**THE HOWs and WHYs of**

**Video Content Marketing**

**for Home Care Franchisees**

Research: MazzMedia

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**TRADITIONAL AND ONLINE MARKETING**

If you’re like most small business owners you’ve tried traditional print and broadcast marketing and gotten little results. Why? The fact is that the way people consume media is changing and traditional forms of marketing aren’t as effective as they once were. In turn, people are spending more time on the internet and their mobile devices. (see chart below)

*Kleiner Perkins Caufield & Byers*

Only 23% of U.S. adults read a print newspaper regularly and radio and television engagement is constantly declining due to the rise of streaming and on-demand culture.

Even when we’re watching TV, we’re not completely engaged. (Statistica, 2018)

And it’s not just young people. It’s baby boomers, too.

When it comes to online marketing you’ve been told that you must invest in search engine optimization (SEO). So, you did.

Lots of small businesses spent a lot of money on SEO and maybe pay per click (PPC) and were utterly disappointed. Why? The truth is SEO can get your site up in the rankings in Google, and if a searcher clicked to your site, you didn’t have the content to engage the viewer or to attract Google. **Content is one of the most important Google ranking factors.**

You’ve also discovered that sustaining an ongoing, online marketing campaign is *cost-prohibitive*, plus it’s *difficult to measure* the return on investment.

The strategy outlined in this document is affordable, effective and measurable. It’s called ***video content marketing*** and it allows you to:

* Consistently reach your client target audience who live in zip codes you serve.
* Improve SEO.
* Increase traffic to your website.
* Provide tangible, almost direct response capabilities.
* Consistently advertise for qualified caregivers.
* Track and measure your marketing efforts.
* Build an evergreen video asset library that can be reused again and again

**WHAT IS VIDEO CONTENT MARKETING?**

**Video content marketing involves the creation and sharing of video content online.**

Video content marketing is not about you. It focuses on the customer and their needs.

Successful video content addresses the questions and problems you know your prospects and customers have and are online searching for answers to.

Video content is the most effective way to market your company to consumers in your area. It helps your company to:

* Stay top of mind
* Increase brand awareness
* Establish yourself as a trusted resource
* Build loyalty

Our philosophy is, **if you’re not educating, you’re not marketing**. Why? Because 80 percent of the questions that a salesperson gets in the first sales meeting are the same set of questions every single time (average across all industries). So, it’s important to **integrate video content into your sales process.**

The **“They Ask, You Answer**” content marketing formula is a proven way to make online video an effective sales tool. Created by marketer Marcus Sheridan, They Ask, You Answer is based on the fact that when people have questions, they ask a search engine. **88% of all consumers research a product or service online before they ever contact a company.**

If you are providing the answers, the right content strategy will get you to the top of the search results and seen by your prospective customers every day, all day.

**VIDEO CONTENT MARKETING BY THE NUMBERS**

Currently, online videos make up more than 74% of internet traffic.

By 2020, online videos will make up more than 85% of all consumer internet traffic (in the US).  **Marketing research predicts that not having company video online is paramount to a business not having a website.**

A majority of marketers who use video online agree that **video does influence engagement and sales.**

Here are some recent statistics on the use of video on social media.

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| Facebook videos receive 135% more organic reach on average than a Facebook photo. |
| Social video generates 1200% more shares than text and image content combined. |
| Including video on landing pages can increase conversion rates by 80%. |
| Companies that use videos in their marketing have 27% higher clickthrough rate and 34% higher conversion rates than those that don’t. |
| Using the word “video” in an email subject line was found to increase open rates by 19% and clickthrough rates by 65%. |
| Video ads have an average clickthrough rate of 1.84%, the highest of all digital ad formats. |
| Blog posts that incorporate video attract three times as many inbound links as blog posts without video. |
| On average, people spend 2.6x more time on pages with video than without. |

In order for people to find you, you must be actively publishing and promoting content online. That means uploading new content to your website and posting to your social media platforms and channels.

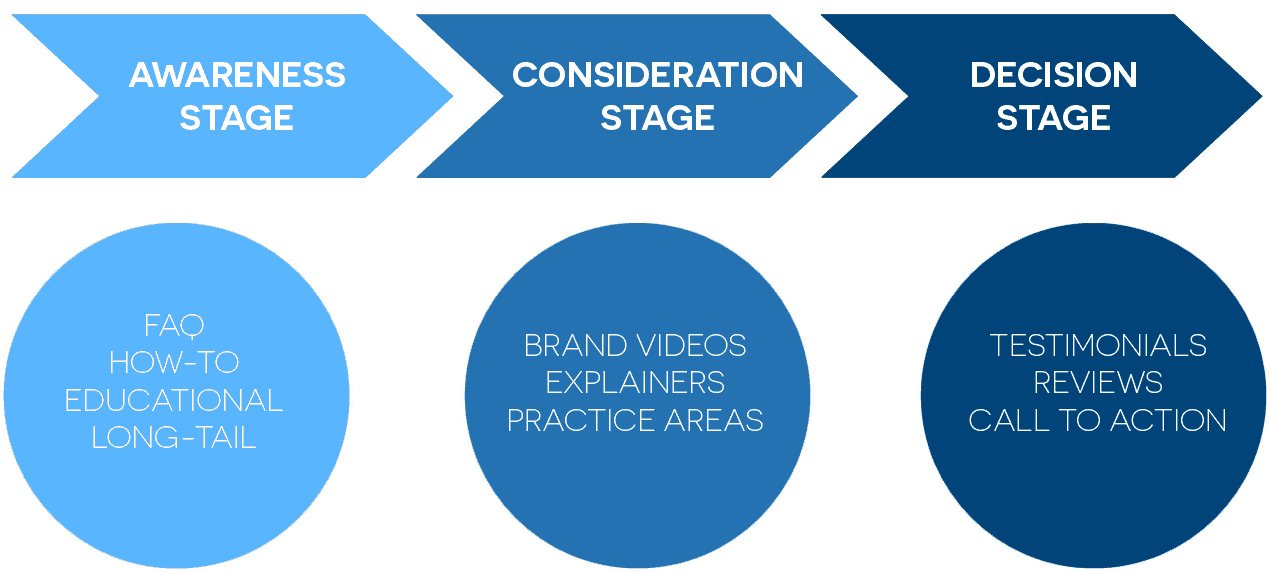
**UNDERSTANDING THE HOME CARE BUYER’S JOURNEY**

The **buyer's journey** is a framework that acknowledges a buyer's progression through a research and decision process ultimately culminating in purchasing your services.

In a nutshell, the buyer’s journey is everything that someone would need to do before deciding whether or not to call you. Sixty-seven percent ***(67%) of the buyer’s ‘decision’*** is complete before a buyer even reaches out to call you.

Marketing senior home care is different from marketing other types of services in that it is indeed an “at-need” service. When a care-need rises people begin to search for solutions. There are 4 stages of the buyer’s journey.

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| BUYER’S JOURNEY STAGE | DESCRIPTION |
| Awareness stage | Person has identified a care issue and seeks information that will help them through the process. Content needs to provide them with answers to their specific problems. |
| Consideration stage | Prospect understands their care options and searches for the services that are most appropriate for them. |
| Decision stage | Prospect searches for information to support and reinforce their decision. |
| Retention stage | Customer receives information to keep your company top of mind. |



[](https://vimeo.com/278045162)

It’s also important to understand the psychology, emotions and behaviors at play at every stage of their journey. Let’s take a closer look at a typical, potential client:

A typical prospect is an adult daughter who has a **full-time job** and is suddenly faced with a **medical situation or safety concern** for one or both of her parents. She’s stressed out and a bit confused about what to do, and she’s pressed for time. More than likely she doesn’t know the options available to her locally.

However, **she will search online to find information** so she can better understand the medical or safety issue, and she will do research online for a company to solve her problem.

She considers several solutions. Once she’s pretty confident of what she wants to do she will look for information that will support or contradict her choice. Imagine if she saw a client testimonial like this about your company:

(double click the image below to play video on Vimeo)

How does your target market consume media? A recent study by Google has shown that **baby boomers and seniors spend more time online than they do watching TV**. Four key points from the study show:

1. **The Internet is an everyday part of boomers’ and seniors’ lives**; it is the top source for gathering information on topics of interest, outpacing TV and print media by a substantial margin.
2. **Over half of boomers and seniors watch online video with YouTube** reported as the preferred site with 82% of video watchers using it.
3. **Social networking sites are used by the majority of boomers/seniors daily** with more than half following a group or organization on a social platform. Facebook ranked as the most used social network.
4. **Search is the top online information-gathering resource for boomers and seniors**, driving a variety of actions.

Video is the best medium to tap into a viewer’s complex emotions. If the consumer is frustrated with a problem, cure that frustration by showing how you can solve the problem.

Emotions including fear, guilt, trust, value, belonging, competition, gratification, leadership, and inspiration can all inspire viewers to learn more about your company.  Those emotions are the pillar upon which to create video content.



**VIDEO CONTENT MARKETING STRATEGY**

A video content marketing plan begins first and foremost with **quality, relevant content**. Relevant content is defined as:

* Content that **adds value** to your services.
* Content a *web user* finds **informative, engaging, helpful,** or entertaining.

You need relevant content to provide answers to questions your prospective clients are looking for. Topics such as:

* Health issues that often times lead to the need for a caregiver
* Financial, legal and quality of life information
* Benefits of In-home care vs other options
* What makes your company different and better

### **TACTICS AND PROMOTION**

It’s necessary to promote and employ a **multi-platform video distribution strategy** designed to give your company a strong online presence and maximize your exposure to your target audiences. A multi-platform video distribution strategy involves the use of the following online tactics:

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| STRATEGY | DESCRIPTION |
| Social media strategy | Social media strategy defines how you company will use social media to achieve its communications aims and the supporting platform and tools it will use to achieve this. |
| Search Engine Optimization (SEO) content strategy | SEO strategy is the process of organizing your website’s content by topic which helps search engines like Google understand a user’s intent when searching. |
| Influencer marketing strategy | Influencer marketing is a form of marketing in which focus is placed on influential people rather than the target market as a whole. |
| Video Email marketing | Video Email marketing is a way to reach consumers through direct electronic mail. The aim is to reach a targeted audience with content that might be useful for the recipient. |

***Social Media Strategy***

Most marketers agree that you don’t have to be everywhere on the web, but you have to be somewhere. According to Pew Research Center, in 2018 **a majority of Americans use Facebook and YouTube** with Linkedin growing.

***YouTube***

**Older age groups are also more willing to share content on YouTube** than younger folks. This indicates that, on YouTube, brands are more likely to reach an older audience that's engaged and open to sharing content, creating an opening for uploaded videos to spread organically. YouTube is the second largest search engine behind Google.

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***Search Engine Optimization***

In 2018, the strategy of creating content around a specific keyword bucket will no longer exist. **Today it’s all about producing content for searcher intent**. Search engines can now interpret context so that content that answers a question and contains information about a topic rises to the top.

SEO is well beyond keywords and traditional ranking factors. It’s all about understanding the types of content the search engines deem relevant. In other words, SEO is all about providing quality, relevant content that educates, informs, and answers questions.

**Having video content on your website will boost SEO.** Video proves your content’s value to Google. Uploading the video’s transcript helps Google understand the relevancy of the video.

Adding videos specifically helps increase your search engine results page (SERP) rank in a couple of ways:

* + Increases your click-through rates: Including video on your page drives a 157 percent increase in organic traffic from SERPs.
  + Lowers your bounce rates: People spend over twice as long on a website  with video than without.

**88% of all consumers Google a product or service online before they ever contact a salesperson.**

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**VIDEO CONTENT CREATION, DISTRIBUTION**

**AND ANALYSIS**

Producing video content and distributing the content through appropriate online channels and platforms will promote searchability and shareability.

By providing answers, video content strategy will get you to the top of the search results and engage viewers on social media platforms. Content marketing is not about selling, it’s customer focused and its objective is get found and consumed by your potential customers. Implementing a video content strategy and employing proven tactics will:

* Boost your web presence with proven methods
* Build a level of trust that generates customer evangelism
* Establish a relationship before you meet your customer
* Promote you as an industry leader and trusted resource in the community
* Add more value to your company by improving awareness and nurturing prospects

To launch and maintain a successful video content marketing strategy that will grow your business it’s important to offer videos that are tailored to reach potential customers at the awareness, consideration and decision stage of the buyer’s journey.

Your video should also provide you the opportunity to personally introduce yourself and answer questions prospects typically have about the services your company offers. Include customer and caregiver testimonials that will reinforce a prospect’s decision to call your company.

In addition to the video, it’s important to generate the following support and promotional content as well. This includes:

**SUPPORT TEXT AND GRAPHIC CONTENT**

Along with the video content, **support text and graphic content** is necessary to help people find your video content online. The support content includes:

***Captioning***

A majority of Facebook videos are watched without sound which is why captioning is so important. It’s also a simple way to get more views. Captioning equals more views which leads to hire rankings. Captions also tell search engines what is being said in the video and optimizes your message.

***Video Transcriptions***

Transcribe each video. Video transcripts will elevate your company’s site SEO. Transcripts are a complete textual representation of the spoken content in a video. Search engines crawl text and use text for indexing purposes and a transcript enables search engines to understand video content on a deep level. Tests have shown that video transcripts lower bounce rates and match long form search queries. A visitor may not read a lot of text, but they’re more likely to find the video. For people who don’t want to sit and watch a video, a transcript allows them to consume the information.

***Video Descriptions***

Having a good description of your video helps people find your content. We provide brief descriptions to create interest and set the tone for the video content. The description includes links to your website, social media platforms, landing page, or another video. It ends with a strong call-to-action (CTA) that tells them what to do next and guide them to a desirable outcome.

***Lead Capturing* *Landing Pages***

A landing page is where a visitor “lands” after clicking on a link in your video content marketing campaign. Each page is centered around one objective, and one action for the viewer to take.

**Blogs to with Link to Video**

Some websites do not support the uploading of videos. In order to get the benefits of video content on your website, you need to create blogs with a link to the video to upload to your website.

**DISTRIBUTION AND PROMOTION**

You need to distribute and promote your content online. The video content is distributed to reach your different audiences. There are several ways to distribute the content:

***Uploading Content***

Up your video and support content to your website and YouTube Channel. Uploading new content will help with search engine optimization (SEO).

***Posting Content***

Post video and support content to social media platforms.

**ANALYTICS AND REPORTING**

Video content marketing is a learn and test environment and measurement is important. Content marketing is not a short-term investment with quick returns, but a long-term investment that eventually will – if you produce high enough quality content and reach the right target group – generate safe returns. Video content marketing is a long-term investment for your company. That’s why it’s important to use metrics to help us determine which type of video content delvers real, measurable value.

***Social Media***

Social media metrics are data and statistics that give you insights into your [social media marketing](https://sproutsocial.com/social-media-marketing) performance. It’s important to evaluate the effectiveness of your video content social media campaigns using key performance indicators.

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| KEY PERFORMANCE INDICATOR (KPI) | DESCRIPTION |
| Total Views (Reach) | The total number of people who saw your video(s). |
| Average completion percent | The average amount of time people watch. Audience retention reflects engagement. |
| Video Engagement | The number and types of engagement your videos receive (reactions, comments, shares). |
| Page growth | Follow the growth of your company’s following |
| Social shares | The more shares, the better your audience loyalty. |
| Audience and top location | Indicates who most of the viewers are and where they’re from. |

**Website/ Google Analytics**

The videos should also be uploaded to your company website, so it’s also important to measure website metrics. This should include total website visits which measures the effectiveness of your video content marketing campaigns. Key metrics to track include:

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| KEY WEBSITE METRICS TO TRACK |
| Traffic by individual channels: traffic sources include *direct traffic* (people who type your brand name directly in browsers), *organic traffic (*those arriving via search |
| Ratio of new versus returning traffic. |
| Time spent on your site. |
| Interactions per visit: track what people do on your site. |
| Bounce rate. |

**GETTING STARTED**

You already have all the equipment to get started—your smart phone.

Just follow the “They Ask, You Answer” strategy and answer a few questions.

Here’s a few to get you started:

* Why did you start your business?
* How to you hire your caregivers?
* Are your caregivers trained?
* What makes you different than the others?
* How much does it cost?
* What happens if the caregiver and my parents don’t get along?

Then distribute the videos online. Start off small, post and upload one video a week, then boost it. Let your friends and family know about it. Consistency is the key, so make a commitment to do at least one video per week.

If you’re not inclined, or don’t have the time or resources to initiate a video marketing program, call [MazzMedia](https://mazz.com/positive-aging-series). We have award-winning Senior Care content and services to get you going and set you apart from the competition.

[](https://mazz.com/positive-aging-series)

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