Digital marketing Club 20<sup>ar</sup> Jeddan Digital marketing in Consumer Health Care (CHC) Market

> Tuesday 7-1-2023 PM EGY PM KSA 10PM UAE

FOUNDER & HOST

**Dr.Mahmoud Bahgat** 





INSTRUCT

Dr. Dr. Sherif Elkady Consumer Heatlh Care Marketing Manager

## Digital marketing in Consumer Health Care (CHC)

By : Dr. Sherif Al-Kady CHC Marketing manager KSA & BH





### About Me

#### Short brief about me :

**Name:** Sherif Al-kady.

 Master of business administration (MBA) -ESLSCA business school Paris (2014 – 2016) Global marketing.
 Bachelor of Veterinary Medicine, May 2004.
 Working experience : more than 16 years .
 Current Position: Marketing manager KSA & BH- STADA MENA .
 Marital status: Married, have 3 girls.





## About Me

#### **Digital presence**

YouTube: •

https://www.youtube.com/user/drsherif2000?sub confirmation=1

Facebook: ٠

https://www.facebook.com/Sherifalkadymarketing

Instagram:

https://www.instagram.com/sherifalkadymarketing/

Linkedin: ٠

https://www.linkedin.com/in/sherif-al-kady-mba/

TikTok: ٠

https://www.tiktok.com/@dr.sherif.alkady?lang=en



#### PERSONAL PROFILE

Ambition Young Regional Marketer fulfilled with marketing passion and business management.

#### GET IN CONTACT https://www.linkedin.com/in/sherif Jeddah, saudia arabia in -elkady-mba-450b4166/ V dr.sherif.elkady@gmail.com 8-1-1983 KSA No.:+966560885858 Egyptian No.:+201006974358 Egyptian www.sherifalkadvmarketing.com CERTIFICATES # MASTER OF BUSINESS ADMINISTRATION (MBA) - ESLSCA BUSINESS SCHOOL PARIS (2014 - 2016). 窟 GLOBAL MARKETING #MARKETING DIPLOMA - PARIS ESLSCA BUSINESS SCHOOL (2013 -2014).

#### AREAS OF EXPERTISE

- Strategic planning.
- Pharmaceutical brand management
- Social media marketing .
- Chain pharmacies Marketing. Digital marketing.
- Retail and modern trade marketing
- Search engine marketing (SEM)
- influencer marketing.
- ATL .PTL campaigns.
- Training and development.

#### OTHER SKILLS

- Customer journev design.
- Business model canvas.
- Medical background.
- Presentation skills
- Communication skills.
- Negotiation skills.
- Customer acquisition Sales funnels.
- building brands.
- DTC
- financial effectiveness.
- Optimization of resources.
- Design management skills
- · Value proposition Creation.
- Business Model Canvas.
- Social media management
- Inbound Marketing
- · Growth hacking strategies

Product Manager/Acting Marketing Manager Orthopedic Product Line Manager Al-Dawaa Medical Service Co. Ltd. (DMSCO) Spimaco Egypt Co Dec. 2016 - 2020, Dammam , Saudi Arabia July 2016



creativity and the chance to join a growing and successful team with an ambitious company to best utilize my years of experience with highly visible accountabilities eager to bring to your firm ability to significantly increase growth , profitability and shareholders values.

MARKETING CAREER JOURNEY MAP(2014-

Product Manager

Dulex lab

May 2014-June 2016, Egypt

2023):

CHC Marketing Manager KSA & BH

STADA MENA

Jan 2022

Marketing Manager

Zimmo Trading Compar

Jan 2021

#### About Me



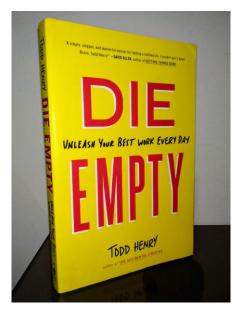


www.sherifalkadymarketing.com



#### Before take off



















MARKETING CAPSULE

🕑 돈 🚹 💽 /SHERIFALKADYMARKETING

#### LET'S GO





## What is Digital Marketing?

Digital marketing include all marketing efforts that use an electronic device or the internet." Businesses leverage digital channels such as search engines, social media, email, and other websites to connect with current and prospective customers.

> HubSpot Academy





# What are Consumer health care products?

• **Consumer health care products** are goods that individuals use to maintain and improve their health, wellness, and personal hygiene. They may include over-the-counter drugs, dietary supplements, medical devices, and personal care items such as (toothbrushes, shampoos, and non medicated cosmetics )









## CHC worldwide

#### **Global OTC Consumer Health Products Market**



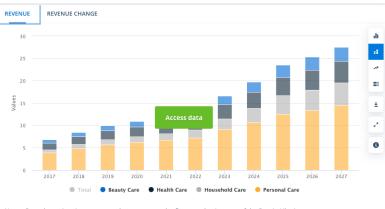
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## Beauty, Health, Personal & Household Care - Saudi Arabia

•Revenue in the Beauty, Health, Personal & Household Care segment is projected to reach US \$2.77bn in 2023. •Revenue is expected to show an annual growth rate (CAGR 2023-2027) of **13.43%**, resulting in a projected market volume of **US\$4.59bn** by 2027. •In the Beauty, Health, Personal & Household Care segment, the number of users is expected to amount to **13.6m** users by 2027. •The average revenue per user (ARPU) is expected to amount to US \$258.40.



Notes: Data shown is using current exchange rates and reflects market impacts of the Russia-Ukraine war. Most recent update: Dec 2022 Source: Statista

statista 🗹





# Worldwide TOP 10 consumer health companies 2022

#### The World's Largest Healthcare Companies In 2022

Rank	Name	Country	Sales (TTM)	Profit (TTM)	Market Value (TTM)
2	Johnson & Johnson	United States	\$94.9 billion	\$19.8 billion	\$477.4 billion
4	Pfizer Inc.	United States	\$81.5 billion	\$22 billion	\$271.8 billion
7	Roche Holding AG	Switzerland	\$68.7 billion	\$15.2 billion	\$308.1 billion
5	AbbVie, Inc.	United States	\$56.2 billion	\$11.5 billion	\$273.8 billion
6	Novartis AG	Switzerland	\$51.6 billion	\$24.1 billion	\$200.7 billion
9	Merck & Co., Inc.	United States	\$50.4 billion	\$13 billion	\$213.8 billion
11	Sanofi	France	\$44.6 billion	\$7.4 billion	\$136.9 billion
1	UnitedHealth Group Incorporated	United States	\$297.6 billion	\$17.5 billion	\$490.2 billion
3	CVS Health Corporation	United States	\$292 billion	\$7.9 billion	\$133.5 billion
8	Cigna Corporation	United States	\$174.3 billion	\$5.4 billion	\$81.2 billion
10	Anthem, Inc.	United States	\$144.3 billion	\$6.2 billion	\$121.3 billion

# **Forbes**



Source: Forbes Global 2000 · Get the data · Created with Datawrapper



https://www.forbes.com/sites/katiejennings/2022/05/12/forbes-global-2000-the-worlds-largest-healthcare-companies-in-2022/?sh=35d2461c3f78

## Main categories of CHC

Ex-Manufacturer Sales in Local Currency Dollars							
Rank		Total Sales					
	Category	Sales	s % Growth 2021				
		LC\$ (000)	USD+	LCD+			
	Total Saudi Arabia	1,100,691	8.1	8.0			
1	o6 Skin Treatment	252,334	9.3	9.2			
2	01 Cough, Cold and Other Respiratory Products	225,301	0.6	0.6			
3	04 Vitamins, Minerals and Nutritional Supplements and 05 Tonics	222,816	5.2	5.2			
4	02 Pain Relief	168,036	7.5	7.4			
5	03 Digestive and Other Intestinal Products	72,178	6.7	6.6			
6	All Others	160,025	25.0	25.0			

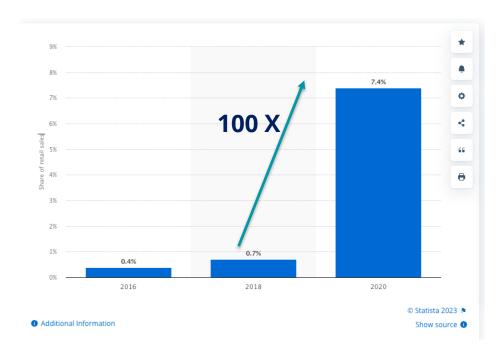
Source: IQVIA audited data







# Consumer health e-commerce sales in Saudi Arabia (from 2016 to 2020)



statista 🖊





#### https://www.statista.com

#### Traffic records of main chains in KSA & UAE

#### Traffic Overview . https://www.al-dawaa.com/



#### Traffic Overview . : https://www.lifepharmacy.com/



#### Traffic Overview . https://www.nahdionline.com/



#### Traffic Overview . : https://unitedpharmacy.sa/



#### 



Give us insight about consumer direction

## What next for consumer health after Covid-19?

- The impact of COVID-19 has made consumers **more health conscious** and has made more people aware of the health risks that certain lifestyle factors present.
- These include smoking cigarettes (or other forms of tobacco like shisha and cigars), overeating on a regular basis, excessive consumption of fast food or sugary beverages, leading a sedentary lifestyle, and suffering from high levels of stress (in the workplace or otherwise).







## Consumer centric approach

- A consumer-centricity means that an organization focuses on understanding and meeting the needs, wants, and expectations of its target customers.
- It involves putting the needs of consumers at the center of all business decisions and designs, such as product development, marketing, and customer service.









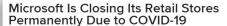
# Why Go Digital?





# Covid-19 Changed the face of worldwide marketing





By Joel Hruska on June 26, 2020 at 2:33 pm 3 Comments

#### f y G+ 🗇 Y F



Microsoft has announced it will close all of its physical store locations. Officially, this is due to COVID-19. The memo announcing the change is long on PR-speak, short on actual information. We are told, for example, that "As we look forward, we start a new chapter for Microsoft Store," and "As part of our business plan, we announced a strategic change in our retail operations," — a strategic change, you say? How delightfull — "including closing Microsoft Store physical locations."





# It Representing New distribution channel







#### Huger customer exposure

#### Outdoor & TV advertising killer ..







## Cost efficiency



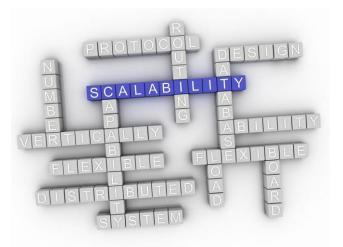
Miles Young say that the average salesman's call costs \$178, a letter
\$6.63... while you can reach prospect through advertising for only 17 cents.





### Flexible Level of scalability

#### Controlling the level of spending







## Expansion of new e-commerce Retailers in CHC Business











iHerb



## Importance of Digital presence

- Reflect the Brand equity , brand value proposition (USP).
- Ensure your quality and integrity .
- Build Direct contact with customers.
- Faster customer service and support.
- Efficient tool for optimize brand Performance.
- Efficient way for converting prospects to  $\longrightarrow$  Leads.







# Challenges in Digital Marketing

- May Require Health care authorities , governmental approvals according to its classification "i.e.: SFDA regulation for different classifications".
- Should have Consistency and Continuity overtime.
- Require dedicated Manpower with extra costs in marketing budget.
- Consumer are not prefer to follow consumer products.
- Should have a powerful digital strategy .
- Content must provide an impact on sales.











### In CHC Transform from

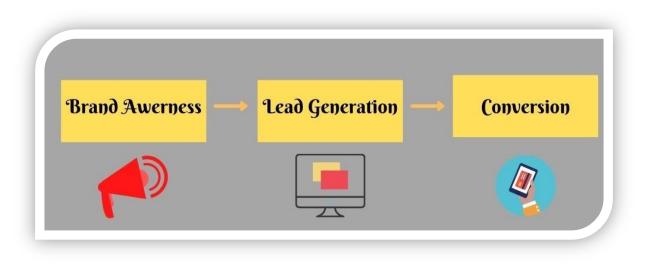
# Patient Consumer Approach





\*\*Turn: Drug/Medication concept into consumer Goods.

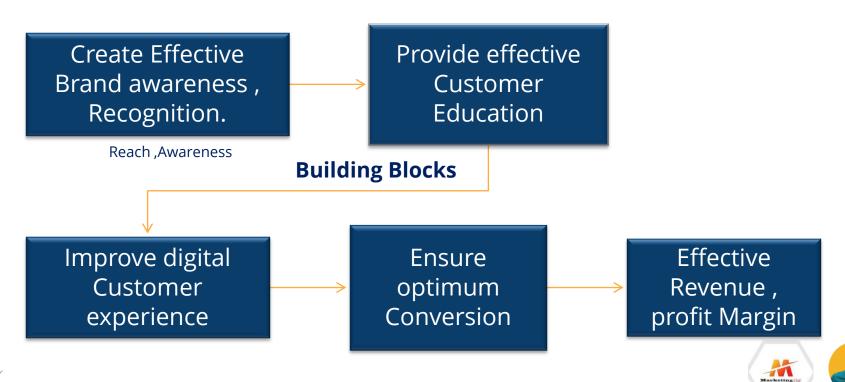
## Successful digital marketing Campaign







## Brand digital Journey





## Keep yourself being updated with Digital trends

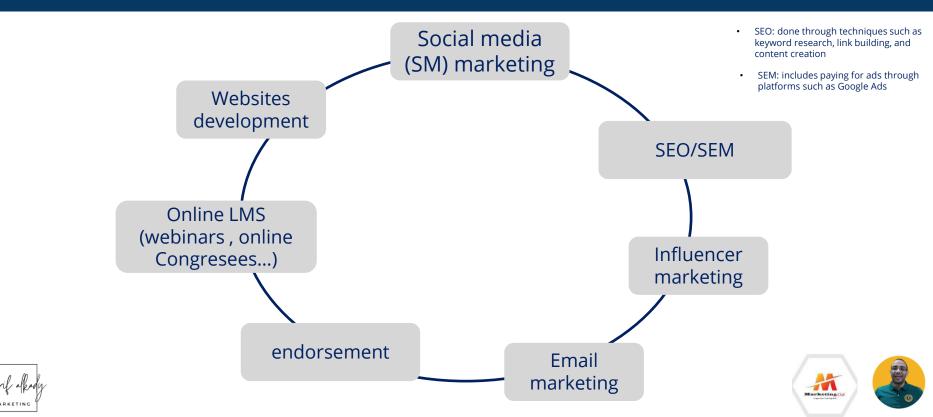




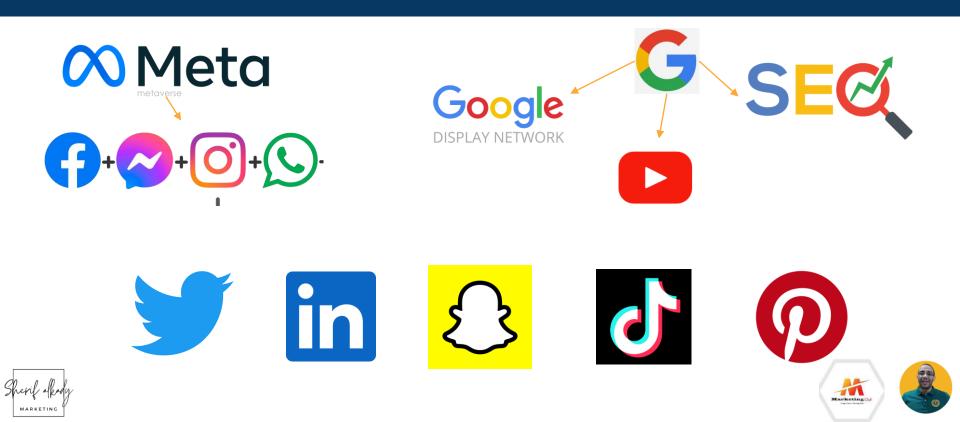


https://datareportal.com/reports/digital-2023-global-overview-report

### Digital Direct-to-Consumer Healthcare activities



#### Social media Marketing channels



#### Social media Marketing

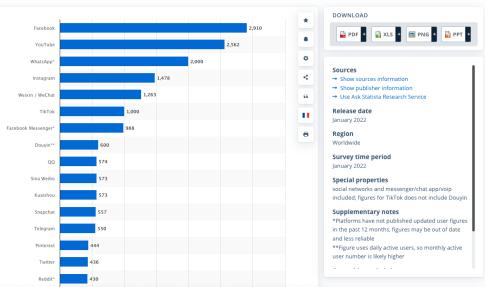
#### Optimize the suitable channel fits your brands , region ,Target audience , PLC....





### Social media Marketing

#### Most popular social networks worldwide as of January 2022, ranked by number of monthly active users



(in millions)

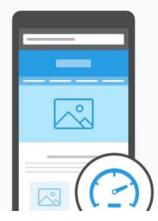


https://www.statista.com/statistics/272014/global-social-networks-rankedby-number-of-users/



#### Don't ignore vertical content





#### VERTICAL CONTENT

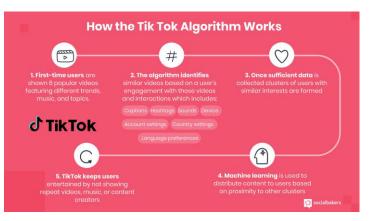
THE FUTURE OF DIGITAL MARKETING





# Understand Algorithm signals for each platform









## Algorithm signals









Understand the different objectives for Paid content of each platform

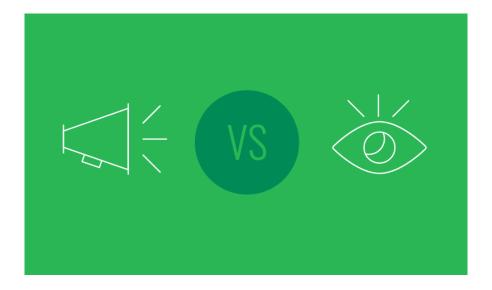
Use Paid ads through different platforms "Instagram, Facebook, YouTube,..." to provide required action by customers on your social media channels.

What's your marketing objective?					
Auction   Reach and Frequency					
Awareness	Consideration	Conversion			
Awareness	Traffic	Conversions			
R Local Awareness	Engagement	Product Catalogue Sales			
-X- Reach	App Installs	Store Visits			
	Video Views				
	T Lead Generation				





## Reach, Awareness Vs link clicks



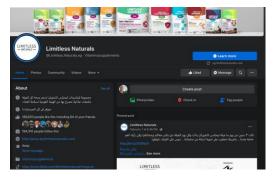


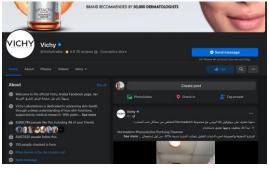


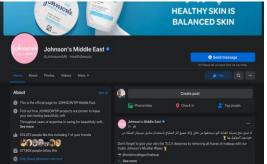
# Recognized presence of consumer health care brands







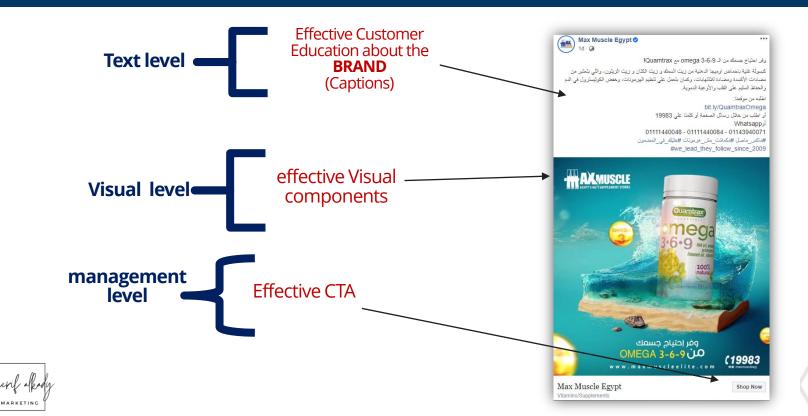






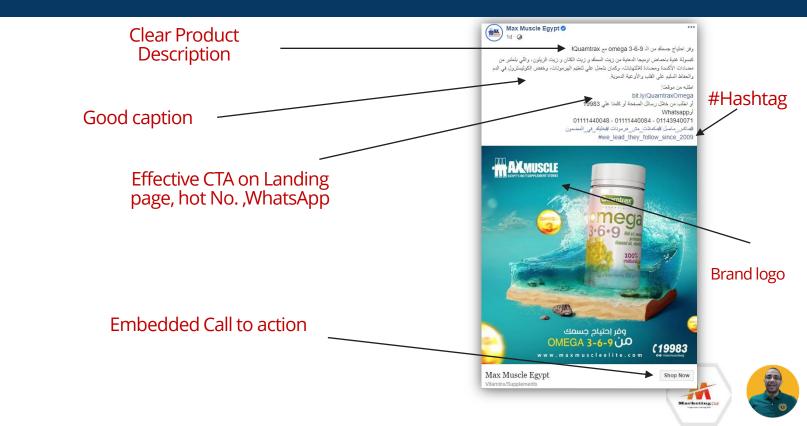


## Social media Content composition





## Social Content composition





## Organic vs paid









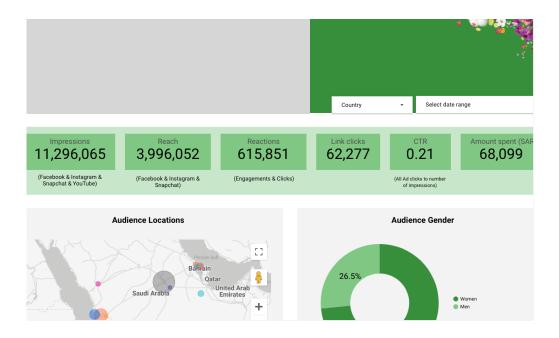
# Elements of effective digital campaign







## Metrics and KPIs for Digital Campaigns



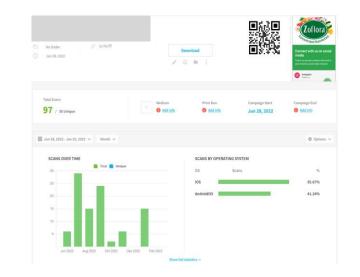


https://lookerstudio.google.com/



## Tracking links & QR codes









## Track Market/Competitors Performance

https://www.socialbakers.com/statistics/reports/industry





## Social media influencers

- Influencer marketing involves collaborating with popular and relevant influencers in your niche to promote your brand and increase your revenue
- Collaborating with influencers can help create **online buzz** about your brand. In addition, it can strengthen your brand's reputation, improve audience engagement, and increase conversions





## Brand endorsements





-	kimkardashian	FOLLOWING

464k likes

kimkardashian OMG. Have you heard about this? As you guys know my #morningsickness has been pretty bad. I tried changing things about my lifestyle, like my diet, but nothing helped, so I talked to my doctor. He prescribed me #Diclegis, I felt a lot better and most importantly, it's been studied and there was no increased risk to the baby. I'm so excited and happy with my results that I'm partnering with Duchesnay USA to raise awareness about treating morning sickness. If you have morning sickness, be safe and sure to ask your doctor about the pill with the pregnant woman on it and find out more www.diclegis.com: www.DiclegisImportantSafetyInfo.com

view all 10,983 comments

imoumaima @youssefchorfi

flawlessfashionstore ldk if shes getting paid for this and do not care. But it is safe for mom & baby. I called my doctor because i couldn't even keep water down.

Add a comment...





## Product placements









## Collaborative Ads



VICTORY IS A STATE OF MIND

LOUIS VUITTON





## Virtual webinars







## Online communities



Connect Your Network On digital (LMS)





\*I Have a replacer for professional LMS for you

## Difference between Facebook Ads & Google Ads

Customer come to describe their problem —

Appear on user news feed of customers

#### React

Super targeted

Slightly expensive

#### Proact

Wider reach , more cheaper Challenge to find the right users

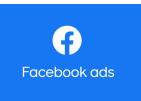
Ads with solution

Ads define the problem/solution

When you need to educate users

When your product is a Common solution

Google Ads







#### Search Engine Optimization





## SEO as a powerful arm

#### WHAT SEO SUCCESS LOOKS LIKE



SEO stands for **Search Engine Optimization**, which is the practice of increasing the quantity and quality of traffic to your website through organic search engine results .





#### 1)Auto-complete function

- Used as Guidance for Optimum general customer interest .
- Detect Preferability of customers for CHC products need.

رش اینانه	<ul> <li>فوائد حبوب غضروف سمك الق</li> <li>فوائد القسط الهندي</li> <li>قسط مني – نبات</li> </ul>
_	
	Q فوائد اليانسون
	Q فوائد البابونج
	Q فوائد الزنجبيل
	فوائد الکرکم کرکم — نبات
	Q فوائد الحلبة
	Q فوائد اليمبر
	Q فوائد فيتامين سي



#### 1)Auto-complete function

Google		Google		
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			فتيح الركب	
	نيت جوز الهند		فتيح الشفايف	
	و زيت الارغان		فتيح اليدين	
	ې زیت اللوز المر		فتيح الجسم	
	و زیت جوز الهند للشعر		فتيح الشعر	
	<ul> <li>پيت اللوز الحلو</li> </ul>		نتيح الرقبة	
	نيت الزيتون		فتيح البشرة	
			لتيح الابط	
	يت الخروع م		لتيح الركب والاكواع	
	يت اللافندر 🔍		نتيح مفاصل اليد	
	ې زيتون الجوف	ضربة حظ	بحث Google	
	Q زيت جوز الهند العضوي	الإبادغ من توقعات عبر ملائمة		



Define priority

#### Define preferability



### 1)Auto-complete function

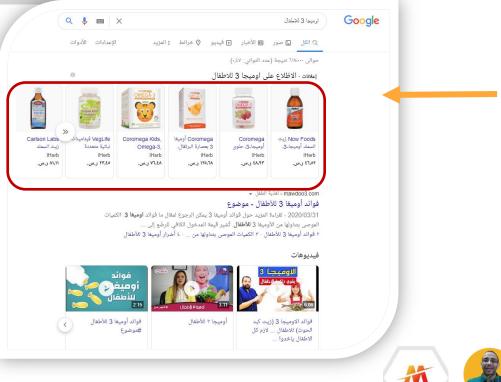
Google		Google		
<b>↓</b> ■ ×	Q واقى ئىمىن	<b>↓</b> ■ ×	د الارمنِجا	
	واقى شمس يورياج النهدي		ئد الاوميجا ۳	
	واقی شمس لاروش		ائد الاوميجا ٣ للحمل	
	Q واقی شمس بیودیرما		ائد الاوميجا ٣ للاطفال	
	Q واقی شمس افین بخاخ		ائد الاوميجا للشعر	
	<ul> <li>Q واقى شمس افين</li> </ul>		ائد الاوميجا ٦	
	Q واقى شمس للاطفال		ائد الاوميجا ۳ للبشرة	
	Q واقي شمس للبشرة الدهنية		ائد الاوميجا ٣ للنساء	
	acm واقی شمس Q		ائد الاوميجا ۳ للذاكره	
	Q واقی شمس طبی		ائد الاوميجا للحامل	
	Q واقی شمس bobai		ائد الاوميجا ٣ للقلب	
ضربة حظ Go	بحث bogle	ضربة حظ	Google بحث	
الإبادع عن توقعات غير مادئمة		الإبلاغ عن توقعات عير ملائمة		

Sherif alkady MARKET



### 2) Keyword targeting

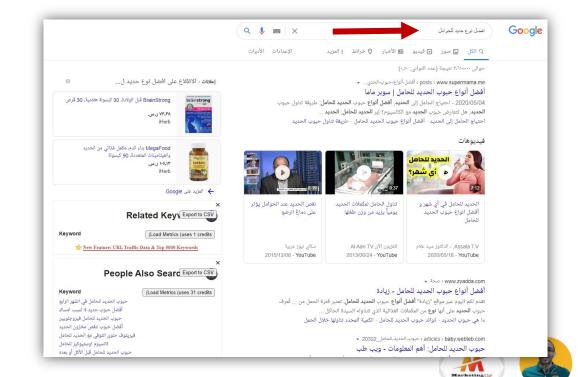
Target your brand with right
 keywords similar to customer:
 preferences .



Marketing



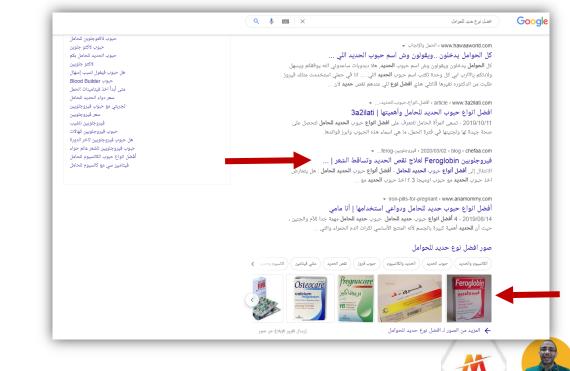
#### 3) Search Engine Ranking



# Rank you Brand Presence on Search engines .



#### 3) Search Engine Ranking

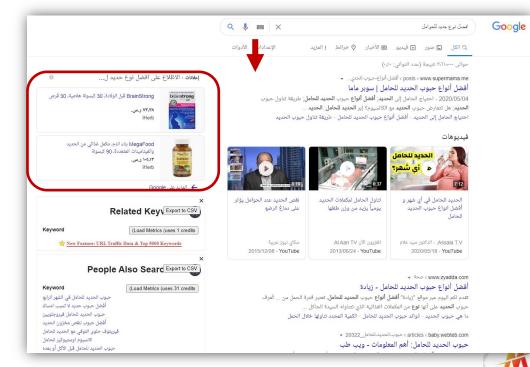


Marketing

## Rank you Brand Presence on Search engines .



#### ٤) Shopping list



## Promote Your brand in shopping list





Marketing

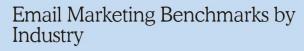
# **3 jobs of email**

## Excite + Edify (What to do?)+ Click

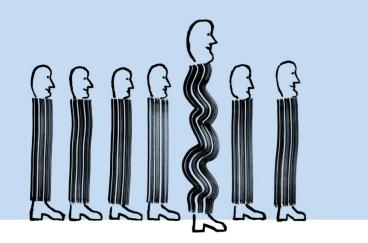








Compare how your emails are doing with the average unique open, click, and bounce rates for thousands of Mailchimp users.





E



Industry	Average Open Rate	Average Click Rate	Hard Bounce	Soft Bounce	Unsubscribe Rate
All non-labeled accounts	22.71%	2.91%	0.40%	0.61%	0.25%
Agriculture and Food Services	23.31%	2.94%	0.32%	0.50%	0.28%
Architecture and Construction	22.51%	2.51%	0.73%	1.18%	0.32%
Arts and Artists	26.27%	2.95%	0.30%	0.51%	0.28%
Beauty and Personal Care	16.65%	1.92%	0.26%	0.33%	0.30%
Business and Finance	21.56%	2.72%	0.43%	0.55%	0.20%
Computers and Electronics	19.29%	2.08%	0.47%	0.79%	0.27%

Average email campaign stats of Mailchimp customers by industry







Restaurant and Venue         20.39%         1.40%         0.32%         0.45%         0.39%           Retail         18.39%         2.25%         0.22%         0.32%         0.25%           Social Networks and Online Communities         21.06%         3.32%         0.20%         0.34%         0.22%           Software and Web App         21.29%         2.45%         0.65%         0.97%         0.37%           Sports         24.57%         3.09%         0.26%         0.39%         0.28%           Telecommunications         20.92%         2.27%         0.63%         0.87%         0.23%           Vitamin Supplements         15.03%         1.62%         0.23%         0.36%         0.27%           Average Totals         21.33%         2.62%         0.40%         0.58%         0.26%								
Num         Num <td></td> <td></td> <td>20.39%</td> <td>1.40%</td> <td>0.32%</td> <td>0.45%</td> <td>0.39%</td> <td></td>			20.39%	1.40%	0.32%	0.45%	0.39%	
Online Communities         21.06%         3.32%         0.20%         0.34%         0.22%           Software and Web App         21.29%         2.45%         0.65%         0.97%         0.37%           Sports         24.57%         3.09%         0.26%         0.39%         0.28%           Telecommunications         20.92%         2.27%         0.63%         0.87%         0.23%           Travel and Transportation         20.44%         2.25%         0.31%         0.51%         0.24%           Vitamin Supplements         15.03%         1.62%         0.23%         0.36%         0.27%		Retail	18.39%	2.25%	0.22%	0.32%	0.25%	
App         21.29%         2.45%         0.65%         0.97%         0.37%           Sports         24.57%         3.09%         0.26%         0.39%         0.28%           Telecommunications         20.92%         2.27%         0.63%         0.87%         0.23%           Travel and Transportation         20.44%         2.25%         0.31%         0.51%         0.24%           Vitamin Supplements         15.03%         1.62%         0.23%         0.36%         0.27%			21.06%	3.32%	0.20%	0.34%	0.22%	
Telecommunications         20.92%         2.27%         0.63%         0.87%         0.23%           Travel and Transportation         20.44%         2.25%         0.31%         0.51%         0.24%           Vitamin Supplements         15.03%         1.62%         0.23%         0.36%         0.27%			21.29%	2.45%	0.65%	0.97%	0.37%	
Travel and Transportation         20.44%         2.25%         0.31%         0.51%         0.24%           Vitamin Supplements         15.03%         1.62%         0.23%         0.36%         0.27%		Sports	24.57%	3.09%	0.26%	0.39%	0.28%	
Transportation         20.44%         2.25%         0.31%         0.51%         0.24%           Vitamin Supplements         15.03%         1.62%         0.23%         0.36%         0.27%		Telecommunications	20.92%	2.27%	0.63%	0.87%	0.23%	
Supplements         15.03%         1.62%         0.23%         0.36%         0.27%			20.44%	2.25%	0.31%	0.51%	0.24%	
Average Totals         21.33%         2.62%         0.40%         0.58%         0.26%	•		15.03%	1.62%	0.23%	0.36%	0.27%	
		Average Totals	21.33%	2.62%	0.40%	0.58%	0.26%	

Average email campaign stats of Mailchimp customers by industry









The average open rate for all industries we analyzed is 21.33%.

The average click rate for all industries we analyzed is 2.62%





### **Build Your Company website**

- Reserve your Company Domain <u>www.companyname.com</u>.
- Hosting The domain then it will become active .





#### **Traditional way**







## Website building blocks







### **1-Selecting and buy domain:**

- •Name.com
- •Namecheap
- •Godaddy
- •Google domain





#### <u>2-Hosting</u>:

bluehost

**HostCator** 

#### Hosting+ Web builder







**3-Website builder:** 









## **Anchoring - Linking**

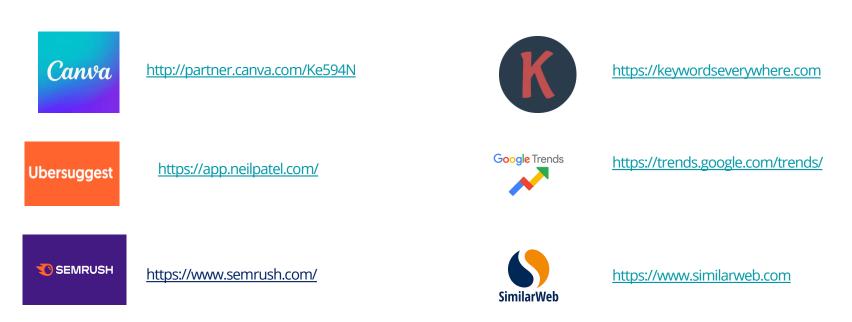
### link Domain with host & Website builder







## Powerful digital marketing tools















www.sherifalkadymarketing.com





#### Email Address : info@sherifalkadymarketing.com







## Thank You!



