Sub-branding Vs. Endorsed Identity

- As with a house of brands, endorsed brands see many products and offerings under separate brands, but they are supported by the master brand.
- In this case, the endorsed brand plays a major role, has a separate identity and uses the masterbrand's endorsement as a quality stamp it helps the endorsed brand build awareness and trust.



https://brandstruck.co/blog-post/brand-architecture-part-2-difference-sub-brands-endorsed-brands/



Endorsed identity examples



When the endorsed brand become more famous and gains more value, it then become the endorser itself













With new brand extensions







Hybrid



Hybrid brand architecture strategy

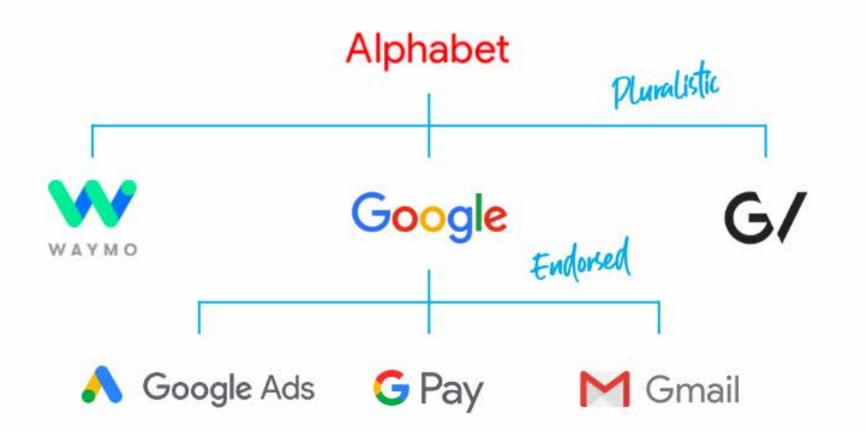
Hybrid strategy mostly comes from acquisitions of well known brands, When it is more proficient to keep them as such

Hybrid solutions are most common

Disney uses a mix of brand architecture solutions to build and protect its businesses.

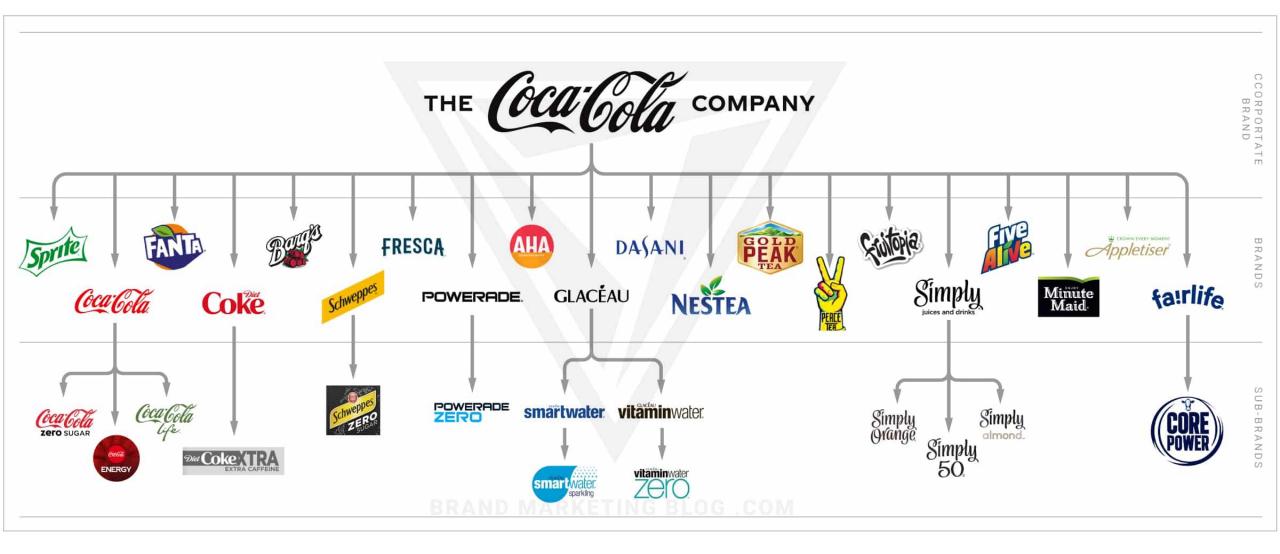
Stand-Alone Brands Hybrid Branded House The IXAR MIRAMAX ALT DISNED WALT DISNEP Company TOUCHSTONE SNEW PICTURES Where dreams come true Disneyland.

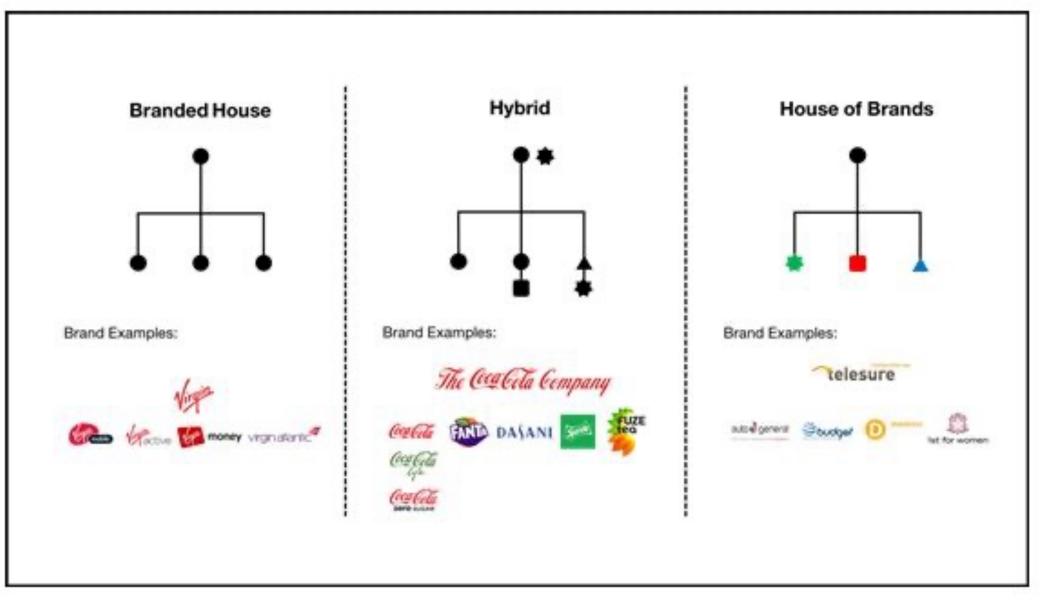
Hybrid Brand Architecture





From House of Brands to Hybrid (thanks to brand extensions)





http://www.ywood.co.za/blog/articles/mergers-acquisitions-how-to-manage-growth-with-the-right-brand-architecture-strategy/

Brand Architecture Strategy examples Hybrid House of Brands **Branded House** amazon at&t 1.11 Ռոլես amazon webservices amazon.com Wireless. Digital TV Zappos amazon audible BELL an ambien company. Prime And share the first of the state of the Internet Home Phone IMDb amazonkindle Sub-brand Endorsed brand Isolated brand Masterbrand AT&T U-verse® Bundles:

Products and services are branded with the masterbrand only, and use generic descriptors Most companies utilize a hybrid solution with products are services that are master branded, sub-branded endorsed or isolated. Products and services are isolated and carry their own brand with their own P&L; visibility of parent brand is extremely low



Summing up

Branded House	Sub-Brands	Endorsed Brands	House of Brands	
One brand creates a single powerful image, sometimes with a descritor	Combining the corporate brand with strong sub-brands Sub brands help differentiate and boost corporate brand	Leading with a strong sub-brand but leveraging corporate brand as endorser	Decentralized companies targeting diverse markets	
Fedex . Express	Ú	HOTELS - RESORTS - SUITES	P&G	
Fedex. Ground Fedex. Freight Fedex. Office	≰ iPhone €iPad €tV	COURTYARD Namodi SPRINCHLL Namodi Namodi Namodi Namodi Namodi Namodi	PRO-HEALTH VICKS PRO-HEALTH	



Co-branding



Co-branding, is a marketing strategy that involves strategic alliance of **multiple brands** jointly used on single product or service.



Erevelles, Sunil; Stevenson, Thomas H; Srinivasan, Shuba; Fukawa, Nobuyuki (2008).



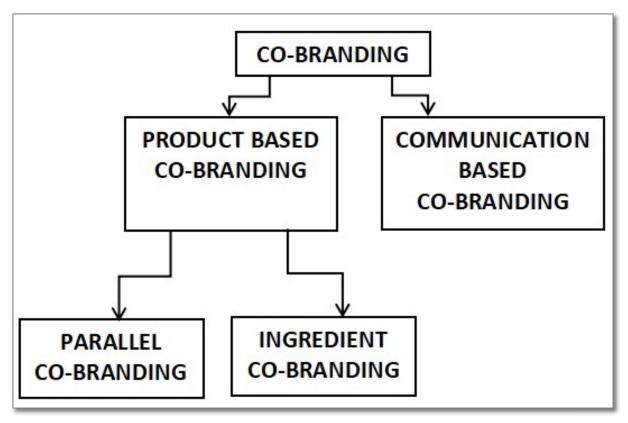
Co-branding purpose

- The typical co-branding agreement involves two or more companies acting in cooperation
- The object for this is to combine the strength of two brands, in order to increase the premium consumers are willing to pay, make the product or service more resistant to copying by private label manufacturers, or to combine the different perceived properties associated with these brands with a single product.



Main types of co-branding

- 1. Product-based co-branding and
- 2. Communications based co-branding





Product-based co-branding

Product-based co-branding involves linking of multiple brands from different companies in order to **create a product**. It maybe categorized into

Parallel co-branding

Parallel co-branding is the marketing strategy where multiple brands come together and **create a combined product co-branded**

Ingredient co-branding

Ingredient co-branding is when a brand is an **ingredient of another brand product**.



Parallel co-branding

UPDATE April 10, 2020

Apple and Google partner on COVID-19 contact tracing technology

f y 📾 2







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Ingredient co-branding

Intel inside



Smarter technology for all

enovo

Più sottile. Più leggero. Smarter.

Il nuovissimo ThinkPad X1 Carbon di ottava generazione è ancora più potente.

Basato sulla piattaforma Intel vPro realizzata per il business, ti permette di ottenere ancora di più ogni giorno.

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Disponibile all'indirizzo LENOVO.COM/THINK

Piattaforma Intel vPro*

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Ingredient co-branding





Other types of co-branding

Licencing co-branding: one brand (e.g. Lego) use another one to increase the appeal of its products (Star Wars)





Licencing co-branding



Disney

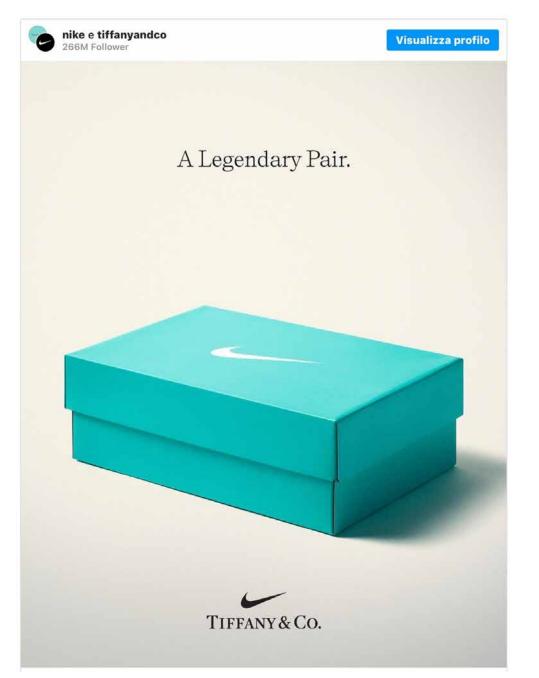


Communication based co-branding

Communication based co-branding involves linking of multiple brands in order to **jointly communicate and promote** them.



















Rebranding



Reason for rebranding

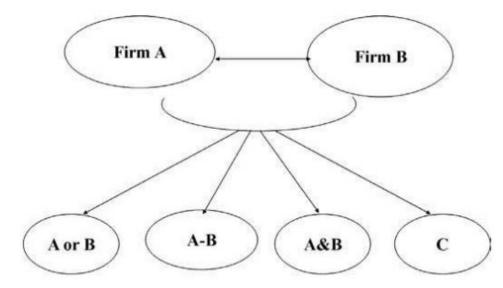
According to Muzellec and Lambkin (2006), the **most common reasons** for organizations choosing to rebrand are:

- 1. mergers and acquisitions (33%)
- 2. spin-offs (20%).
- 3. Image related issues (17.5%) seems to be the third crucial element.

4 options for rebranding in case of mergers and acquisitions

According to Lambkin and Muzellec (2008), the four options are:

- **One brand**, usually that of the acquirer (A or B).
- Joint brand, where the names of the acquirer and the acquired are combined (A–B).
- **Flexible brand**, where both brands are kept and used selectively (A&B).
- **New brand**, which replaces both existing brands with a completely new.



Key parameters when considering the rebranding strategy

In the context of mergers and acquisitions, there are **key parameters** which should be taken into account when deciding the rebranding strategy to put in place (Lambkin & Muzellec, 2008):

- The relative **size and strength of the merged** companies
- The type of products or services offered
- The relatedness of markets and products
- The geographic distance

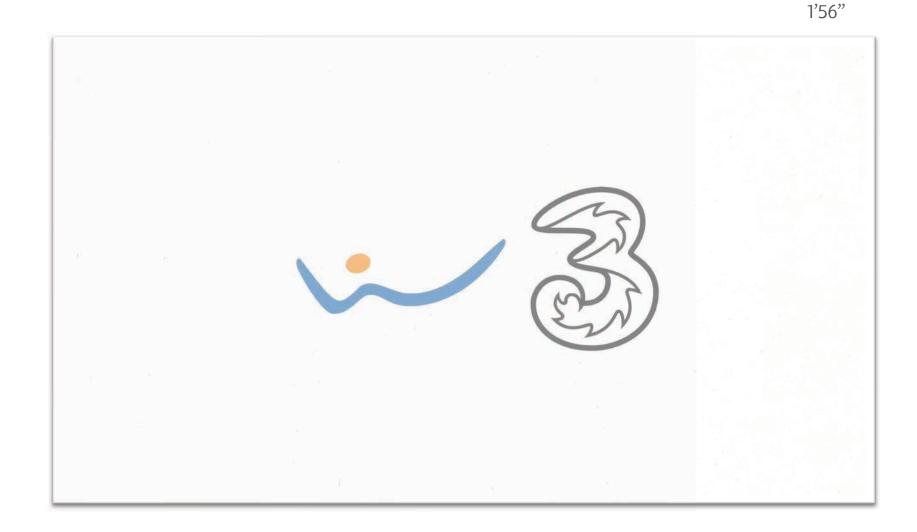
Typology of the corporate identity structures that may be assumed in the context of a merger (Machado et al., 2012, p.517)

	Typology	Brand 1	Brand 2	Me	ger
Monolithic Identity	1. One of the brands' name and logo	vodafone	TELECEL 7	vodafone	
	2. One of the brands' name and a new logo	BP	AMOCO	bp	
	3. New name and logo	GUINNESS	GRAND METROPOLITAN	DIAGEO	
Combined Identity	4. Combination of the two brands' names and a new logo	BNP	PARIBAS	BNP PARIBAS	
	5. Combination of the two brands' name and logo	Union Bank of Switzerland	Swiss Bank	S S S S S S S S S S S S S S S S S S S	UBS
	6. One of the brands endorses the other with its name and/or logo		BPI		FB can & Burney to BPi
Differentiated Identities	7. Two idendependent brands	P&G	Gillette	P&G	Gilletto



The rebranding strategy could fail if employees do not support it.







Rebranding or restyling?

In **rebranding** the **positioning** must also change (the identity changes, **not only the name or the logo**)

This an example of a recent campaign: from "Italcementi" to "Heidelberg Materials"





Dietro un cambio di nome non c'è mai più importante è la sostenibilità. Dal solo questo. Passare da Italcementi cemento al calcestruzzo, tutto sarà Heidelberg Materials è un cambio sempre più in armonia con la natura e le ale. Ed è un cambio che riquar sue leggi. Entro pochi anni arri lti aspetti. Il nostro settore a un cemento a zero emission tradizionale, va detto. Ma il mon di anidride carbonica. Sembro torno a noi sta cambiando. fantascienza, ma non lo è. digitalizzazione investe le nostre vit La decarbonizzazione è già iniziato sì investirà tutti i processi produttiv ma ora cambiamo marcia, per aumentare la velocità dei process di sistema delle nostre sedi nel sia dentro la nostra azienda che fuo

Ad esempio, certificando i processi di approvigioamento della natra filiera praduttiva. Ad esempio, aprendo i nostri siamo orgogliosi di mostrare come siamo orgogliosi di mostrare come pre la costruino india ne materiali Per questo cambiamo nome, per essere anora qui grandi, più aperti, più sostenbili. E cambiamo marcia per essere più veloci del futuro.

Italcementi da oggi si chiama Heidelberg Materials







Fonti

- Alberto Pastore, Maria Vernuccio Impresa e Comunicazione – 2008
- G. Iasevoli Co-branded Image: la valutazione della coerenza tra i brand partners nelle alleanze di marketing 2003 (Congresso Internazionale "le tendenze del marketing")