ENTRY FORM

 THE AOTEAROA EFFIE AWARDS IN ASSOCIATION WITH TVNZ – ENTRY FORM

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| ENTRY ID |  |
| ENTRY TITLE |  |
| CLIENT |  |
| PRODUCT |  |
| FIRST MEDIA APPEARANCE DATE |  |
| **CATEGORY** | B03. Customer Experience  |
| **CATEGORY DESCRIPTION** | In this category, innovative single marketing & business activities or entire marketing programs will be awarded. You can submit any action or business idea regarding customer experience innovation that has had an exceptionally positive impact on the market position of a business, brand, product, or service. If communication was a significant element of marketing mix, work should be submitted in another competition category of Effie. Examples of eligible activities in this category include: design, technology or UX innovation for the customer experience; introduction/change of a loyalty program, introduction of a new distribution channel, app development, store design, etc.  |
|  | **WORD COUNT: 2500 MAX** |

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| 01. | **CASE SUMMARY [0%]**Please write a brief summary of the case study and results not exceeding 90 words. |
|  | Please type here.. |

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| 02. | **WHAT WAS THE CHALLENGE AND WHAT WERE THE OBJECTIVES? (15%)**What was the market context, what was the strategic challenge the client faced, what was the creative challenge the agency was set? What were the short and long-term objectives that were set for the customer experience and what time frame they were to be achieved in. |
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| 03. | **WHAT WAS THE STRATEGIC THINKING THAT INSPIRED YOUR BIG IDEA? (15%)**What was the insight or insights identified as key to unlocking the solution? How and why did the strategic thinking address the objectives set? How did you build the experience around customer needs and how was the customer involved in the development of the experience? |
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| 04. | **WHAT WAS YOUR BIG IDEA [10%]**State in one sentence. What was your core idea that drove your effort? Consider ‘idea’ in the broadest sense, rather than trying to express it as a tagline or ‘sell’ the solution.  |
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| 05. | **WHAT WAS THE CUSTOMER EXPERIENCE AND HOW DID IT BRING THE BIG IDEA TO LIFE? [15%]**Describe how the creative solution helped the idea break out of the category and resulted in unexpected solutions. |
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| 06. | **WHAT WAS THE COMMUNICATIONS STRATEGY? [10%]**Outline the media and communications thinking and strategy that brought the creative solution to life in the most powerful and relevant way for the target audience. Include all significant touchpoints and channels in this section. |
|  | Please type here.. |
|  | List all supplementary consumer communications touch points used in this campaign (the touchpoints that were not central to the campaign).  |
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| 07. | **WHAT WAS THE $ SPEND? [0%]**Outline the media and production spend on the campaign within the campaign period. Use actual spend rather than rate card. In the case of donated media please list the rate card value separately from the bought media spend. |
| Media Spend (if applicable): | Please type here.. |
| Outline the media spend in relation to competition and versus last year: | Please type here.. |
| Creative Production Spend: | Please type here.. |

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| 08. | **WHAT OTHER MARKETING EFFORTS WERE USED IN CONJUNCTION WITH THIS CAMPAIGN? [0%]**List all other marketing or communications programmes not considered part of this campaign, that may have also affected the results e.g. coupons, sales promotion, planned PR, sampling, direct response, point-of-purchase, etc.Indicate the extent to which any revised pricing, distribution or promotion programmes also affected the results.Any marketing communications that contributed significantly to delivering an integrated campaign strategy and results should be described elsewhere in the entry form and any relevant contributing partners acknowledged in credits separate to the entry form. |
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| 09. | **WHAT WERE THE RESULTS? [35%]**Outline the results achieved by the campaign against the short and long-term objectives set, provide conclusive proof that it was the campaign that drove the results.In this section, the judges will be looking to see a clear cause and effect between the communication activity and business performance over time. Show the compelling evidence that will convince even the most cynical finance director. They will be awarding points on the following basis:* Overall achievement against objectives. Clear proof that objectives established in earlier sections have been achieved. Judges will be seeking quantified results. Demonstration of ROI is helpful. [15%]
* Clear demonstration of long term results beyond 6 months [5%]
* Convincing proof that the results were a direct consequence of your campaign, the inarguable evidence. [15%]

**Please Note:** All results must be sourced to be judged; any unsourced results will not be taken into consideration. |
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| 10. | **THIS SECTION IS ONLY TO BE COMPLETED IF THIS CAMPAIGN WAS PREVIOUSLY ENTERED IN 2022 [0%]**We welcome campaign entries in consecutive years, but the entrant must demonstrate material differences in the entry; e.g. additional results reflecting the benefit of long-term campaign building; shifts in targeting or campaign execution that delivered fresh outcomes, etc. If this campaign was also entered last year, please outline what you have learned from being in market and how this has influenced the campaign’s evolution. |
|  | Please type here.. |