SAMSUNG Showcase 2016

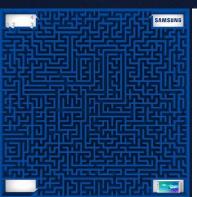


The Task

When Samsung Egypt nominated Digitree on January 1st, 2016, as its new digital agency, we found several problems and obstacles that we decided to solve:

- Lack of creativity: having one direction, which is showing products USP, with only one objective, which is driving sales, there was no attention to what fans want to see on social media, their interests, or what should be done to attract them to the brand.
- Low-quality visuals on all social media platforms
- Low engagement rates on all social media platforms
- lack of contests, on-ground activations, and digital activations on social media.
- There are tonnes of complaints on social media, which distract fans from engaging with posts.

2015 Artworks Sample



















Objectives

In order to solve Samsung Egypt's social media problems, we made a plan with clear objectives and started with new creative content directions, engagement tactics, and a community management plan to improve Samsung Egypt's social media presence, engagement rates, and uplift the brand to the next level.

- Reach Samsung's audience with a new type of content.
- Create an online and continuous conversation between Samsung and the audience.
- Build a strong relationship between Samsung and the audience.
- Position Samsung digitally based on the company's mission, vision, and value proposition (the reason why and RTBs).
- Enhance the brand image, increase sales, and increase revenue.
- Significant increase in engagement rates and fans/followers growth.
- Decrease negative feedback and increase positive word of mouth.



Product: Samsung Galaxy Gear VR.

Product line: HHP- Accessories.

Objective: Engagement.

Post Insights on Instagram:

Reach: 44,800 "Organically"

Likes: 962.

Comments:15.



Product: Samsung Galaxy S7 Edge.

Product line: HHP.

Objective: Awareness.

Post Insights Across All Social Media:

Reach: 101,328 "Organically"

Likes: 1,252.

Comments: 1,102.

Shares: 27.

Click: 3,061.



Product: Samsung Vacuum cleaner.

Product line: Home Appliances.

Objective: Product positioning.

Post Insights Across All Social Media:

Reach: 3,091,000

Likes: 29,500.

Comments: 409.

Shares: 230.

Clicks: 75,000.



Product: Samsung SUHD Quantum Dot TV.

Product Line: Samsung Smart Curved TV's.

Objective: Awareness.

Post Insights Across All Social Media:

Reach: 75,560 "Organically"

Likes: 742.

Comments: 72.

Shares: 21.

Clicks: 9,130.



Product: Samsung Gear S2.

Product line: HHP – Accessories.

Objective: Engagement.

Post insights across on Twitter & Instagram:

Reach: 50,000 "Organically"

Interactions: 2,335.

Comments: 10.



Product: Samsung Galaxy Gear VR.

Product line: HHP- accessories.

Objective: Engagement.

Post Insights Across All Social Media:

Reach: 105,961 "Organically"

Likes: 1,060.

Comments: 837.

Shares: 7.

Clicks: 2,322.



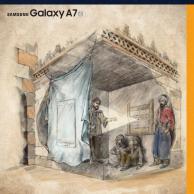
Newsjacking 2016



















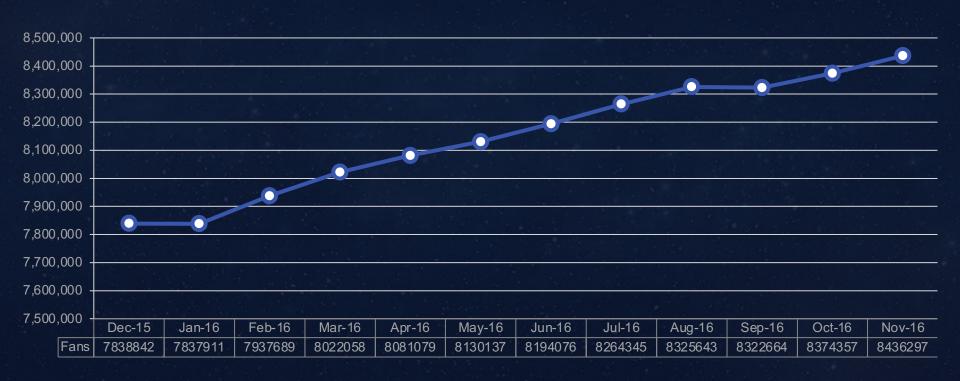


- Total page Fans: 8,437,910
- ■Number of Fan page growth: 597,347
- ■Avg Growth of Fan page per day:1,800

Facebook Interactions

- ■Total Interactions: 4,953,540
- ■Reactions: 4,573,323
- ■Comments: 307,698
- ■Shares: 72,519

Samsung Facebook 2016 – Fans Growth





- Total followers: 369,103
- ■Number of Followers Growth: 34,852
- ■Avg Growth in Followers per day: 104

Twitter Interactions

- ■Total Interactions: 29,767
- ■Likes: 24,271
- ■Replies: 3,114
- ■Retweets: 2,382
- ■Mentions: 4,979

Samsung Twitter 2016 – Followers Growth





lnstagram Followers

- ■Total followers: 145,444
- Number of Followers Growth: 110,000
- **♥** Instagram Interactions
 - Total Interactions: 178,217
 - ■Likes: 172,185
 - **■**Comments: 4,569

Samsung Instagram 2016 – Followers Growth













Committed To Quality





















Committed To Quality











Client testimonial

Digitree started managing our social media platform in 2016 and with that have provided us with an opportunity to better communicate with our customers online through the use of exciting visuals and engaging content. We've witnessed a significant increase in reach and engagement, especially on Facebook and Instagram. What really stands out to me when it comes to working with Digitree is that they proactively strive to provide new and innovative ideas while listening to what is important to our customers online.

Shereen Amayem
Digital Marketing Manager
Samsung Electronics Egypt

Thank You!