

Schema >> *n-dividualization*™

Personalization

Overview

Personalizing your marketing interactions, going way beyond things like simply inserting recipient name in the subject line, has the potential to greatly increase response and conversion. ***n-dividualization*™** is our progressive framework designed to create unique and impactful customer experiences across touchpoints by planning communications at an individual level and incorporating appropriate levels of personalization, both overtly and implicitly, in each interaction. We leverage advanced analytic techniques, including the power of machine learning (ML) to help you better understand your customers on a deeper level, personalize interactions, and foster lasting relationships.

Measurable Outcomes

- Optimized CPA (Acquisition)
- Higher Conversion Rates
- Increased CLTV
- Lower Attrition Rates

Listed outcomes are representative only, and specific outcomes this Schema™ will address may vary depending on your industry, target audience, and business goals.



Derived Benefits

- **Improved Customer Satisfaction:** Enhanced customer experience through highly personalized interactions.
- **Increased Customer Loyalty:** Stronger customer relationships through tailored engagement.
- **Enhanced Brand Perception:** Improved brand image through consistent and relevant messaging.
- **Accelerated Time to Value:** Faster customer onboarding and adoption through personalized experiences.
- **Optimized Marketing Spend:** Increased ROI through targeted and personalized campaigns.

Foundational Approach

1. **Research Design**
2. **Map & Plan:** Define goals, develop personas, and unify data sources for a complete customer view.
3. **Smart Segmentation & Insights:** Create relevant audience groupings, predict individual needs..
4. **Dynamic Content & Personalization**
5. **Omnichannel Engagement:** Orchestrate personalized experiences across all touchpoints..
6. **Continuous Learning & Optimization:** Track performance, analyze data, and refine strategies for ongoing success.

To learn more about our comprehensive suite of solutions, visit nventiv.ai/contact-us