Be everywhere your customers are

Top 5 Tips to Drive Traffic and Leads Through Local Marketing

July 26, 2022



Milestone Inc. is a Leading Provider of Digital Marketing Software and Services

Focused on New Customer Acquisition and Enhanced Customer Experience

Content Authoring and Distribution Platform

Experience

CMS • Schemas • FAQ Manager

Discovery and Engagement

Local Listings • Reviews • Insights • Analytics

Digital Marketing Services

Design • Websites • Content • SEO • Paid • Analytics



Your Speakers





Matt Lacuesta
Director of SEO
Milestone Inc.



Brett Dugan
Sr. Manager,
Local SEO Solution
Milestone Inc.

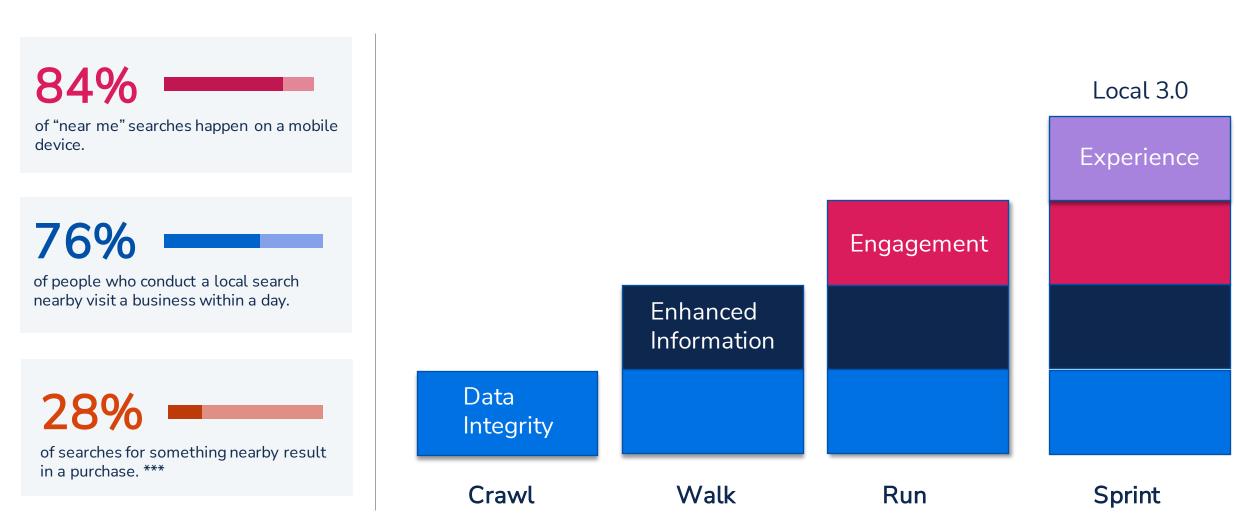




Local Is About Discovery & Experience



Enhance Your Local Content, Engage With Your Local Audience & Deliver An Exceptional Digital Experience



^{*} https://www.thinkwithgoogle.com/marketing-strategies/app-and-mobile/smartphone-user-search-behavior-statistics/

^{**}https://www.thinkwithgoogle.com/consumer-insights/consumer-trends/local-search-to-store-visit-statistics/

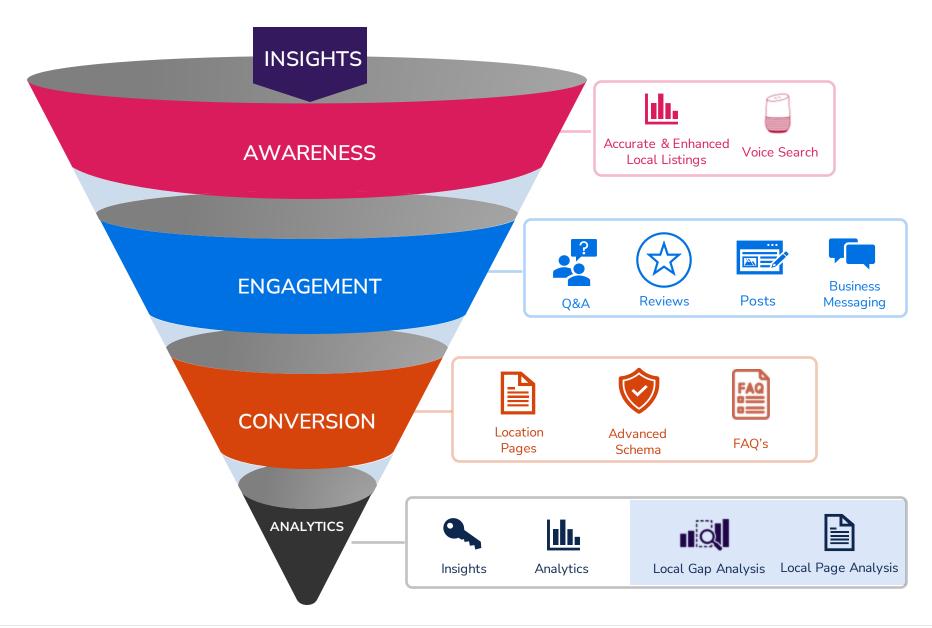
^{***&}lt;u>https://www.thinkwithgoogle.com/consumer-insights/consumer-trends/location-search-conversion-statistics/</u>

Factors That Impact Local Listing Visibility



https://whitespark.ca/local-search-ranking-factors/https://support.google.com/business/answer/7091

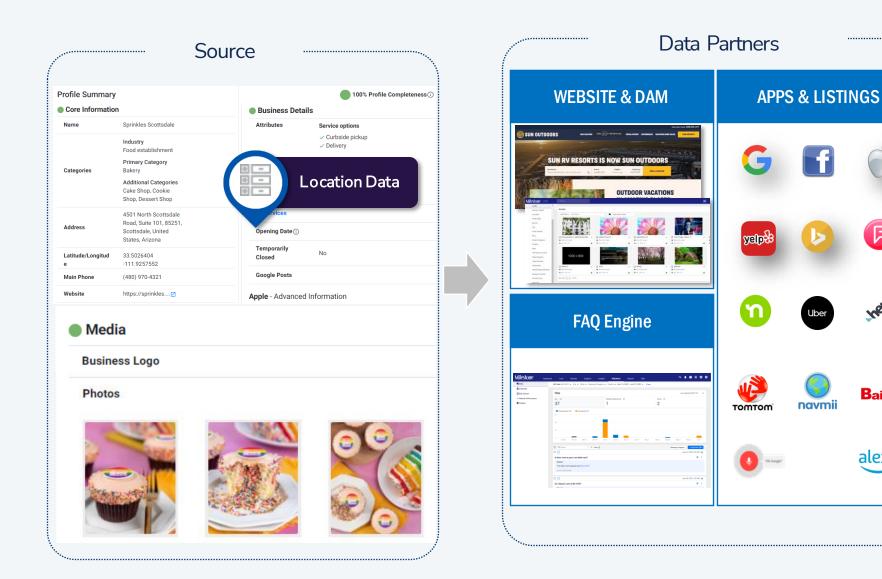
Connect at Every Stage in the Customer Journey

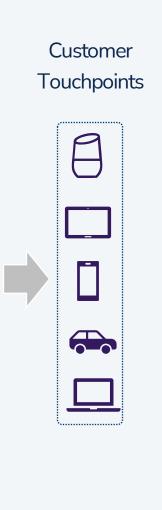




Build Data Integrity Across Core Search Engines

Ensure data consistency across all customer touchpoints





Bai 🚻

alexa

navmii



Enhanced Business Information: 30+ fields

Core, Media, Business, and Engagement Details go far beyond UNAP accuracy to facilitate engagement with customers directly in search result pages.

Core

- 1. URL with UTM
- 2. Address, Service Area, Departments
- 3. Phone (with call tracking)
- 4. Category
- 5. Map Marker

Business

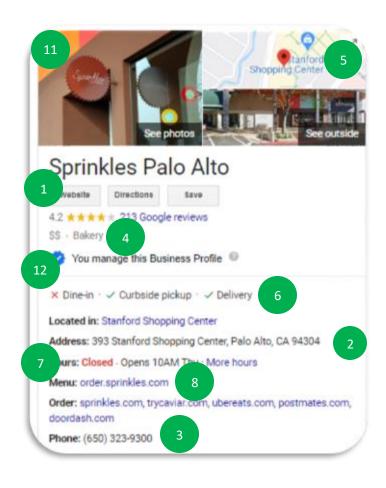
- 6. Amenities
- 7. Regular & Special Hours of Operation
- 8. Menu and Links to Online Ordering
- 9. Popular Hours
- 10. Description

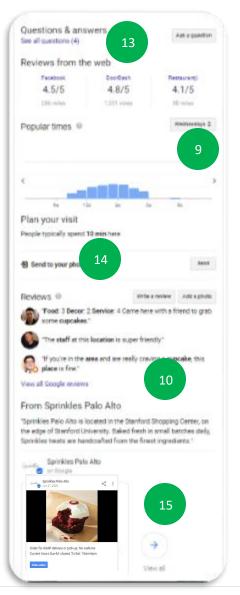
Media

11. Photos and Videos

Engagement

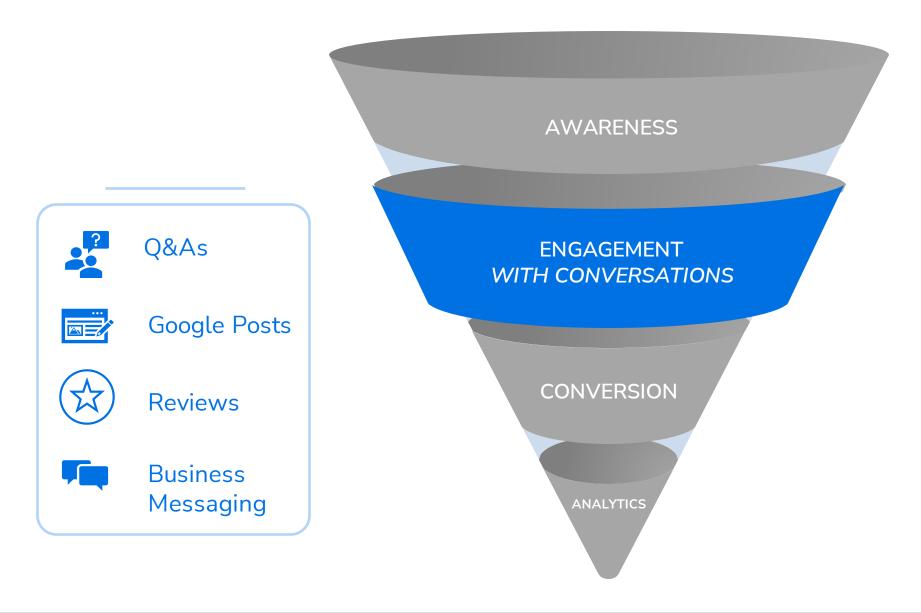
- 12. Verified Listing
- 13. Q&A (FAQs)
- 14. Reviews
- **15. Google Posts**





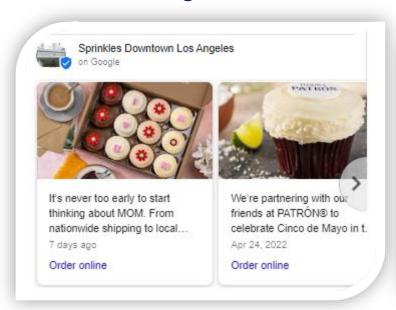


Engage With Your Customers Via Local Business Listing

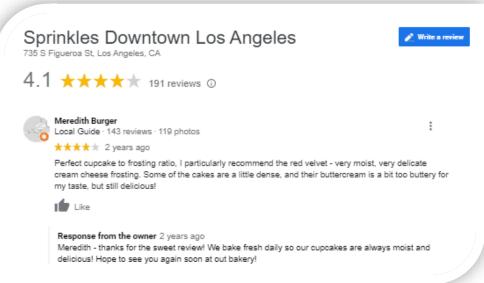


Drive Conversation With Local Customers via Google Posts, Q&A, Reviews

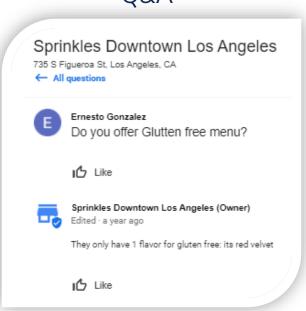
Google Posts







Q&A

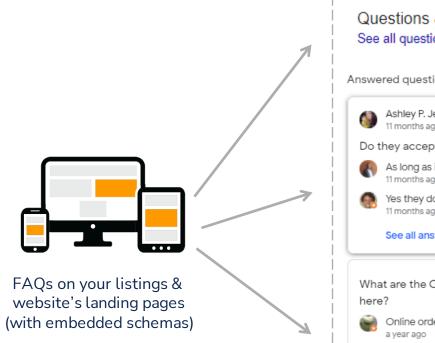


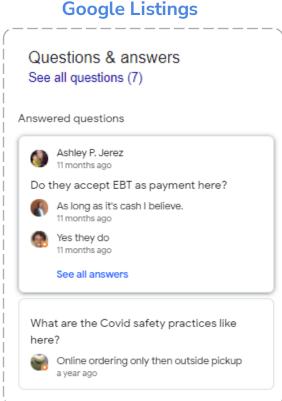
- Engage Your Local Audience
- Share Your Products, Services, Offers, Events & Business Updates
- Drive Free Conversions!

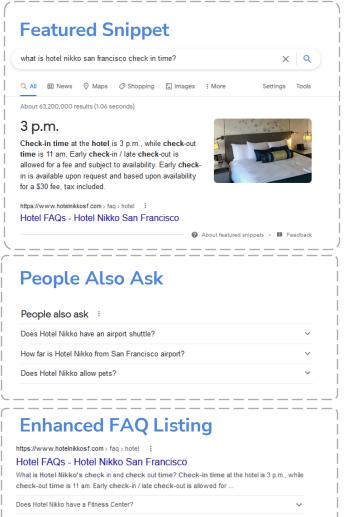
- Manage Your Businesses Online Score Card
- Connect With Customers, Understand Their Sentiment & Build Lasting Relationships

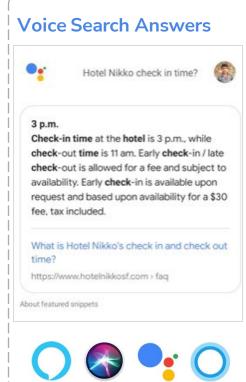
- Answer Customer Questions to Build Trust
- "Owner" Responses Establish Local Authority

FAQs Help Saturate The SERPS











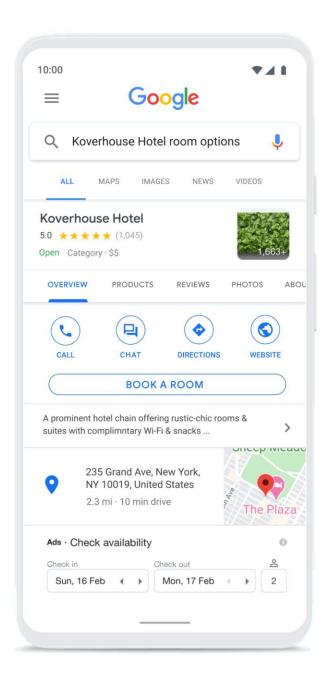
Does Hotel Nikko have a pool?

Business Messaging

67% of consumers would rather message a business than speak to a person

- Increase customer satisfaction
- Drive sales and upsell
- Reduce costs
- Build trust and loyalty to strengthen customer relationships

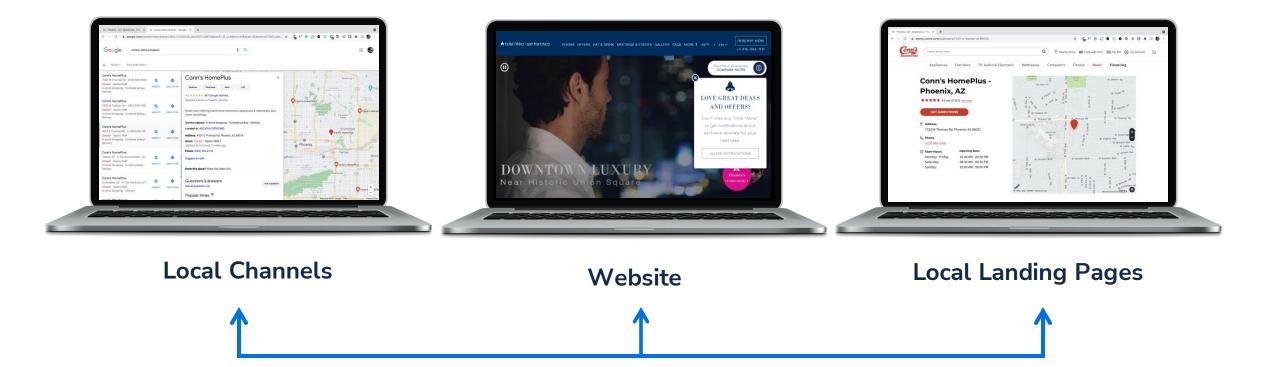
(S) IFA



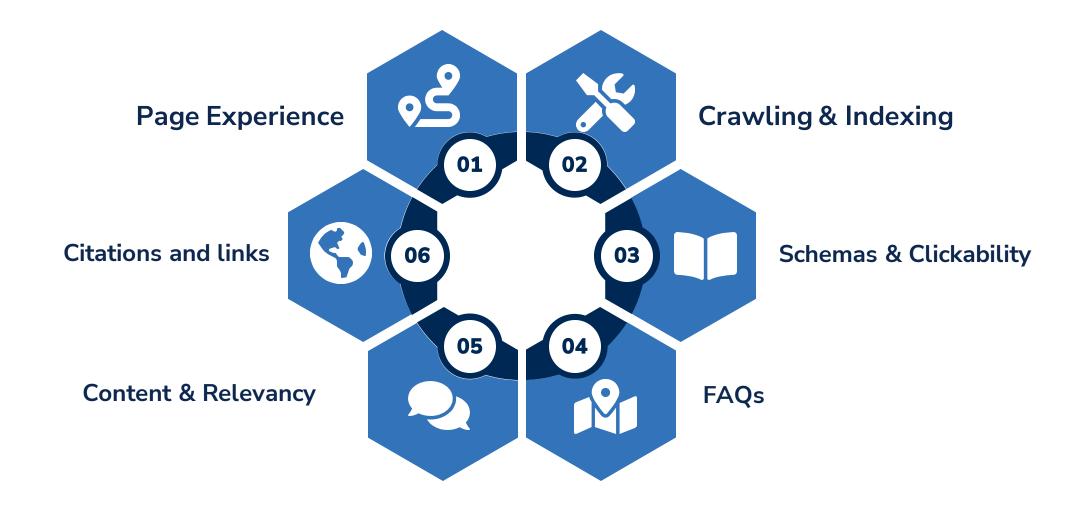


Delivering Consistent Experience Across Channels with Centralized Data

Consistency Across Search-Optimized Website, Local Landing Pages & Update Local Listings at Scale



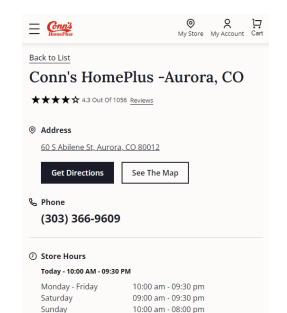
Factors That Impact Local Page Visibility



Perfect Digital Experience

Check List:

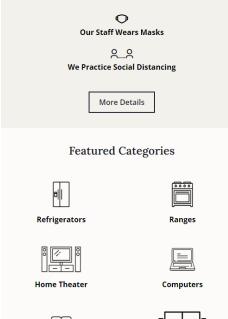
- Address, contact info, hours
- Map and directions
- **Reviews** 3.
- Frequently asked questions
- Location images
- Inventory highlights
- Offers, deals, coupons
- 3D tours, video
- Staff bios
- 10. Department information
- 11. Parking info
- 12. Payment, financing info
- 13. COVID information, health & safety
- 14. Curbside, delivery, in-store shopping, appointment-only, etc.





Store Information

Conn's HomePlus® Aurora, Colorado is your one-stop shop for quality household appliances, furniture, electronics, mattresses and more in the Denver metro area. Located on the east side of Interstate 225, between E Bayaud Ave. and E Ellsworth Ave. on S. Abilene St., this 35,000 square foot facility provides a convenient central location for all of your household furniture, appliance and electronics needs. From sofas and sectionals to mattresses and bedroom sets, Conn's HomePlus® has everything you need to create the perfect home for you and your family. We also offer small appliances, such as vacuum cleaners, and large home necessities like refrigerators and washers. Our electronics department carries everything you need to turn your media dream room into a reality with audio systems and big screen televisions.



Our Safety Actions

Frequently Asked Questions

How to check the order status of my furniture delivery? +



Nearby Conn's HomePlus® Locations



Pickup-Only L Denver Dis

Conn's HomePlus -Thornton, CO 550 E 102nd Ave Thornton, CO, 80229

⟨ (303) 255-1128

⟨844⟩

Conn's Ho

Aurora, CC

2470 airport

Aurora, CO, I

Hottest Deals at Aurora Conn's HomePlus[®]



Samsung 4.5 Cu. Ft. Front Load Washer w/ Steam - WF45R6100AC



Samsung 7.5 Cu. Ft. Electric Dryer with Steam Sanitize+ DVE45R6100C

Aurora Conn's HomePlus®



Appliances & Fitness Financing

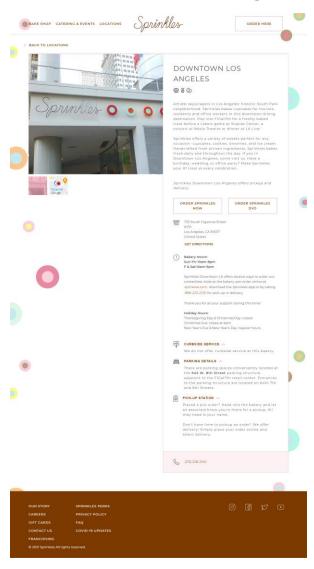
0% Interest for 36 Months** on all appliance purchases \$799+ with your Conn's HomePlus Credit Card between 4/11/22 & 5/8/22. Equal monthly payments required for 36 mos.+Free Delivery See terms. ^See terms.



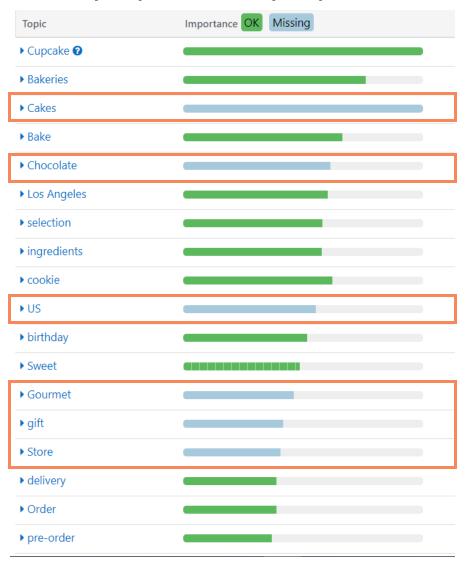


Identifying Gaps in Topics, Entities and Intent

Current Location Page



Identify Topic and Entity Gaps

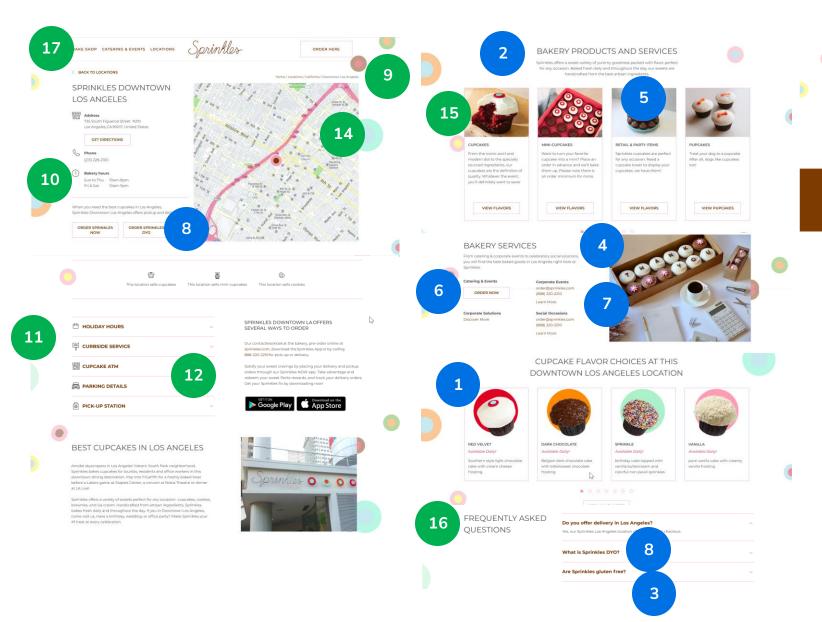


Schema Gaps

Sprinkle additional schema type Suggested	Schema Type
BreadcrumbList	Generic
Product	Generic
Bakery	Sprinkles
Localbusiness -> openingHoursSpecification	Local
Local business -> delivery Method	Local
VideoObject	Generic
Offer	Generic
Sitenavigationelement	Generic - main menu
Person	Generic
Webpage-relatedlink	Related Products feed
FAQ	Generic
Article	Generic
Wikipedia pages	Generic



Pairing Content & Design With Schemas & FAQ





Topic & Entity Gaps (Partial List)

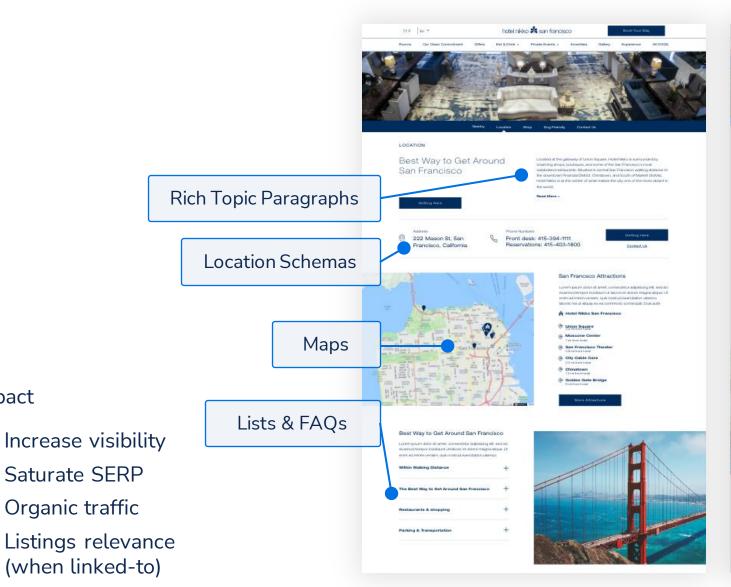
- 1. Flavors
- **Bakery Products**
- Gluten/Sugar Free
- **Bakery Services**
- Retail party items
- Catering
- 7. Events
- 8. DYO

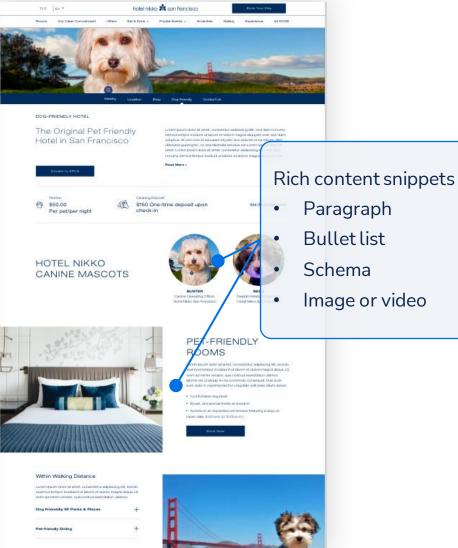
Schema Gaps

- Breadcrumbs
- 10. Opening hours
- 11. Special Hours
- 12. Delivery method
- 13. Related links
- 14. Location (map)
- 15. Products
- 16. FAOs
- 17. Site navigation (Header + Footer)

Local Landing Pages

Content, Schema Markup, and Layouts aligned with latest Google algorithm





Impact



Diving into Data to Build a Better Experience



Identifies ongoing optimization needs and opportunities



Local Competitor insights to identify areas competitors dominate



Related search trends analysis to identify unexplored content ideas



Franchise
Sign Shops
Increases Organic
Web Leads by
40% and Phone
Calls by 63%
Using Milestone
Local, Schema &
FAQ

Challenge

The key challenge was to improve organic website visibility & enhance their local search presence with the end goal of driving additional site traffic, phone calls & organic leads

Solution

Milestone approached the problem by deploying two key strategies:

- 1. Milestone Local: Business profiles of 125 studio locations were optimized with enhanced listing content across Google, Bing, Facebook & Apple to improve brand presence and discoverability.
- 2. Advanced Schemas: Deployed 2,250 nested schemas, including Organization, WebPage, FAQPage, Service, LocalBusiness
- 3. Milestone FAQs: Deployed 50 FAQs across top ranking landing page. All FAQs were implemented with Schema to qualify for Rich Results and boost search results/increase organic presence.

Results

In just 90 days postimplementation, the client recorded:



22%
increase
in Website
Sessions from
Organic Search



63% increase in Phone Calls from Organic Search



51% increasein Visits to Website
from Google Listings

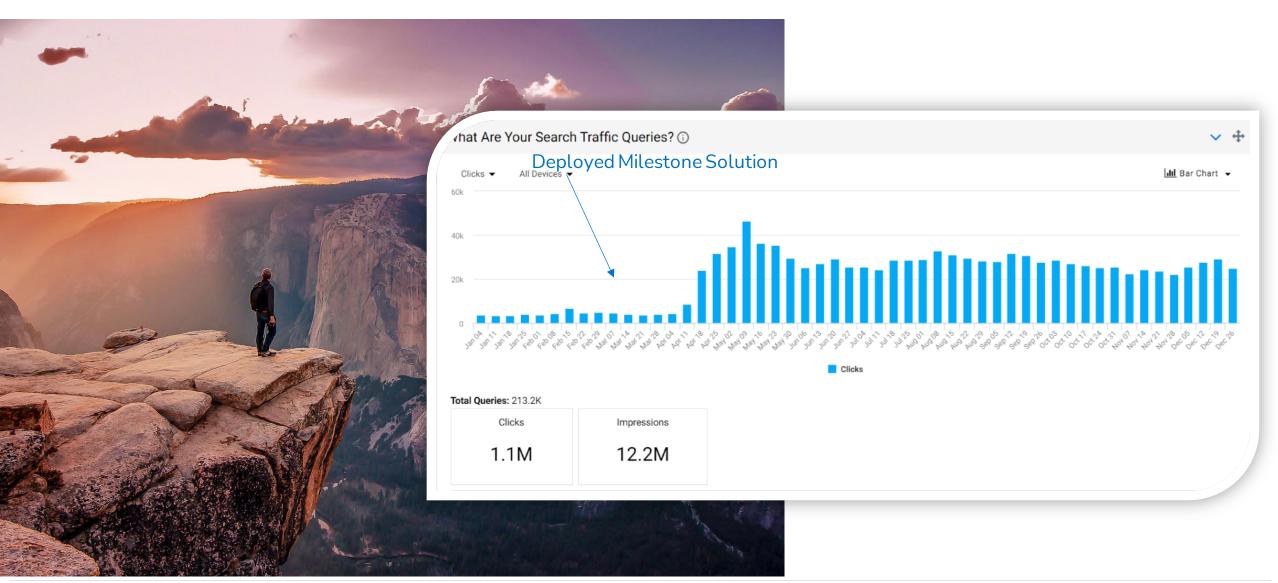


40% increase in Organic Website Leads



Case Study: Bakery Retail Chain with ~50 Stores

Work Performed: Schema Implementation, FAQs, Local Listings Optimization



With Local 3.0 we handle all the steps to drive growth for Local visibility.

Step 1: Data Integrity



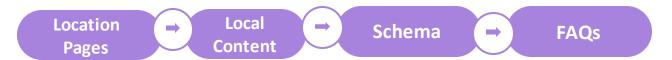
Step 2: Enhance Your Local Content



Step 3: Engage With Your Local Audience

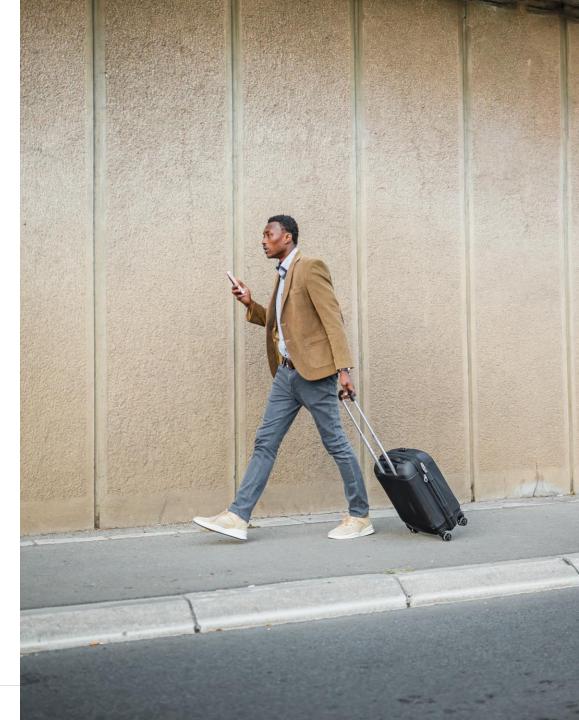


Step 4: Deliver an Exceptional Digital Experience



Step 5: Measure, Optimize & Repeat

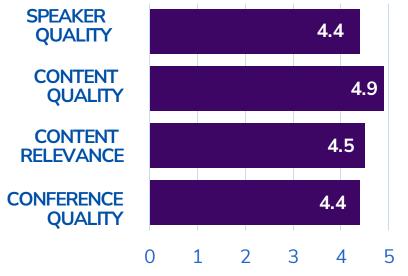






ENGAGE 2022: Join Us for Our Annual Tech Conference at Caesars Palace, Las Vegas

Transformation: Engagement, Connectivity & Experience



Milestone's ENGAGE is bringing top-notch thought leadership to your doorstep. Our goal: to showcase the latest trends, share customer-based case studies, and deliver the actionable takeaways and tools to help you accelerate your digital strategy and transformation in a post-pandemic world.

Attendees Love Engage





In-person event on Aug 15-16, 2022 at Caesars Palace, Las Vegas



https://www.milestoneinternet.com/resources/engage-conference-2022

Contact:

marketingteam@milestoneinternet.com

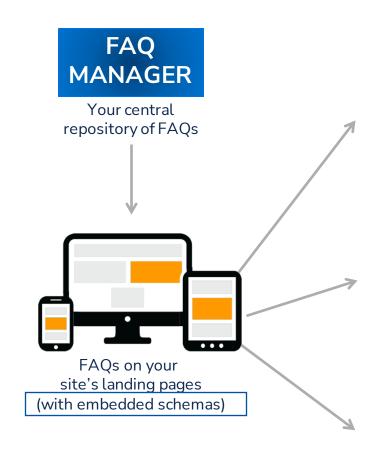
Thank You

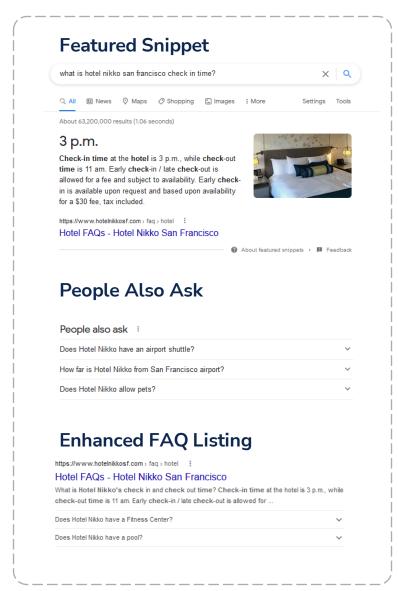


+1 408-200-2211 MilestoneInternet.com

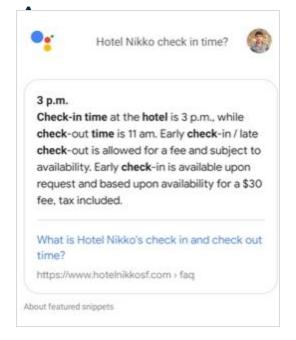
Appendix

FAQs Help Saturate The SERPS





Voice Search





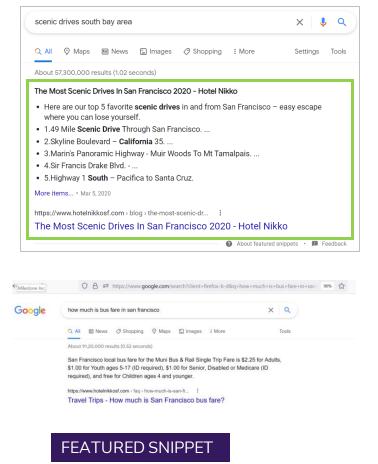


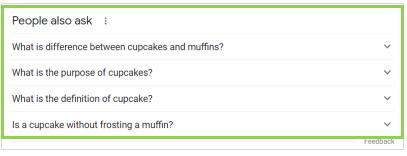


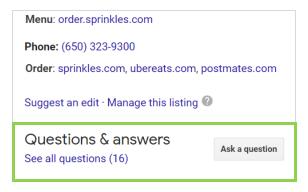


Google Favors Content That Answers Questions

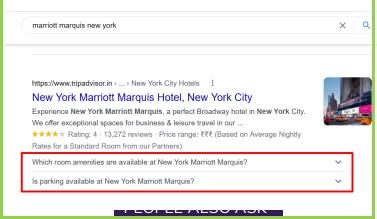
Answering questions helps you maximize brand exposure



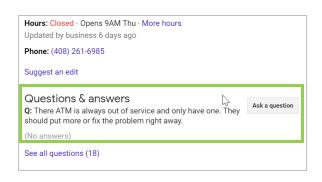




ENHANCED LISTING WITH FAO



QUESTIONS IN LOCAL LISTINGS



QUESTIONS IN KNOWLEDGE GRAPH

Page Experience & SEO Fundamentals of Local 2.0

Page experience is important for users and search engines, and a **positive page experience** can help your site show up in search results and convert more visitors to customers.



63%

of people expect brands to deliver a **consistent experience** every time they interact with the brand.*



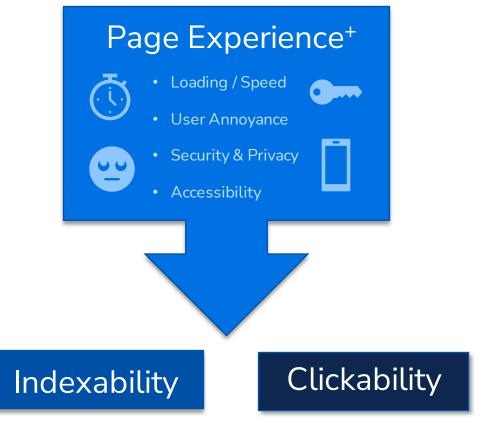
46%

of people say they would not purchase from a brand again if they had an interruptive mobile experience.**



53%

of visits are abandoned if a mobile site takes **more** than three (3) seconds to load.***



^{*} https://www.thinkwithgoogle.com/consumer-insights/consumer-trends/consumer-behavior-mobile-digital-experiences/

^{**} https://www.thinkwithgoogle.com/marketing-strategies/app-and-mobile/consumer-mobile-brand-content-interaction/

^{***} https://www.marketingdive.com/news/google-53-of-mobile-users-abandon-sites-that-take-over-3-seconds-to-load/426070/

⁺ https://www.youtube.com/watch?v=h00kn5J-F2Q





Leading Retail
Store Increases
Direct GMB
Searches by 54%
and Customer
Views of Stores on
Google Maps by
17% Using
Milestone CMS
and Local

Challenge

The primary objective of the client was to optimize local presence and manage the online reputation of store listings across Google to drive brand visibility, website traffic, and calls to stores.

Solution

Milestone approached the challenge by deploying the following key strategies:

Milestone Local:

- 157 business profiles of stores across the US were optimized to build awareness and engagement online, which started with UNAP consistency.
- The GMB profiles of stores were updated with relevant descriptions, categories, business hours, images, and phone numbers to keep customers informed and increase local presence across both Google search & maps.

Results

Post-local optimization, the client recorded:



54% increase

in direct searches from Google My Business



17% increase

in customer views on Google Maps



19% increase

in requests for directions from Google My Business



14% increase

in phone calls from Google My Business

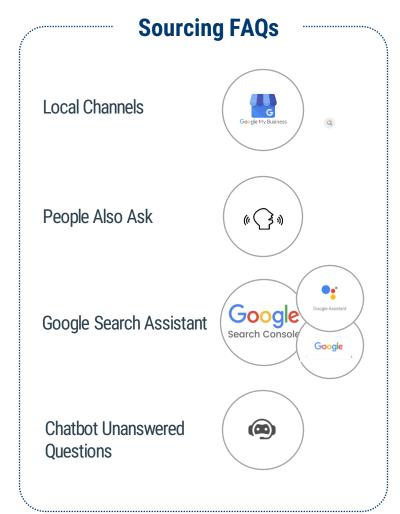


10% increase

in brand searches from Google My Business

Optimizing Your FAQ Experience

Curate customer questions and publish answers to relevant Business Listings, Local Pages and Voice Assistants/Chatbots







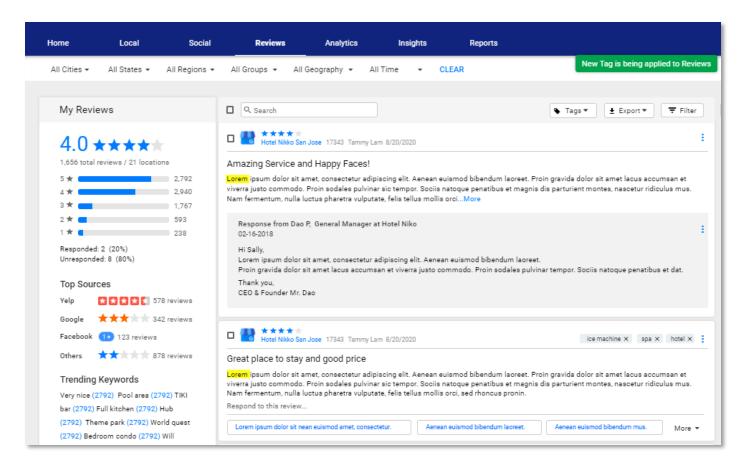


Reviews Management: Power Your Online Reputation

Monitor what consumers are talking about you and engage with them

Reputation Management improves E-A-T:

- Respond to reviews
- Track ratings & reviews across channels
- Publish reviews on the website
- Track competitor reviews



88% Invespro

consumers trust online reviews as much as personal recommendations

33% Yelp u busine Yelp's Data Science a day

Yelp users more likely to upgrade review if business responds with a personalized message in a day

Business Messaging

Drive Direct Business – Customer Conversations on Real-Time

