

Presentation Agenda



Project Scope Overview



Marketing Plan

Analyze data from **existing** social media marketing strategies.

Create spreadsheets of influencers

Campaign and advertising



Customer Personas & Value Propositions

Develop **engagement profiles** for **core** customers

Develop **value propositions** for key stakeholders

Create a guidesheet to **reach** out to influencers



Benchmark Competitors

Benchmark **external competitors** that have similar products

Understand **how** to launch a women's line

E.g. Vionic, Everlane, Birdies, Rothy's



User Research

Conduct surveys for focus groups and other customers

Understand their **interests** and **concerns** about the launch

Analyze survey results and provide feedback

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Key Deliverables



INFLUENCERS

Identified influencers that fall under the following categories: moms, professionals, travelers, and seniors.

Created a ranking system and an excel spreadsheet with contact information so that L&L can initiate these partnerships.



BENCHMARK

Interviewed the **CEO** of **Vionic**, one of L&L's top competitors.

Gained insights on marketing budget, product differentiations, fast paced growth, and how to enter an already extremely saturated market.



SURVEYS

Created and distributed
two surveys: one for
already acquired
customers and another
to understand the
general market.

Data from surveys will help L&L with **pricing** and demand for **different** shoe styles.



TRADEMARK

L&L currently has **not trademarked** their shoes.
Their kids line is currently being **copied** and sold in **China**.

Explain why **trademark** is integral in **protecting** both the **longevity of L&L** children's line and new women's line.

Livie & Luca should create more **partnerships** with **influencers** that fall under the four personas we created, utilize insights of benchmarking, **expand** their **women's line** based off of survey responses, and **trademark their shoes**.

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Benchmarking Competitors



NEW PRODUCT LAUNCH



Understand and **foreshadow** the potential **complications** with launching a new product line



MARKETING STRATEGIES



Isolate **effective marketing strategies** for competitors that have both a **children's** and **women's shoe line**



PRICING STRATEGIES



What are **competitors pricing strategies**? What are their profit margins, cost of manufacturing, sales price, and quantity sold.

Benchmarking Competitors: Value Propositions

	Price	Selection	Sustainability	Brand Recognition	
L&L Women	•	×	*		
Vionic	V	~	×	*	
Rothy's	V	~	✓	~	
Johnston & Murphy	✓	✓	*	*	
Everlane	✓	✓	*	✓	
Cole Haan	V	✓	*	~	

Meeting With Vionic

VIONIC'

Bruce Campbell Founder/CEO

Founded Vionic in the hopes of creating a **revolutionary women's shoe**. Vionic grew quickly, doubling it's revenue every year, which lead to an **acquisition** of Vionic at **\$360 M** by Calares.

INSIGHTS

TAKEAWAYS

Vionic created a **product** that **didn't exist** in the women's shoe market: **shoes with internal medical orthotics**.

In order to gain traction L&L needs to **develop a shoe** product that **doesn't** already **exist in the market**.

12-16% of net sales for a small growing company, 20% for medium, and not exceed 25%.

L&L's current marketing budget is only 10% of net sales and needs to increase 12-16% in order for the women's line to gain popularity.

Maintaining relationships with every aspect of the business helped Vionic gain respect and traction with partners

L&L needs to have **positive** relationships with people at every level of the business. so people are more likely to help during hard times.

Livie & Luca needs to focus on developing **unique product**, **increasing** their **marketing budget**, and maintain positive relationships in order to **ensure** the **success** of the **women's line**.

B2B Partners





The Walk Shop is a store located in **Berkeley** with a rich history that began in **1930**. Their motto is "**Comfort. It's our specialty.**"

L&L should partner with the Walk Shop because it aligns with L&L's target value proposition of being comfortable.



SHOES ON SOLANO

Shoes on Solano specializes in quality fashion shoes that feel as good as they look and have multiple stores in Berkeley.

Partnering with Shoes on Solano would allow L&L to **sell** their **products** in a store that specializes in both **comfort and fashion**



TOOTSIES

The **owner** of Tootsies is a **mother herself** and is prideful of owning a **local shop** in **Oakland** that caters to her customers.

L&L should form a relationship with the owner as she is a mother who works in the shoe industry and could **provide valuable insights**.

Vionic discussed the importance of selling shoes through every avenue. Therefore it is important for the Livie & Luca women's line to **expand beyond e-commerce**. **Livie & Luca** is a brand **founded** in the **Bay Area** and should partner with local shops to help **increase local sales**.

Key Takeaways in terms of Benchmarking



MARKETING BUDGET



Increase marketing budget **from 10**% of sales to **12-16**% of sales each month to allow for **brand recognition**, allowing L&L to gain **traction**



EXPAND VALUEPROPOSITIONS



Most of L&L's competitors have **two** of the propositions that sets them apart: **Price, Selection, Sustainability, and Brand Recognition** so in order for L&L to compete, **expanding** their value propositions would be a step in the **positive** direction



UNIQUE PRODUCT



Provide customers with a **unique experience** to compete with their competitors to create what's not on the market



MULTIPLE CHANELS



Because L&L is still a small business in the works of **growing**, selling women's shoes from **B2B** will **aid** L&L in reaching to **more** individuals

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Why Colorful Logos are Important





COLORS TRIGGER EMOTIONS

Tells a **story** and displays the companies **values**

Grabs the customers' **attention** for 10 seconds so they can **memorize** it

Establishes an emotional connection



Differentiates from other companies

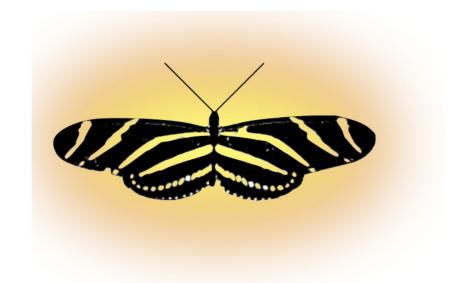
Fosters **brand loyalty**

The **goal** is to **convince** new and future **customers to buy** Livie & Luca's women's shoes **over its competitors**

Sources: Design Powers

Logo Mockups





Redesign Landing Page And Add Join The Waitlist Tab



This landing page provides an option for customers to **join the waitlist** and this keeps the **excitement/suspense** going. Customers who are interested in the women's' line will be notified when new items will be released.

Getting Ready to Apply for a Trademark

7 Steps for Getting Ready to Apply



























Select A Mark

Identify Mark Format:

- A standard character mark
- a stylized/ design mark
- · a sound mark.

Identification of Goods and/ or Services

Use in commerce basis (under Trademark Act Section 1(a)) – you are currently using your mark in commerce with your goods and/or services.

Filing Basis- USPTO.gov Account

https://my.uspto.go v/? 2YGkNQgAFb2wDRX ENUtLKKof47NKXey 1=

Submit Trademark Fee:

TEAS Plus- \$250 per class of goods/ services

TEAS Standard- \$350 per clasS of goods/ services

File The Application Via The TEAS

After Submission of Trademark Application

7 Steps After Submitting the Application











3













USPTO

Publishes

Mark-





Monitoring Application Status

Through the
Trademark Status and
Document Retrieval
(TSDR) system. DO
NOT MISS ANY
FILING DEADLINES check the status of
your application
every month after the
initial filing of the
application.

USPTO Reviews Application

If the examining attorney determines that a mark should not be registered, they will issue an office action to you explaining any reasons for refusal, and any technical or procedural issues in

the application.

USPTO Issues Letter (Office Action)-

Applicant Timely Responds to Letter

If you receive an office action, you must submit a response to it by the USPTO within 6 months of the issue date of the office action, or the application will be declared abandoned.

Receive Approval/ Denial of your Application

If there are no objections to registration, or if you overcome all objections, the attorney will approve the mark for publication in the "Official Gazette," where any party can oppose the mark.

Registration Certificate-

If no party files an opposition or requests to extend the time to oppose, the USPTO will register the mark/ send the owner a registration certificate. After registration, the owner must file specific documents to keep the mark's registration alive.

Separate Brand Identity



TARGET AUDIENCE

L&L's current target audience is women with children that **already** purchase kid's shoes

In order to expand the current customer base to **professionals**, **seniors**, **travelers**, etc., L&L has to use its **social media presence** to reach a **greater** audience



BRAND AWARENESS

L&L's brand is **recognized** for its kids shoes

L&L should not only be recognized fo the kids shoes, but also their women's line so it can get more traction and promote awareness of its comfort and flexibility



CONTENT

L&L uses the **same** instagram for kids **and** womens

The **kids and womens** content needs to be **separated** in order for L&L to gauge a larger audience and **promote** its **brand**

Whether L&L decides to separate into its sister brand, Polilla in the future or remain L&L Women, it is **important** for the social medias to be **separate** to gain a much **larger audience**, **raise** brand **awareness**, and **create** content **specifically** for the **women's** line

Separate Brand Identity



Currently, there isn't a clear distinction in brand identity, which puts a huge strain on L&L's existing brand and resources, and further leads to brand dilution.



Founded in 2005, L&L has established itself as a high quality children's shoe brand. As L&L expands its product offerings to include women's shoes, L&L should concentrate efforts towards marketing to prevent cannibalization

Whether L&L decides to create a sister brand for its women's shoe line (**Polilla**) or be branded as **L&L women**, it is **paramount** for the women's shoe line to have its **separate brand identity**

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Lifetime Customers



CHILDREN

Currently L&L consumers are mostly children. L&L has done **extremely well in this market**

Global Children's Footwear Market Size Worth **\$52.9 Billion** by 2025.



JUNIORS

Children's feet grow at different rates and L&L should **cater towards early** adolescents

Footwear spending averages near \$300 a year for teens, with Vans and Crocs gaining popularity as part of the VSCO girl fashion trend



WOMEN'S

Adolescent consumers can slowly transition into the women line as they mature into an adult

Global market value of women's footwear is forecasted to reach *\$220 billion by 2027

In order to **incentivize** loyalty among its customers there needs to be a **clear rewards system**. The goal should be to adopt L&L's children's consumers into **lifetime customers**.

We created 3 customer personas for Livie & Luca to target



PROFESSIONALS

Professionals that are **constantly on their feet** are ideal customers

Target teachers, doctors, and other workers that need to look put together while still being comfortable



MOTHERS

Currently, Livie and Luca's customers are mothers buying from their kids shoes

Leverage current customers, that are mothers because they are busy and could benefit from an **every**day flat



WOMEN ON THE GO

Women who are **traveling** and constantly and constantly on the go need a staple flat

Livie and Luca's shoes are perfect for traveling - they are lightweight, making them **easy to pack**



High Quality



Customer Experience



Versatility



Comfort



Women Empowerment



Timeless

Livie & Luca should target professionals that are on their feet, current mothers, and women on the go, to help make their **flats known** for being a **lightweight**, **comfy**, **everyday shoe**.

Professionals



Professionals Campaign

Create a Hashtag and Tag L&L

Create a hashtag campaign to gain traction for the new women's line catered towards professionals.

With Covid-19 leverage **healthcare workers** who are on their feet. **#savinglivescomfortably**

Incentivize Followers

Have healthcare workers post themselves working in their shoes and tag a fellow doctor.

A percentage of revenue during this campaign should be donated to covid relief.

Travelers



Professionals Campaign

Create a Hashtag and Tag L&L

Create a hashtag campaign to gain traction for the new women's line catered towards professionals.

Leverage **traveling** women who are always on their feet and need lightweight, comfortable, and easy to pack shoes. **#travelincomfort**

Incentivize Followers

Enter to win a free pair of shoes!

- Tag 1 friend
- Tag Livie and Luca

Social Media and Marketing Strategies



VS



Facebook is driving sales: Instagram has only generated 7.8% of sales in 2021

Lack of interaction with followers on Instagram

Focus on **Engagement**

Too many Instagram stories can lead to **spam**

Age range of potential customer base tends to be a Facebook user rather than Instagram

30 - 45 year old women

Instagram tends to have a **younger audience**

Facebook vs Instagram

Algorithm

Favors Facebook posts at top of feed

Influencer Personas



MOTHERS

Moms that already promote Livie & Luca's childrens shoe line have the **trust** of their **followers**.

Mom influencers should leverage the success of the kids line when promoting the new women's line.



TRAVELERS

Women who travel are constantly **on the go** and on their feet. Livie & Luca's flats are extremely **portable**.

Travel influences can highlight the shoes while exploring the world. Their Livie & Luca's shoes are their best travel buddy.



PROFESSIONALS

Professionals that are on their feet 24/7 and still need to look stylish are ideal working women influencers.

Working women influencers can highlight how their shoes help them be successful and comfortable.



SENIORS

Baby boomers is the largest generation and make up **73M** of the US population.

Senior influencers are gaining traction and can help highlight the fact that you can stay stylish and age gracefully.

Livie & Luca should utilize influencers to help promote the new women's line because customers have a tendency to trust and by products based on peer recommendations.

Influencer Ranking System

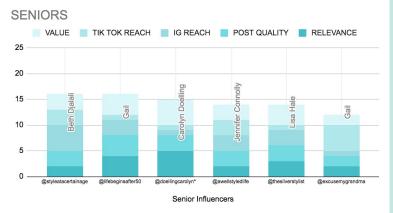
		Relevance	Quality of Posts/ Engagement	Instagram Reach	Tik Tok Reach	Value	
	1	No promotion of any shoes	Not visibly engaged at all	0 - 5k followers	0 - 5k followers	No value to L&L, very unlikely to result in shoe purchases	
	2	Expressed/post about womens flats 50 or less likes with few comments		5k - 10k followers 5- 10k followers		Very limited value, unlikely to result in shoe purchases	
	3	Partnered once for minimal time 100 or less likes with 20 or so comments		10k - 50k followers	10k - 50k followers	Some value, potential for shoe purchases	
	4	Partnered several times	Semi-frequent posting + follows related accounts	sting + follows 50k - 100k 50k - 100k		Valuable, would likely result in shoe purchases	
brands specifically flats		Very involved/ does giveaways/ partnerships / receives 100 +	100k + followers	100k + followers	High value, effective and would very likely result in shoe		
			comments			purchases	

Influencer Personas

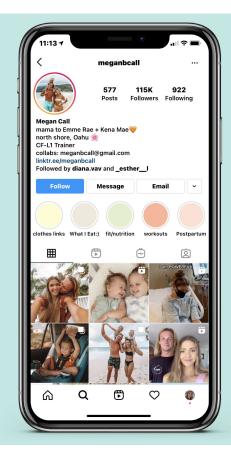


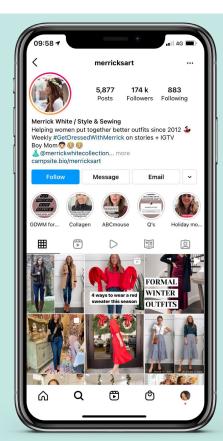






Top 3 Travel Influencers







Top 3 Travel Influencers



MEGAN CALL

Travel and Mom.
High following on Instagram and Tiktok.

Brand partnerships - clothes. Aesthetic feed and **high engagement** - Q&As.



MERRICK WHITE

Travel and Mom. **High following** especially on Instagram

Brand partnerships - clothes **Posts about shoes.**



AUBREY JACKSON

Travel and Realtor. **POC influencer.**

Brand partnerships - hotel stays, food.

Top 3 Professional Influencers







Top 3 Professional Influencers



MARY ORTON

Posts outfit inspo, travel/ lifestyle pictures, would match with her kids

Working professional, does brand partnerships



SALLY KIM

Posts fashion and outfit inspo, collaborations with other brands

Does brand partnerships, posts a lot of **professional attire** pictures



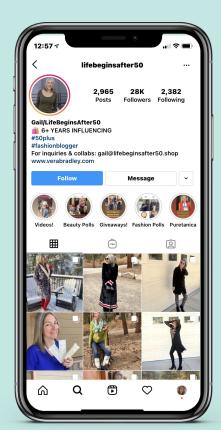
DANIELLE MANNS

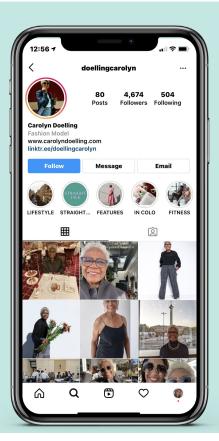
Posts fashion, lifestyle, outfit inspo, collaborations with other brands

Is a **registered nurse**- always on her feet

Top 3 Senior Influencers







Top 3 Senior Influencers



BETH DJALALI

Blogger, working professional, posts outfit and style inspo, lifestyle, travel photos.

Does brand partnerships, very active, **always on her feet**



GAIL

Fashion blogger, posts daily outfit inspo, always on her feet

Does brand collaborations, has been an **influencer for 6+ years**

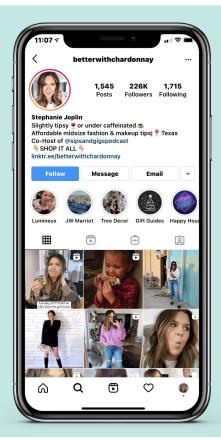


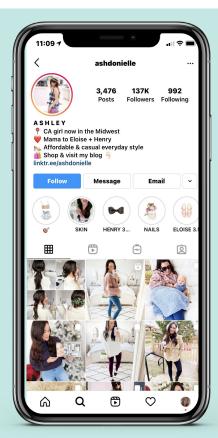
CAROLYN DOELLING

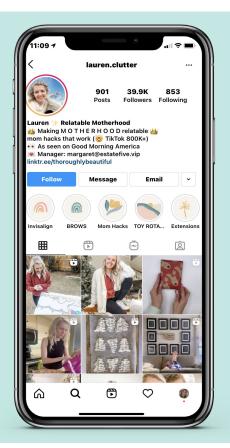
Posts outfit and **style inspo**, lifestyle, travel photos

A **fashion model**, does brand partnerships

Top 3 Mother Influencers







Top 3 Mother Influencers



STEPHANIE JOPLIN

Posts fashion tips & matching outfits with her husband and kids

Has **promoted shoes** before, flats in particular



ASHLEY DONIELLE

Has an extremely large Instagram reach

Has a lot of potential value for L&L because of her **high follower engagement**



LAUREN CLUTTER

Posts a **lot of childrens' promotions** & it would be easy to promote kids shoes

Also promotes beauty and fashion products & **mom tips**

Spreadsheet of Influencers

INFLUENCERS	NAME	RELEVANCE	POST QUALITY	IG REACH	TIK TOK REACH	VALUE	TOTAL
@betterwithchardonnay	Stephanie Joplin	5	5	5	4	5	24
@meganbcall	Megan Call	3	5	5	5	4	22
@merricksart	Merrick White	5	5	5	2	4	2
@ashdonielle	Ashley Donielle	5	5	5	1	4	20
@lauren.clutter	Lauren Clutter	4	4	3	5	4	20
@tannermmann	Tanner	4	4	5	3	3	19
@imaubreyjackson*	Aubrey Jackson	4	4	3	4	4	19
@maryorton	Mary Orton	3	4	5	2	4	18
@sallykim7*	Sally Kim	2	4	4	5	3	18
@christina_chaccour	Chirstina Chaccour	4	4	4	1	4	17
@lindyjboymom	Lindy	4	5	3	1	4	17
@gonzo_grown	Katie Gondalez	4	4	4	1	3	16
@makenzieraewilson	Makenzie Wilson	3	3	3	5	2	16
@thesingleton.six	Stephanie	4	3	4	1	4	16
@trendyheidi	Heidi	3	4	5	1	3	16
@thewhimsysoul	Kara Harms	1	4	4	5	2	16
@daniellemanns27	Danielle Manns	3	4	5	1	3	16
@maddisonlynn	Maddison	2	4	3	5	2	16
@styleatacertainage	Beth Djalali	2	3	5	3	3	16
@lifebeginsafter50	Gall	4	4	3	1	4	16
@tylynnnguyen*	TyLynn Nguyen	2	4	5	1	4	16
@heatherpoppie	Heather Coates	2	4	5	1	3	15
@corporatecatwalker	Emily	3	5	3	1	3	15
@confessionsofasuperager	Isabella	4	4	3	1	3	15
@doellingcarolyn*	Carolyn Doelling	5	3	1	9	5	15
@awellstyledlife	Jennifer Connolly	2	3	3	3	3	14
@thesilverstylist	Lisa Hale	3	3	3	1	4	14
@rocamoons	Mona-Jane Hannemann	2	4	5	1	2	14
@werethewolffs	Ally	4	4	3	1	2	14
@aalexisnicole*	Alexis Nicole	2	4	4	1	2	13
@crystalmuguerza*	Crystal Muguerza	1	4	3	3	1	12
@excusemygrandma	Gail	2	2	1	5	2	12
@sara.well	Sara Well	3	3	2	1	2	1
@littlegraythread*	Jenielle Gray	2	1	3	2	2	10
@ktmaviglia_	Kt Maviglia	1	4	1	1	2	9
@misstlerraney *	Miss Tierraney	1	2	1	3	2	9
@summerwintermom	Carolyn	1	2	1	3	1	8

Color Key	
Moms	
Travelers	
Professionals	
Seniors	
*POC	

EXPLANATION

1. Total (Point Value)

Influencers are ranked based on the criteria developed in the ranking system & totaled up. The highest ranking influencers are at the top.

2. Color Coding

Influencers are color coded based on their influencer persona category.

3. POC influencers are starred

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External User Research Questions & Goals



Potential Livie & Luca Women's Shoes Buyers

Two separate surveys to focus on current and potential customers

Sent through social media platforms using Qualtrics

TOPICS

DEMOGRAPHICS

Understand where customers are coming from

BUYING HABITS

Understand the consumers buying habits especially through social media marketing

PRICING

Understand how much customers are willing to pay

COMPETITORS

Understand consumer trends in terms of L&L's competitors

QUESTIONS

"Do you identify as female?"

"What is your age and what state do you live in?"

"Have you bought a product through a social media influencer?"

"How often do you buy a new pair of shoes?"

"How much are you willing to pay for these 3 flats?"

"What price-point on average do you spend on shoes?"

"What brands do you usually buy shoes from?"

"What value propositions do you look for when buying shoes?"

External Survey Results









91.14% of respondents are from **California**

The most popular shoe styles are **sneakers** (34.67%), **sandals** (14.67%), and **booties** (13.33)

\$47.60 is the average price respondents are willing to pay for L&L flats

56.41% of respondents most value comfort and **28.21%** most value style when purchasing shoes

7 respondents located outside of the US

12 respondents were interested in **purchasing flats**

Minimum Average was **\$20** and Maximum Average was **\$125**

Majority of respondents purchase shoes semi-annually

Overall, the survey results indicate that **younger people (ages 18-24)** have a **lower price point**, and are **interested** in what's **trending**, **comfortable**, and **stylish**.

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Recommendations



MARKETING BUDGET



Increase marketing budget **from 10**% of sales to **12-16**% of sales each month



TRADEMARK THEIR SHOES



Get Polilla trademarked through uspto.gov to **protect the brand name** and logo on the shoes. Submit the TEAS plus application for only \$250.



PRODUCT DIFFERENTIATION



Provide customers with a **unique experience, increase brand recognition** through innovative marketing and
developing pricing strategies



PARTNER WITH INFLUENCERS



Based on the influencer ranking for each of the 4 target customers, **reach out to the influencers** and maintain a good relationship with them.



SURVEY RESPONSES



Develop a plan to **implement survey feedback** from current and potential customers

What We Learned

It is important to **communicate** with the client for the **best** outcomes. We found it helpful to send out **weekly agendas** and **summaries** before and after each meeting to keep us **organized** and for us to have more of an **open** communication with L&L.

Throughout the semester, we found learning about **Google Analytics** super useful. This gave us an opportunity to really look **behind the scenes** and gain **insight** into Livie & Luca's **statistics** and **marketing** analysis.

As students, it was a learning experience on how a company launches a **new product**. Gained **insightful** knowledge on how **decisions** get made.

Through the meetings, not only did we learn a lot about the shoes, but through benchmarking different competitors, we were also able to learn so much about the **shoe industry.**



Appendix

- Fit Finder Analytics found on Princess Polly:
 - https://www.fitanalytics.com/fit-finder?utm_term=fit%20finder&utm_campaign=AW_NU_US_CL_Brand_en_GSN_DTMB_CPC_Exact&utm_source=adwords&utm_medium=ppc&hsa_acc=1469216329&hsa_cam=2064779708&hsa_grp=76941147315&hsa_ad=519407507745&hsa_src=g&hsa_tgt=kwd-336378541572&hsa_kw=fit%20finder&hsa_mt=e&hsa_net=adwords&hsa_ver=3&gclid=Cj0KCQiAzMGNBhCyARIsANpUkzPHA2JGb9yQdfX3RFU1aJCwm0ycDDb5VDrJoaVoMy9HVXnw1IS-J4waAsyiEALw_wcB
- Instagram Statistics to maximize engagement:
 - -Post 2x a week
 - -Post stories 2x a day
 - -There is a sweet spot, some sources say to post up to once a day. The important thing is to keep things interesting to keep your followers wanting more
- You can post more than this, but you want to be careful with over posting because this can cause a decrease in engagement

Sources: <u>How Often to Post to Social Media in 2021, 9 Tips to Improve Your Instagram Engagement</u>. 23 <u>Powerful Tips to Increase Instagram Engagement in 2021</u>