THE CONTENT MARKETING STRATEGY CHECKLIST

A BIG FAT,

ROLL-UP-YOUR-SLEEVES

GUIDE FOR

BZB MARKETERS

WELCOME TO



THE

CONTENT MARKETING ENLIGHTENMENT



SHARE ME!











CONTENT MARKETING HAS EXPLODED

THAT'S GOOD BECAUSE YOU'VE FINALLY GOT A WAY AROUND THOSE ANNOYING BARRIERS THAT BUYERS TEND TO ERECT WHEN THEY SENSE OLD-SCHOOL MARKETING.

But it's bad because it means you're competing against a tidal wave of shiny new content from competitors, analysts, thought leaders, bloggers and wannabes.

Bottom line: good content isn't enough any more. You need *insanely great* content that's on-strategy and incites action. And you need to deliver it in a consistent, ongoing program.

To do that, you need to step back a little and think about what you're trying to accomplish and who you're trying to motivate.

This the era of *Content Strategy* and it will separate the pros from the amateurs.



WHY CONTENT IS SO CRITICAL.

CONTENT IS SO CRITICAL

because people care about their own problems much more than they care about your products.

When you capture your company's expertise and package it up to help your prospects do their jobs, you earn people's attention instead of simply assuming you'll get it.

Content also fuels the three most important weapons in the B2B marketing arsenal:



Search

If you don't rank on your keywords, you won't get the traffic. Great content propels you up the search rankings.

Social

Content gives you something to bring to the social party – you don't want to engage emptyhanded, do you?

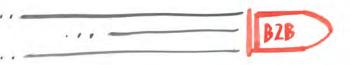
Outbound

It may be out of fashion but outbound is about to make a comeback. Content gives you an offer for your outbound calls-to-action, driving up response rates.

In short, content is what makes the B2B world go round and the revenue meters sing 'ka-ching!'.

If you're not getting good at content, prepare to lose market share.

But you can't just churn out piffle...



HERE'S A BIG-ASS CHECKLIST TO HELP.

The first part of the checklist is designed to help you hone your content marketing strategy and build the foundations of an ongoing content marketing program. The second part should help you attack your very next piece.

We hope you won't just read the checklist. We hope you'll print it out and start scribbling away. Use it when you're writing your content marketing strategy, developing a new piece – or whenever you hit a roadblock.

You may need to do this exercise for each product line or one for each region or whatever. But these are the kinds of questions you'll need to answer if you want your content marketing to go faster than a speeding bullet and leap over tall buildings in a single bound (or a series of carefully nurtured smaller bounds).

HELP US HELP YOU.

If you think we've missed anything important or got something totally wrong (how very dare you), do give us your comments. We want to improve this sucker as we go forward.

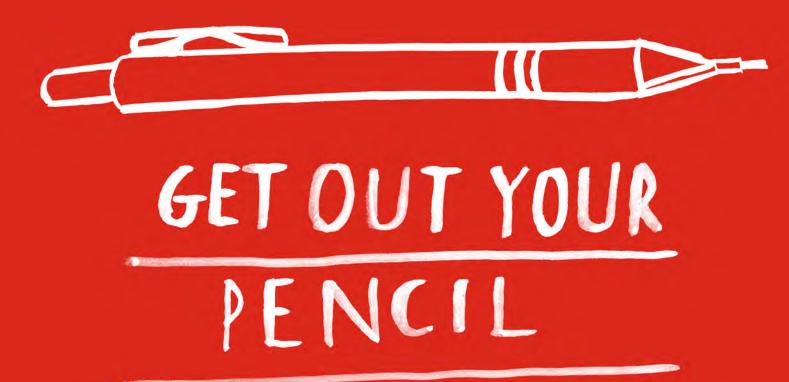
(And we'll post updates on how the Checklist campaign is doing on Velocity's B2B Content Marketing Blog – so do come back).

Ones we prepared earlier. You mean you haven't read these yet?

The B2B Content Marketing Workbook – a primer.

The B2B Marketing Manifesto – a frothing rave.

There's your bedtime reading for tonight. Enjoy.
Night-night. Mwah.



IHE BIG PICTURE

TO HELP YOU
THINK ABOUT YOUR
WHOLE CONTENT
MARKETING PROGRAM:



GOALS

START BIG AND WORK YOUR WAY DOWN:

☐ Capture what <i>the business</i> wants to achieve in the next 6-12 months.	Think about what you'd need to change to make these goals happen – and aim high. This isn't just about business as usual.	FOR EACH
	Prioritise the most important things content can do for you, including: Building awareness	GOAL YOU CHOOSE, IDENTIFY THE METRIC YOU'LL TRACK.
☐ Write down what <i>marketing</i> needs	☐ Educating buyers	100 11.17
to achieve in the next 6-12 months.	☐ Moving leads along the	
	purchase path (nurturing)	
	Engaging with all influencers	
	☐ Serving existing customers	
	☐ Cross-selling or up-selling	
	☐ Generating new sales leads	
	☐ Establishing your expertise	

Get buy-in on these. Everything depends on clear goals that everyone agrees on – and build them into your analytics! (see page 25).

For this B2B Content Marketing Strategy Checklist, the goals are:

To raise awareness of Velocity among B2B marketers who want to harness the power of content marketing.

To nurture people who downloaded and liked the B2B Marketing Manifesto or the B2B Content Marketing Workbook, moving the right ones one step closer to picking up the phone.



SUMMARISE EACH BUYER PERSONA IN A FEW BULLET POINTS AND PRIORITISE:

Persona 1	Persona 4
Persona 2	Persona 5
Persona 3	
	We like to use short, visual personas that
	include nevelographies not just demographies



For more on this check out our Buyer Persona Resource Round-up. For the Big Fat B2B Content Marketing Strategy Checklist, target persona #1 is:

Martha Watton, 43

CMO of a fast-growing £400m software company

Ambitious, confident & impatient

A big believer in the power of content

Her results from old-style campaigns are flattening out



EACH PIECE OF CONTENT SHOULD CAUSE A PROSPECT TO MOVE TO THE NEXT STAGE OF THE BUYING JOURNEY.

Fill in your top personas and use AIDA or whatever buying stages you prefer:

	Awareness	Desire	Action
Persona:			
1		 	
		'ROI' BLOG POST	
_			

Some pieces of content can serve in several different cells. But you do need a sense of progression – so you encourage people to move along your funnel. That's what lead nurturing is all about.

For this Content Marketing Strategy Checklist, we're targeting senior B2B marketers who are already into the idea of content marketing (like Martha Watton, above) and want to get better at it now. So they're our 'Persona 1' and this piece is in the Desire box (overlapping into Action). It's a follow-up to earlier pieces like the Content Marketing Workbook that was in the Awareness Box and the B2B Marketing Manifesto (Interest).

It can be helpful to list the questions that buyers have in each stage of the buying process. Then develop content that answers the questions appropriate to the stage you're targeting. For this piece, these might be things like, "How do I best spend my content budget?" or "How do I decide what content to produce?".



ANOTHER WAY TO TARGET CONTENT

IS TO THINK ABOUT THE EVENTS WITHIN THE TARGET COMPANY THAT MIGHT TRIGGER INTEREST IN YOUR SOLUTIONS (A MERGER? A NEW CRM SYSTEM?):

Trigger:		
1	 	
3	 	 CONTENT PIECE
5		

Does each trigger have some way of signaling itself? How can you know when a prospect experiences one?

For the Content Marketing Strategy Checklist, a trigger event may be:

A B2B company just hired a new CMO

The prospect just had a content marketing success and wants more

How are these two triggers signaled? We could look for news of major marketing job moves. But it's mainly through search and social – including tweets and questions on social forums.



We wrote about B2B Trigger Events here on this post.



THE BEST CONTENT COMES FROM A VERY SPECIFIC, CLEARLY DELINEATED SPHERE OF EXPERTISE.

This is the zone where you have the most authority. It's where no one has a better claim on expertise than you do. Write yours in a sentence:

Our sweet spot is:		
	 	 ······································

Examples:

We're experts in the effect of ratings & reviews on ecommerce (for Reevoo).

We're experts in using data to maximize return on web advertising budgets. (for Mediaplex)

We're experts at using B2B content marketing to generate revenue (for us – Velocity)

"YOUR SWEET
SPOT MIXED WITH
YOUR CUSTOMERS'
PAIN POINTS IS WHERE
THE TRULY VALUABLE
STORIES ARE"
- JOE PULIZZI-



We wrote a blog post on <u>finding</u> your sweet spot here on the Econsultancy blog.



FEW COMPANIES START WITH NO CONTENT.

IT'S IMPORTANT TO KNOW EXACTLY WHAT YOU HAVE SO YOU KNOW WHERE YOUR GAPS ARE.

	Existing Content	Persona(s)	Buying Stage	Notes
1				
2				
3				
4				
5				
6				
7				
8				
9				
1	0			

Include everything that can be used or re-purposed: blog posts, ebooks, sales decks, videos, archived webinars, etc.



THEMES ARE WIDER IN SCOPE THAN SPECIFIC TOPICS.

THEY REPRESENT A WHOLE AREA YOU WANT TO START 'OWNING'. DECIDE ON YOUR CONTENT SUCCESS CRITERIA AND SCORE EACH THEME AGAINST THEM.

Kind of like this (in priority order):

SWFFT SPOT

Criterion:	1	2	3	4
Theme:				
			7/10	
2				•••••
3				
4 R0l				
5	***************************************	***************************************	***************************************	•••••

We always include 'In our sweet spot' as one of these criteria. Also things like 'likelihood to be shared' and 'hot topic'. Or 'timely', 'affordable' and (god forbid) 'fun'.

For this piece, we could have written something on B2B SEO or marketing automation. But we'd already picked the theme that's most in our sweet spot: Content Marketing. So we skipped this one.

SEO KEYPHRASES

IT'S GOOD TO DECIDE ON YOUR SEO KEYPHRASES BEFORE YOU PICK A TOPIC

- BUT IT'S CRITICAL TO DO SO BEFORE YOU START WRITING.

		_	_	
Keyphrase:	1	2	3 B2B SOCIAL	4
Topic:				
1				
3	······································			
4 30GIAL				
5				•••••

Don't forget: long tail terms can deliver the best returns in B2B.

EDITORIAL CALENDAR

YOUR EDITORIAL CALENDAR IS ESSENTIALLY YOUR PRODUCTION AND DELIVERY SCHEDULE IN ONE SHEET.

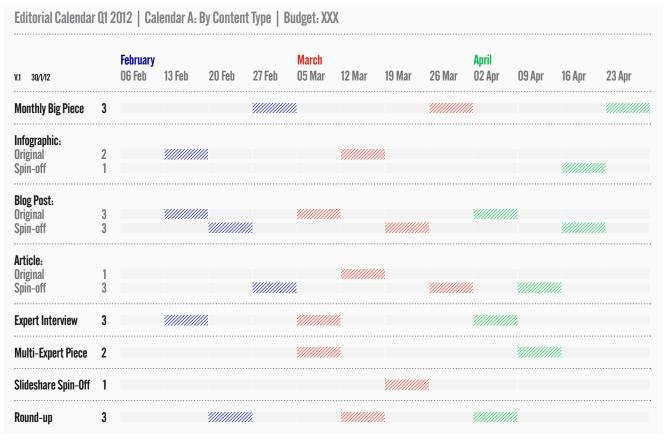
If you don't have one, your content marketing will become *ad hoc* rather than strategic. So have one (even if you stray from it often).

Here's a simple one: Months or weeks along the top. Personas, stages, triggers, topics or a combination down the left. You decide:

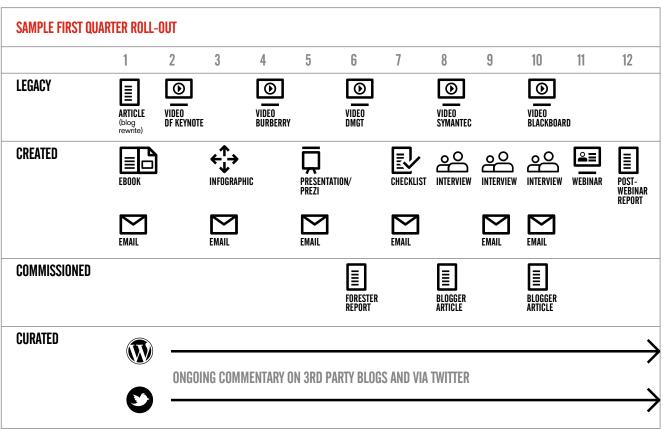
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A







BIG PICTURE

YOUR CONTENT MARKETING PROGRAM

15 39 TIMES MORE LIKELY TO SUCCEED

IF YOUSTART BY BEING CLEAR ABOUT

THE THINGS WE JUST DISCUSSED.

BUT IT'S NOT ENOUGH TO HAVE CLARITY ABOUT GOALS,

PERSONAS AND BUYING STAGES—
YOU ALSO NEED BUY-IN FROM THE WHOLE TEAM.
THIS UP-FRONT INVESTMENT WILL PAY DIVIDENDS.

PART 2



FOUS ON YOUR NEXT PIECE

HERE'S SOME HELP CREATING IT





FOR EACH CELL IN YOUR PERSONA/

BUYING-STAGE MATRIX, YOU NEED TO GENERATE TOPIC IDEAS.

Just as in the 'themes' section above, decide on your content success criteria and score each topic against them:

Criterion:	1	2	3	4
Theme:				
1				
2				
_				
4				
5				

A topic is a theme with a spin and a compelling title. It's where you get specific. If a theme is 'SEO' a topic might be '8 Mistakes in B2B SEO' or 'How B2B SEO differs from B2C' or 'Earning authentic backlinks the sustainable way'.

For the Big Fat Content Marketing Strategy Checklist, we knew the theme was Content Marketing Strategy. The criteria for choosing a topic within this theme were:

Very Shareable
Practical and How-To Oriented
Different from our
Content Marketing Workbook
Can Produce in 10 Days

The Checklist came out on top quite quickly. It feels right for the stage of adoption most marketers are in now — and it's a good follow-up to the Content Marketing Workbook that explains basic principles.



YOU'VE GOT A TOPIC.

NOW WHAT MEDIUM IS BEST FOR IT?

Prioritise according to things like the size and scope of the topic, the need to gate behind a download form, shareability, etc.

 □ Blog post □ Guest post □ eBook □ White paper □ eNewsletter □ Checklist □ Curated piece □ Interview 	 Survey or contest Widget or self-grader Slideshare or Prezi Infographic Print (remember print?) Article Live event
☐ Customer☐ 3rd party expert	☐ Other:
☐ In-house expert	☐ Other:
□ Video□ Interview/Chalk talk□ Demo/Documentary□ Viral/Animation□ Webinar	□ Other:
☐ Webinar	

It's good to keep a mix of different media – it's a lot more interesting than a library of 19 white papers. And try new stuff. Prezi, Pllop, Infographic, iPad magazine... The medium can be the message.

For this piece, a checklist presented itself as the obvious medium for a practical, hardworking piece that captures some of our experience in a short form – and hopefully really helps B2B marketers in their content marketing efforts. We'll no doubt spin this out into blog posts and infographics and stuff. And we've already done a Prezi: The Content Marketing Tutorial. We like Prezi.

INFORMATION SOURCES

GREAT CONTENT IS AUTHORITATIVE.

Your choice of format will influence where you source your information (an infographic often needs different kinds of content than a webinar or eBook). So where will you get the goods?

☐ In-house experts (list):	Existing internal content:
☐ Customers:	□ Existing external content:
☐ Known sites & resources:	 Desk research (Google, Twitter, Social forums) Original research
	Crowdsource Commission an expert Bribe an analyst (surely, "engage with")

You don't have to consult all these sources before getting started. Once you feel you've nailed the topic, you can keep researching to validate your ideas but you might as well start writing your outline.

The Big Fat Content Marketing_
Strategy Checklist you're reading right
now is based mainly on our internal 'chops'
– we've been doing this for a long time.
But we did check in with our friends
and marketers we respect (see the
section at the end).



YOU'VE PROBABLY GOT A TARGET TONE OF VOICE OR 'LOOK & FEEL' IN YOUR MIND.

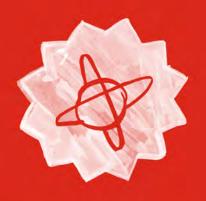
Share it with the writers and designers who will be creating the content:

Copy style guide pieces (stuff that kind of sounds like):	Design guide pieces (stuff that kind of looks like):

You don't want to tie the hands of your creatives (heaven forfend) - just give them a sense of where you're aiming.

You might think it's hard to get tone and attitude into a checklist like this one - but it's the little glosses like this one that add that human touch. We hope.

On the design front, we aimed for: 'working doc but kind of fun and engaging to look at.



FLOGIT.

YOU'VE GOT GREAT CONTENT.

NOW GET IT OUT THERE,
ATOMISE IT AND
MEASURE ITS IMPACT.

Language Comments of the Comme



THINKING ABOUT THIS BEFORE YOU CREATE THE CONTENT CAN HELP YOU SPIN IT FOR MAXIMUM IMPACT. BUT IT'S GOOD AS A POST-CREATION CHECKLIST TOO:

Your own channels

To all o TVI I di la li lolo	Goolal Modia
□ Your blog	☐ Twitter
☐ Your e-newsletter	LinkedIn – including relevant groups
☐ Your website real estate	☐ Facebook
☐ Your resource library (where will it fit in?)	☐ Google+
□ Cross-promotion in other related	☐ Tumblr
content (essential!)	☐ Flickr
□ Internal alert	☐ Pinterest
□ Email footer	☐ Social bookmarking (Stumble, Digg)
	□ Q&A Forums – Focus, Quora
Influencers, bloggers, partners,	☐ Wikipedia (good luck)
& mates (online PR)	
□ Give them a sneak peek	Paid media
□ Let them know it's live	☐ PPC – search engines, LinkedIn, etc
☐ Give them thumbnails and	☐ Banner ads
(tagged, optimised) URLs	☐ Newsletters & sponsorships
☐ Write a related story for key media	Webinar with media partner
☐ Thank them when they share (duh)	□ Cost-Per-Lead programs
-	☐ Direct mail & print media
	☐ National TV campaign (kidding)

Social Media



NO, YOU CAN'T JUST UNLEASH YOUR SALES ANIMALS ON EVERYONE WHO DOWNLOADS AN EBOOK. YOU NEED TO BE SCIENTIFIC ABOUT IT.

Using lead nurturing will allow you to use your content where it belongs in a prospect's 'journey' (instead of just throwing it at everyone who's in your database today).

So a new prospect who might sign up for your newsletter next January may get your new piece of content first – to them, it's brand new! Nurturing does many good things for you but extending the life of your best content is a biggie.

Lead Nurturing Checklist

- Meet with Sales to define a Sales-Ready Lead
- Decide how to score leads according to fit and behaviour
- Set up your marketing automation platform*
- Map your content to stages in the buyer's journey
- Design a content flow for each new prospect segment
- Send inbound prospects into your new nurture stream
- * What, you don't have a marketing automation and lead nurturing platform?

Well... □ Go get one.

Here's a sample 5-step nurture flow for Velocity:

- 1. Thanks for visiting our site
- 2. Here's our B2B Content Marketing Workbook
- 3. Liked that? Check out our B2B Marketing Manifesto
- 4. Ready to go? Here's a Strategy Checklist to help
- 5. Need content like the stuff you've just experienced?.... We should talk.



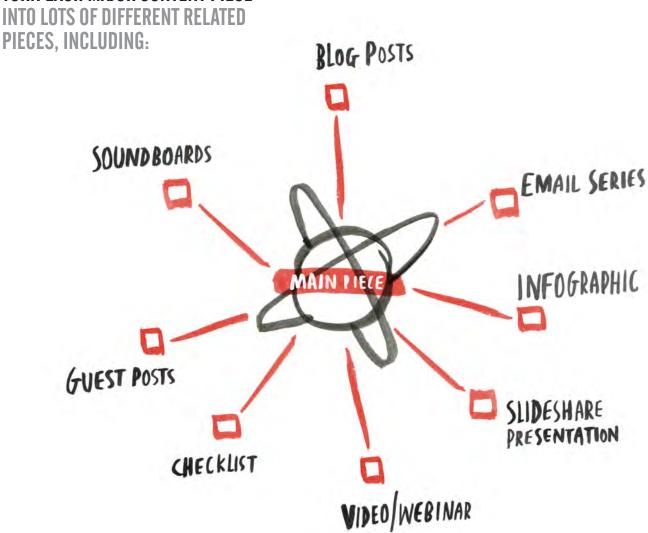


BTW

By downloading this checklist, you've placed yourself inside our Marketo system. Don't worry, we're not going to hound you to the ends of the Earth – but if you're the CMO of Adobe and you go and download all our other content and read every web page and open every email... you just may get a friendly call. (Opt out is absolutely respected – just drop us an email).

ATOMISATION

TURN EACH MAJOR CONTENT PIECE



A

Plan your atomization as you create each major content piece
— and put all the spin-offs into your editorial calendar.

B

Of course, each of these spin-offs should link back to the mother ship — using the right keyphrases as anchor text.

We'll atomise The Big Content Marketing Strategy Checklist in lots of cool ways, no doubt. Watch this space (and all the little spaces around it).

Our mate Roger Warner calls this 'versioning for shareability'. We kind of like that.



WORK OUT WHAT SUCCESS REALLY MEANS FOR YOU AND MEASURE IT.

- ☐ Make sure all URLs are tagged
- ☐ Set up test landing pages, campaigns, etc
- Set up goals and custom reports in your analytics
- ☐ Set up advanced segments (to track each channel and campaign)
- Optimise to ramp up what works (and kill what doesn't)
- ☐ Report on campaign ROI

The best content marketers tend to live inside Google Analytics (or their chosen tool). You don't have to master it yourself (go on, it's fun) but you do need someone on your team to master it.

You're our guinea pig

If you're reading The Big Fat Content Marketing Strategy Checklist, you've already been through at least two tests – including a landing page that obviously did the job.



THE BEST CONTENT MARKETING ORGANIZATIONS HAVE LEARNING CULTURES. IT'S IMPORTANT TO EXPLICITLY CAPTURE WHAT HAS WORKED, WHAT HASN'T AND WHY YOU THINK IT'S TRUE.

- ☐ Identify success factors and capture them
- ☐ Identify what failed
- ☐ Gather evidence to support conclusions
- ☐ Share with the widest team possible, regularly

Regular, informal meetings to share what you've learned – and hear what others have learned – are a great way to start to embed this learning in your marketing. They make the whole process more fun, too.

Come learn with us

We'll share our learning around The Big Fat Content Marketing Strategy Checklist so do come back to the blog. Or drop us a line and we'll send you updates.

AND BACK TO THE START WE GO->



__THE__
CONTENT
MARKETING
STRATEGY
CHECKLIST

Now take all this priceless experience and put it to work for your next content marketing strategy, quarterly plan, campaign or next piece of content.



HERE'S THE VELOCITY GUARANTEE THIS STUFF WORKS

Content Marketing is an energizing discipline. Every marketer will have their own approach based on their unique situation and experiences.

We hope this Big Fat Checklist helps you evolve your own best practice. And we hope you'll share some of that with us.

Content Marketing is the effective part of B2B. Do it right and your budgets will increase, your sales teams will sing your praises and you'll trade in that Ford Focus for one of those fancy foreign jobbies.

Do it wrong and your content will have the lifespan of a tweet. So our advice: do it right.



- TART WITH WHAT YOUR PROSPECTS NEED TO KNOW.

 Not what you need to say.
- 2 STICK TO YOUR SWEET SPOT. Where your company is an undisputed expert.
- HAVE REAL IDEAS AND WRITE WITH PASSION.

 Confidence is the most powerful force in marketing and a bit of attitude and energy go a long, long way.
 - LESS CAN BE MUCH MORE.
 Fewer major pieces of real value beat a firehose of lightweight stuff. You're building a content brand here: you need to be famous for excellent content that's worth people's time.
 - LIVE BY THE NUMBERS.
 There's no excuse for flying blind anymore. Analytics is to digital marketing as air and water are to the human body. And A/B testing is the... um... the kidney?

SOME OTHER VELOCITY CONTENT MARKETING RESOURCES YOU MAY LIKE



THE B2B CONTENT MARKETING WORKBOOK

This is a content marketing primer. It's good for:

Getting up to speed fast

Convincing other people to do content marketing

Keeping your content efforts focused

Getting ideas for your next piece

THE VELOCITY B2B MARKETING BLOG

A virtual boutique of B2B content marketing goodies.

Bigger than Google.

More addictive than Pinterest.

Humbler than Donald Trump.



THE B2B MARKETING MANIFESTO

This is a bit of a rant. It's good for:

Letting go of old-school thinking

Raising your sights

Reminding you why you went into this crazy game in the first place

THE VELOCITY NEWSLETTER

We won't spam you.

Just the (very) occasional emission.



SOME FAVOURITE CONTENT MARKETING FOLKS B RESOURCES

No, we're not the only content marketing strategists out there. We get inspiration, motivation and sometimes the howling fantods of envy by following:

The Content Marketing Institute – stuffed to the gills with great content about content marketing.

Econsultancy – the daddy of all digital marketing communities. If you're not a member, you're stumbling around in the dark wearing the wrong size shoes and a hand-scrawled sign on your back that says, 'Homer Simpson'.

Marketing Profs – give excellent advice on best-practice marketing, including newsletters, events and webcasts. And Marketing Profs University offers some really good courses.

FIVE EXCELLENT BOOKS:

Content Rules
Ann Handley and C.C.
Chapman

Get Content Get Customers
Joe Pulizzi and Newt Barrett

Managing Content Marketing
Joe Pulizzi and Robert Rose

The New Rules of Marketing and PR David Meerman Scott

eMarketing Strategies for the Complex Sale Ardath Albee SMART B2B CONTENT MARKETERS AND VERY NICE PEOPLE INDEED WHO HELPED AND/OR INSPIRE US:

Ardath Albee Bob Apollo Ambal Balakrishnan Michael Brenner Kieran Flanagan Ashley Friedlein Ann Handley Michele Linn Billy Mitchell Jeff Ogden Peter O'Neill Maria Pergolino Rene Power Joe Pulizzi Robert Rose Liz Smyth John Sweeney Stephanie Tilton Jeremy Victor Roger Warner John Watton

Wow. What a group. THANK YOU ALL





VELOCITY IS A B2B CONTENT MARKETING AGENCY (BUT YOU PROBABLY GUESSED THAT).

We're based in London but have up-todate passports and often find ourselves in the far-flung corners of the B2B globe, from Silicon Valley to Stockholm.

Let's connect

Velocity's YouTube channel
Our Facebook page
Our Google+ page
Our Pinterest boards (sheesh)

Link up

<u>Doug Kessler on LinkedIn</u> Stan Woods on LinkedIn

Follow us on Twitter

@velocitytweets
@dougkessler
@nstoneman
@rskin11

Or just plain get in touch

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ENGAGEMENT IS ONE OF OUR GOALS AND FEEDBACK IS ONE OF THE WAYS WE MEASURE IT.

SO PLEASE, GIVE US YOUR
TWO MINUTES BY
VISITING THE COMMENTS

PAGE AND LET US KNOW

WHAT YOU THINK.

OH, AND SHARES ARE VIOLENTLY APPRECIATED:

