



Top

5

reasons
to attend

FOR MARKETING PROFESSIONALS

While attending the **Smarter Commerce Global Summit 2013 Monaco**, you can enhance your skills as an innovative leader in your company. As a business leader or practitioner, you will learn how to:

- **Transform** marketing along the buyers' journey by applying science to the art of marketing
- **Drive** customer-centric commerce across all channels
- **Fulfill** and service your customers to keep them satisfied and coming back for more

- 1 Differentiate from your peers.** Find out how you can gain actionable customer insights, use marketing innovation to improve your marketing performance and drive up your business results. Learn how to integrate with your CRM system, eCommerce, Web, Loyalty and external service agencies.
- 2 Become more effective.** See how you can deliver highly relevant, timely marketing programs across channels and extend your reach through paid, owned, earned media and timely and innovative marketing programs.
- 3 Gain market insights.** Dive into IBM's landmark CEO and CMO study, consumer study, online retail benchmark insights, and annual marketing practitioner survey.
- 4 Learn from your peers.** Learn about industry leading marketing solutions – see live demos and presentations by customer experts.
- 5 Get connected and see what's new.** Build your own social network with marketing peers and experts and learn about IBM's product roadmap

Join the conversation:
#smartercommerce



Register online: ibm.com/commerce-summit

1 Become more productive. Find out how the latest marketing best practices and solutions can help you gain customer insight and improve marketing performance. Sessions will help you:

- Better leverage online channels to increase revenues at reduced costs.
- Leverage customer data and insight to improve the customer experience and improve marketing returns.
- Better manage your marketing resources, processes and assets.
- Understand how to structure your marketing department to make the best use of marketing technology.

2 Become more effective. See how you can deliver highly relevant, timely marketing programs across channels and extend your reach through paid, owned, and earned media. Sessions will help you:

- Identify which emerging marketing channels can improve customer satisfaction and retention.
- Learn how to capitalize on your media investments with ad targeting and search management.
- Gain a better understanding of the impact of “earned” media — (coverage earned via traditional public relations activities, and the increasingly important social and mobile channels that your customers are using with greater frequency.)

3 Learn from your peers. Learn about industry leading marketing solutions — see live demos, presentations by customer experts, or meet 1-1 with an industry analyst, or IBM product expert. Sessions, demos, and meetings will help you:

- Understand and respond to your customer’s and prospect’s social interactions

- Learn about best practices to deliver the unique capabilities of mobile devices to deliver exceptional experience for your customers.
- Better understand your customer’s behavior across all channels to deliver more targeted and more effective marketing.
- Dive deep into Unica, Coremetrics and other IBM products to maximize your marketing solution investments.
- Understand IBM’s product direction to fine tune your marketing and IT planning.

4 Get connected and see what’s new. Build your own social network with marketing peers and experts and learn about IBM’s product roadmap. Sessions and opportunities to network will allow you to:

- Learn what worked and what didn’t work from dozens of customer experiences.
- Meet and network informally with your peers, business partners, and IBM experts.
- Make personal connections that will help you improve your marketing and your career.

5 Gain market insights. Dive into IBM’s landmark CEO and CMO study, consumer study, online retail benchmark insights, and annual marketing practitioner survey. Sessions will help you:

- Understand the challenges and opportunities over 1700 CMOs revealed as they prepare to market in the age of the empowered customer.
- Learn what hot trends and channels are re-shaping retail marketing.
- Explore the bottlenecks and next best hopes revealed in the annual survey of marketing practitioners.

Sessions will help you:

- Better understand your customer’s behavior across all channels to deliver more targeted and more effective marketing
- Leverage customer data and insight to improve the customer experience and improve marketing returns.
- Better manage your marketing resources, processes and assets
- Learn how to capitalize on your media investments with ad targeting and search management
- Gain a better understanding of the impact of “earned” media via traditional public relations activities, and the increasingly important social and mobile channels
- Understand and respond to your customer’s and prospect’s social interactions
- Learn about best practices to deliver the unique capabilities of mobile devices to deliver exceptional experience for your customers.
- Gain a deeper understanding of IBM marketing solutions, including Unica, Coremetrics, DemandTec and Tealeaf , as well as other IBM products designed to help you build meaningful customer engagements that last a lifetime