



**OBJECTIVE:** Use data and insight to inform campaign development and drive media channel efficiency.

**TIP**

Approach modeling and persona building as a continual journey – as you better understand your target, refine your targeting parameters and refresh predictive models.

START  
**1**



## Illuminate the landscape

### Discovery & Data Analysis

Gather member and/or lead data, append third-party consumer datapoints and analyze.

**RESULT** → Aggregated and enriched data set

**2**



## Start to paint a picture

### Segmentation & Model Building

Look for similarities and differences among consumer populations and use them to create actionable algorithms.

**RESULT** → Predictive models

**3**



## Make it personal

### Persona & Journey Building

Translate data signals into consumer narratives, building personas for each segment, including the rational and emotional support used to make decisions.

**RESULT** → Personas for each key segment

**TIP**

Focus efforts on uncovering actionable differences that will impact media, messaging, design and imagery recommendations for each individual persona.

**5**



## Scrutinize and optimize

### Tracking & Reporting

Monitor performance of all media, tactics and versions to better understand needs, motivations and behaviors of target universe.

**RESULT** → Recommendations to drive ongoing refinement and improvement

**4**



## Turn insight into action

### Implementation

Develop campaigns and messaging around new insight. Use models to hone targeting of direct mail. Repurpose purchased data to enhance targeting of digital marketing.

**RESULT** → Focused go-to-market plans that work harder