# PLEXUS

Design Team H2 Review

# Q3

- 1. Identify and redesign an events1 website
- 2. Create a process of testing across microsites and digital ads
- 3. Design the new Solutions sign-in/sign-up marketing microsite
- 4. Create an interactive pdf template for downloadable brochures

## 1. Identify and redesign an events1 website

#### KR1: Design 2 versions: 1.Longform 2.Pages

Adjusted to design of the front page - Complete



Logo rules
Placement of menu items
Nav bar design including placement of address & date
Full screen image

## 1. Identify and redesign an events1 website

#### **KR2: Video options**

- Complete



Full screen video optionOverlay event detailsLink button placement

## 1. Identify and redesign an events1 website

#### KR2: Downloadable pdf implemented

- Complete





# VIEW DOWNLOAD PAGE



# WAF's move to Berlin was enhanced by a striking and effective refresh of the Festival's branding.

**Paul Finch** Programme Director World Architecture Festival

# 1. Identify and redesign an events1 website

VIEW LIVE VERSION

#### KR3: Staging version in build



# 2. Create a process of testing across microsites and digital ads

#### KR1: Microsites - Testers identified, process defined

- Complete (Trello process for microsites added)



# 2. Create a process of testing across microsites and digital ads

KR1: Microsites - Testers identified, process defined

- Complete

# **Project Sherlock -NT**

Create site map of customer journey Simplify if possible Update design

#### KR2: Digital ads - Testers identified, process defined and agreed with ad ops

- In progress

#### KR3: Pricing funnel design options







# 3. Design the new Solutions sign-in/sign-up marketing microsite.

#### KR1: Complete build by 25th July

- Completed August



#### HSJ Solutions is...

- A powerful search tool to quickly find evidence-based best practice
- The most frequently updated resource
- Make informed investment decisions on procurement, technology and services
- The place to learn from a wider best practice community working on similar challenges

#### Why our case studies are unique:

Each award goes through a rigorous judging process by impartial judges, who are chosen for their knowledge of and relevance to the award category. Every year we receive over 3000 entries for our three awards. Approximately 1500 of these are shortlisted via online judging. These shortlisted organisations then present their project to a panel of senior healthcare leaders.

#### A sample of our judges from our 2016 awards:

Andew Fozler, Chief Executive, Weyteington, Wigen and Leigh Danny Mortime, Chief Executive, M/S Cinyloyers Health Venno, Chief Executive, M/S-C Foundation Tradit Health Norma, Drivet Descritter, Correnal Parthership, M/S Foundation Tradit Dana Safara, Director of Nuraing and Michellery, Birmitgham Women's Foundation Tradit Dana Safara, Director of Nuraing, M/S England (London) Colin Doradity, One Sanchar, M/S England (London) Chin Doradity, Director of Nuraing, M/S England (London) The Mea Durkin, Director, Patient Safety, M/S England

b) ELIZ RK, Chief Nusse, University Acapitat of North Statilization Anu Singh, Director of Intern and Noich Partoglation & Insight, noich Singhum, Chief Executive, East and North Hordhodzhie MAR Marchaner, Chief Executive, East and North Hordhodzhie Markaner Bob Biotests, Director of Commissioning Support Services Strateg with Statiburg Dipps, National Director, MHS Reichter, MHS England Anne Gamer, Chief Executive, College of Physicians Marka Cubick, Coll Registry College of Physicians Marka Cubick, Coll, Registry College of Physicians Marka Cubick, Coll, Registry College of Physicians Marka Cubick, MHS (Chief, Restored Network Co containing Development, MHS (Chief, Restored Network Co containing

Medical Director, Northumbria Healthcare

\*

THANK YOU TO ALL OUR PARTNERS

#### What do key NHS leaders say? "There are big risks to us if we don't share best practice. We want a breath of fresh air, we want to change. There is absolutely a financial cost if we don't search for best practice – we need this to take our projects to the board."

"With the HSJ Solutions product you would have confidence that the outcomes have already been through a judging process and it was not just a self-elected case study. If I had to choose between the two I would choose the one with the most scrutiny."

HSJ Solutions

Quality, Innovation, Productivity & Prevention Director Reide



A summary of our awards per year:

44

 $(\mathbf{T})$ 

# VISIT SITE

## 3. Design the new Solutions sign-in/sign-up marketing microsite.

#### KR1: Complete build by 25th July

- Completed August



Click through - (SIGNED IN)

# 3. Design the new Solutions sign-in/sign-up marketing microsite.

#### KR1: Complete build by 25th July

- Completed August



# 3. Design the new Solutions sign-in/sign-up marketing microsite.

#### KR2: Fully optimized for mobile



## 3. Design the new Solutions sign-in/sign-up marketing microsite.

KR3: Create a marketing campaign to support this product





# 3. Design the new Solutions sign-in/sign-up marketing microsite.

KR3: Create a marketing campaign to support this product



# 4. Create an interactive pdf template for downloadable brochures

KR1: 2 options designed (longform and pages)

DOWNLOAD PDF

- Completed
- KR2: Complete by August
- Completed

#### KR3: Tested and best version to be used as a template for all future downloads



# 4. Create an interactive pdf template for downloadable brochures

- KR1: 2 options designed (longform and pages)
- Completed
- KR2: Complete by August
- Completed

#### KR3: Tested and best version to be used as a template for all future downloads

- Completed



# DOWNLOAD PDF

# 4. Create an interactive pdf template for downloadable brochures

- KR1: 2 options designed (longform and pages)
- Completed
- KR2: Complete by August
- Completed

#### KR3: Tested and best version to be used as a template for all future downloads

- Completed



# DOWNLOAD PDF

# Q4

- **1. Expand capabilities of video and digital banners**
- 2. Increase effectiveness of email design and sends
- **3. Project Sherlock Nursing Times**
- 4. Project Sherlock HSJ

# **1. Expand capabilities of video and digital banners**

#### KR1: Video Hero HTML capabilities defined and demo video created



# **1. Expand capabilities of video and digital banners**

KR2: Digital ad capabilities defined and demo created



# **1. Expand capabilities of video and digital banners**

KR3: One interactive video template created for an event tbc

- Incomplete



VIEW VIDEO EXAMPLE

#### Q4 - OKR 2 RESULTS

# 2. Increase effectiveness of email design and sends

#### KR1: Best practice guide updated

- Completed

#### KR2: Online version of guide created

- Completed

#### KR3: The various designs of email templates included in a "design" doc

- tbc



#### Contents

- 1 Creating new emails and amending HTML
- 2 Using "From" name and "Reply to" address
- **3** Setting the preheader text
- 4 Guideline for image sizes
- 5 Optimising images for email
- 6 Finding a previously uploaded image
- 7 Adding links and image URL's
- 8 Optimising content for HTML email
- 9 Optimising content for Plain Text email
- 10 Checking unsubscribe message and links
- 11 Subject lines
- 12 Testing your email

# VIEW ONLINE

# **3. Project Sherlock – Nursing Times**

KR1: Subscriber journey mapped out

- Complete

KR2: Streamlined journey identified

- tbc

## KR3: Revisions agreed with marketing and implementation plan agreed

- tbc



# 4. Project Sherlock – HSJ

Original Subs journey (SIGNED-OUT)

#### KR1: New subscriber journey implemented

- Complete

HULGOUX

Subs journey with test (SIGNED-OUT)

#### MAIN CONTENT SITE

 CALL-TO-ACTION ON MAIN CONTENT SITE

DSB

#### Q4 - OKR 4 RESULTS

## 4. Project Sherlock – HSJ

#### KR2: Test in place of new pricing table

- Complete

#### KR3: Results plan agreed with Ben Cannon

- tbc



#### TEST 1: Visible price from drop down

# VIEW TABLE 1

# VIEW TABLE 2

TEST 2: No price

# H2 Extras

- 1. Events
- 2. Microsites
- 3. Preferred email
- 4. Email designs
- 5. Digital subs campaign

## 1. Rebranding of 22 events

BCIA (rebrand for 2017) Directors Congress, NT Directors Congress) NICE PSCA – Awards and Congress CN Awards 2017 GE Awards 2017 HSJ Value in Healthcare (refresh) LGC Summits series National Recycling Awards (2017) NCE Graduate of the Year Awards NCE 100 (refresh) Retail Jeweler Awards 2017 Retail Week Awards 2017 GE Instrumentation and Monitoring (Summit) GE Infrastructure Summit HSJ Emerging Leaders Summits NT Careers Live (refresh) Retail Week Live Retail Week CFO Summit Retail Week Innovation in Payments HVN Awards LGC Awards 2017

### **Unbudgeted 8 extra events**

NT Leadership Series (includes NT Leaders Congress, NT HSJ Summit HSJ Provider Summit HSJ Commissioning Summit HSJ Modernising Healthcare Summit Mental Health Congress Construction Investing in Talent Awards Retail Week Be Inspired

#### **HSJ Summits**

New branding created which visialises the 4 combined summits.









# **VIEW SUMMITS**

#### AJ Team Access

VIEW AJ TEAM ACCESS

#### AJ THE ARCHITECTS' JOURNAL WHY TEAM ACCESS? WHAT'S INCLUDED? FIND OUT MORE . TT L -1 4 and the second second IN LODING TROUBLE DA AJ leam / -----.... THE EDGE TTTTTTTTTTTTTT Make sure your team has the creative intelligence to help your business stay competitive and win more work. If you're looking for a subscription for 10+ users, we can provide you with a bespoke Team Access package that suits your needs. For 2-9 subscriptions enguine here WHY ALTERN ACCESS? Invest in your staff With practices struggling to recruit architects with the desired skills and experience, and more Help your team solve day-to-day problems by providing them with inside access to detailed building studies, technical advice and insight into pressure on recruitment, investing in the best possible resources for employees can have an extremely positive effect not only in himing new staff, but also in retaining them. complex issues that they can apply in their own projects. Keep your team up to date with the UK architecture profession by giving them access to crucial news, insight, comion and debate on the issues that are affecting the industry. Inspire your staff Make sure your practice is staying firesh and competitive, by supplying them with access to award winning projects and insight into who won what and why. Custom Harry The AJ app continually updates The AJBuildingsLibrary.co.uk is a Daily, weekly and breaking news Access to digital editions of the TheAJLCOLAK is a comprehensive online resource for architects which is updated 24/7 to provide users with the latest news, insight, debate and competitions. The AuburdengsLibrary.co.uk is a research tool giving you access to 2,300+ exemplar buildings with drawings, plans and working details, as well as costs, materials so your team has instant access to AJ, whenever and wherever they need it. email alerts including competition updates. fortnightly AJ magazine and the AJ Specification the definite product guide for UK architects. Printed copies can be arranged and the team details for business' who require them MAKE AN ENGLINY Make an enquiry If you have any questions or would like to know more about our Team Access packages: First Name: Email: Jason.davies@emap.com Call: 020 3033 2957 "Last Name " Job Title: Patronage is not just about commissioning buildings, in the pursuit of excellence the media play a vital role and the Architects' Journal is truly outstanding. Their promotion of excellence over the past 20 \*Compar Name: years is cause for great celebration and gratitude. 77 "Email Address Norman Foster, Chairman + Founder, Foster + Partners \*Phone Num SUBMIT

**Drapers App** 

#### FOR ALL THE FASHION BUSINESS rapers REWS V RETAIL V PRODUCT & TRADE SHOWS V BUSINESS OPERATIONS V PEOPLE V COMPANIES FASHION JOBS EVENTS SUBSCRIBE FASHION INTELLIGENCE AT YOUR FINGERTIPS WITH THE DRAPERS APP Talks: The Top 100 and SO YOU MAKE THE MOST OF EVERY MINUTE HOW TO GET STARTED 211 A ... D di tan N TOTAL DISC ! n ... . 🖬 🖊 🎵 Visit the AppStore or Google Play store and Follow the on-screen instructions to install the Tap the icon on your home screen and log in search for 'Drapers' app to your device using the same username and password that you use on Drapersonline.com FAQS WHO HAS ACCESS? DOWNLOAD NOW All subscribers to Drapers will have access to Drapersonline.com and the new app, included within current or new subscriptions. Download on the App Store (Or subscribe for instant access now). **NO LOG-IN DETAILS?** Google Play Get the full measure of your subscription, visit Drapersonline.com/createaccount to activate your account now. FORGOTTEN LOG-IN DETAILS? Follow this link to send yourself a password reminder Drapersonline.com/forgottenpassword NEED HELP? Please email customerservices@drapersonline.com or call the Customer Service Team on 020 3033 2626 if you need any help or have any questions.

# VIEW DRAPERS APP

#### **NT Support**

#### SIGN IN Q 'Empathy and kindness needs Nursing feeding, rewarding, and nurturing, or it can run dry' JENNI MIDDLETON, EDITOR SUBSCRIPTION OPTIONS No pain. All gain Make the most of Nursing Times Learning with our quick 'How To' video guides WHAT IS NURSING TIMES LEARNING? Guides to helping you gain access to Nursing Times Learning for yourself or your team Nursing 0 The pressure o services is leave district nursing Welcome to Nursing Times Learning Nursing Times Learning Þ ity Hospitals North Midlands / T Track your team's via the Manager D Start logging your of revalidation activity peer reviewed WHAT IS NURSING TIMES LEARNING? HOW NURSING TIMES LEARNING SUPPORTS Nursing Times Learning will support your nurses' skill development and demonstrate UNIVERSITY HOSPITALS OF NORTH MIDLANDS how much you value them by giving them access to a wealth of resources. Find out how University Hospitals of North Midlands are using Nursing Times Learning as a Learning and Development tool for their nurses and midwives. Find out about Nursing Times Learning and what CPD tools you can take advantage of HOW TO Guides to help you access Nursing Times Learning; from help with logging in, completing assessments and logging CPD evidence to your Learning Passport. Nursing Times Let 🖬 ing Nursing Times Let pring LOGGING INTO NURSING TIMES HOW TO ADD EVIDENCE How to access Nursing Times Learning How to log into Nursing Times How to add evidence to your Nursing **Times Passport** Nursing Times Let Fing Nursing Times Let pring Nursing Times Let , ing HOW TO COMPLETE THE BASELINE ASSESSMENT HOW TO WORK THROUGH OW TO COMPLETE THE FINAL ASSESSMEN THE LEARNING MATERIAL How to complete the Nursing Times How to work through the learning material How to complete a Nursing Times Learning unit baseline assessment Learning unit final assessment

# **VIEW NT SUPPORT**

RetailWeek

·@ · 🚊 P 

#### 2. Microsites

#### **RW Support**

#### GUIDING YOU THROUGH RETAIL-WEEK.COM Here at Retail Week we want to ensure that you never miss out on intelligence that enables you to make better informed business decisions. Below are a series of bite-size videos where the Retail Week team explain how to make **RetailWeek** the most of your subscription, from re-setting your password, to the benefits of our analytical content Can't find a video that helps? Please don't hesitate to contact out support team, whose details can be found in the Help Centre. HOW TO • • 0:01 / 0:29 🖴 🌣 🗤 💷 🖸

A SECTORS - TOPICS - COMPANIES - TECHNOLOGY - STORES - ANALYSIS - GUEST ACCESS MORE... -

#### HOW TO

Our Technology section

RetailWeek

SIGN IN

5 MY ACCOUNT

----

Covering the basics, the Retail Week team show you how to log-in, change your password and update your newsletters

Our Data section

**RetailWeek** 



Our Stores section

**RetailWeek** 

BEARCH THE SITE

sense?

Welcome to our Support page

Would a House of Debenhams make

HELP CENTR

Our Opinion section

RetailWeek

Q

## **VIEW RW SUPPORT**

# 3. Preferred email

Step1: Intro email	Step2: Action landing page	Step3: Confirmation email	Step4: Default email
Subscription Review The Architectural Review Desr ((lead First Nume-default-colleague)) We are currently in the process of updating our subscribers' contact details. Our system shows that you currently have box small addresses registered to your account. Therefore process was a start of the start o	The Architectural Review	Ministrict in Internet           The Architectural Review           Dear (field First Name-default=Colleague))           Lam pleased to confirm that the small default you want to use for your The Architectural Review and only placed to use the small (field Other Email of collecting Leview one)           Going forward you will need to use this email (field Other Email of collecting Leview one)	Verainal is between <b>The Architectural Review</b> Dear (lead First Name defaultr-Colleague)) We resently contacted group as we noted that you to be missing out on any newsletters or computional model your budgetown. As we're noted and than the out of manipage your primary email address, we'll send all future communication to the before, so that you can find everything in one place.
Please select your preferred email address from the links below:	The preferred email address you want to use for your subscription is now being updated. We will let you know soon as this has been completed.	Your preferred email address is now: <u>{{lead.Other Email:default=edit me}}</u>	Your preferred email address is now: {{lead.Email Address:default=edit me}}
((lead.Other Email:Ref:nUll=edit mo)) If we have treelved a reply from you within 3 weeks we will automatically use (lead mail Advectoriations edit mail).	FAQs I. Why is this happening?	Not yet activated your online account? Simply set it up here or Sign in and start exploring	It's not too late to update your details. If you'd still like to amend your email address, please contact our customer services team on +44 (0)20 3023 2658. Kind regards The AR Customer Service Team
If you have any doubt on how to proceed or have any questions please contact our customer services team on <u>contemporation@uchileternaleresier.om</u> (++41 (0):00 3033 d0:65.	Some of our email address records could potentially out of date. Updating them will allow us to continue communicating with you and will make sure you receive your complete service to the correct email address. 2. How long will the update take?	Thank you for your time. The Architetural Review Team	This email was sent to [[Lead Email Address]] [[ing Companyinto]]
Thalai lyou for your time The Architectural Review Team This enail was sent to (Least Enail Address)) (In Comment (16))	Your details will be updated within 2-3 weeks. <b>3. Will this affect my login details?</b> Please use your current login details until notified otherwise.	This email was sent to ((Laad Email Address)) ((ny Canapanyints))	
	4. Is my data secure? We have a policy of keeping all our subscribers details private.		
	If you have any further questions please contact Customer Services on <u>customerservices@architectural-review.com</u> +44 (0)20 3033 2626		

# VIEW LANDING PAGE

#### 3. Preferred email



# VIEW LANDING PAGE

#### 4. Emails - subs

#### Various full image emails


## 4. Emails - events

#### Various template layouts







#### NT Wishlist email promotion





This email was sent to stephen.woodward@emap.com If you wish to unsubscribe from Nursing Times with information about events and related products and services, please click <u>here</u>.

If you wish to unsubscribe from all marketing communications from all <u>EMAP brands</u>, please click <u>here</u>.

EMAP Publishing Limited, Company number 7880758. Clo Ascential Group Plc, The Prow, 1 Wilder Walk, London, W1B 5AP, Registered in England and Wales.

## NT Wishlist landing page





# **VIEW WISHLIST**

## NT Wishlist confirmation page





NT Golden ticket campaign



Join the search for the Nursing Times Golden Ticket

We've hidden a golden ticket somewhere within the Nursing Times clinical archive.

To be in with a chance to win a hamper in time for the festive season, simply hit the button below to visit the Nursing Times website, sign in using the email address you gave us when you subscribed and start searching.

Once you find the ticket, you'll be able to enter the prize draw.

The Nursing Times online clinical archive is extensive. It hosts over 5,000 double blind peer-reviewed articles covering a range of clinical specialisms, roles and settings.

Because we know you're busy providing excellent care (and because we're feeling extra generous at this time of the year) here's a clue to help narrow the search down a little.

While a compass won't help with this treasure hunt, a calculator might ...

CLICK HERE TO BEGIN YOUR SEARCH





## VIEW AD

# VIEW LANDING PAGE

# 7. Full width microsite template (abacus)

#### Mockup in review











# **VIEW MOCKUP**

Full width inline image



Full width background image



Full background image with text



Html - Top

# H2 SURVEY

Q1. What area of the business are you from?

Q2. How happy are you with the Design Team as a whole?

Q3. Do you feel you get good service delivery?

Q4. Do the Design Team produce new and exciting design solutions?

**Q5.** Are the Design Team approachable?

Q6. How easy is the booking system?

**Q7.** What is the one thing we could improve on in 2017?

**Q8.** Suggestions on how we could improve our service.

**Q1.** What area of the business are you from?



Q2. How happy are you with the Design Team as a whole?



Q3. Do you feel you get good service delivery?



**Q4.** Do the Design Team produce new and exciting design solutions?



# **Q5.** Are the Design Team approachable?



**Q6.** How easy is the booking system?



**Q7.** What is the one thing we could improve on in 2017?



# **Q8.** Suggestions on how we could improve our service.

## EVENTS

1. I think when a designer has recommendations for changing a design (which are often good/valid), or the copy content, it's best to have a face-to-face chat first rather than going ahead and delivering something that the marketer hadn't asked for.

2. Flexibility - events (especially conferences) are not always simple and are organic so constantly changing. Slight understanding and flexibility with amends would be helpful, as there will often be a few more small changes near the end. For example, more then 3,rounds or being willing to do small amends ad hoc.

### EDITORIAL

1. I think that the design team could probably do some lunch and learns to show how other brands have worked with them successfully, and explain the process. I also think there should be a design amnesty, when the team take a look at each set of designs for a brand and think about whether they work together. Sometimes different people design different things for an event, subs marketing and so on, and it looks a bit of a patchwork quilt. I also see design teams not adhering to the brand guidelines, and I think they should be guardians of that above any other member of the team. I think now and again, you should look at brands and critique them in a session that's open to all people who work on that brand. That would show how you think about brands and the way you design them. Hope that helps.

## CONF PRODUCTION

1. I have worked more closely with team this year and have found them excellent to work with. The work that has been completed has been superb. This is partly down to producers assisting marketing more with the briefs and having conversations with the design team - sometimes in the past things could get lost in translation. This is a marketing problem though - not a design team issue Never have to book slots so unclear on that process. Is this something that should change? From HLG perspective, this has been a very good year from design perspective. So thank you.

## **Q8.** Suggestions on how we could improve our service.

## SUBS MARKETING

1. I have really liked the addition of Trello. I like that things don't get lost and I can track where they are. Sometimes it doesn't reflect the calendar though. I still find the calendar system quite tricky to navigate especially if work takes longer or if there was an issue with the initial booking. Also I use my diary for my planning and sometimes it can look chaotic trying to see what is going on with digital and design bookings in there.

#### SALES

1. I think communication is key and sometimes it is quite hard to get a hold of anyone other than through e-mail. It's always great to talk on the phone or face to face. I do think the ideas they come up with are amazing and make the brand stand out and a fantastic product to sell.

## **EVENT OPS**

1. On occasion we receive designs updated with new logo and branding from previous years that don't have the text updates we request - reading the briefs in more detail would reduce the number of amends we have to pass back.

2. We often book in slots in advance and then drop the content in. We do this in order for us to plan, and also to make it easier for your team to know whats coming up. However, these are usually rejected as there is no content. But it is surely a better system and it ensures that when we have last minute things to add, or anticipate changes, there is already a slot booked in. If the design team is very busy, then they know that there is a slot booked, we know there is time available. Often for events there are last minute things, but if there isn't time already booked in, then the changes may not be made in time. Or it causes friction as we need it done and often will demand that it is done, despite there not being a slot there. Also I think the design team need to be more flexible and understanding of our situations sometimes. We try to do the same in return.

# H1 2017 OKRs?

- **1. Team communication**
- 2. Creative testing
- 3. Digital campaigns
- 4. Event website builds
- 5. Brand guidelines
- 6. New booking system
- 7. Full width microsite template implemented
- 8. NT Corp & CN Corp microsite