

## Client: 21<sup>st</sup> Century Formulations – Skin MD Natural

## Agency of Record: Expansion Plus Inc http://www.expansionplus.com

## Social Media Newsroom: PRESSfeed <u>http://www.press-feed.com</u>

## SITUATION:

After years of research into the causes and treatment of dry skin, eczema and psoriasis, 21<sup>st</sup> Century Formulations produced a new category of skin care lotion which they categorized with the term "shielding lotion." The name of the product is Skin MD Natural.

A new website was constructed, but it had no visibility on the keywords relative to this product.

As there had never been a product called a shielding lotion before, there was no awareness of the term in the marketplace and no searches being done online.

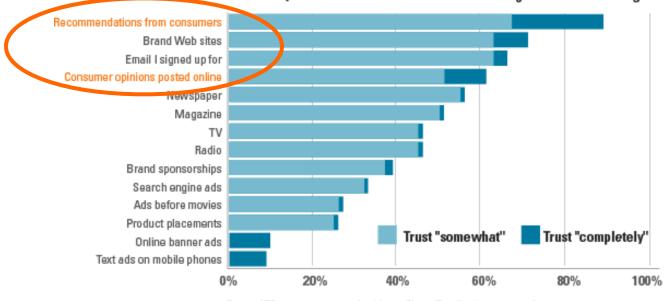
## CAMPAIGN:

Mid 2006 an online category and brand awareness campaign was launched.

Based on research data that shows

- 1. Consumers are using search engines to research products and services
- 2. The most trusted forms of advertising today are word of mouth from other consumers, opinions posted online and branded websites
- 3. One of the top five influences prior to purchase is reading an article

The campaign aimed to reach consumers online through high search rankings on specific keywords and phrases, articles, blogs, newsgroups and forums.



## "Indicate your overall level of trust in the following forms of advertising."

Base: 470 responses recruited from PlanetFeedback.com members. Source: Forrester Research, Inc. and Intelliseek.

## **OBJECTIVES:**

- 1. Create a new search term shielding lotion
- 2. Gain search engine visibility on the researched keywords and phrases:
  - Shielding Lotion
  - Dry skin
  - Dry skin treatment
  - Dry skin lotion
  - Eczema treatment
- 3. Create awareness of the term shielding lotion in the public mind
- 4. Create awareness of the brand Skin MD Natural with dermatologists and the public
- 5. Get the term shielding lotion out on to many other websites
- 6. Drive traffic to the Skin MD Natural website

## ACTIONS:

Keyword research was done and the website pages were optimized for the chosen words and phrases.

A basic newsroom was added to the website with news feeds (RSS) on the news release dn articles.

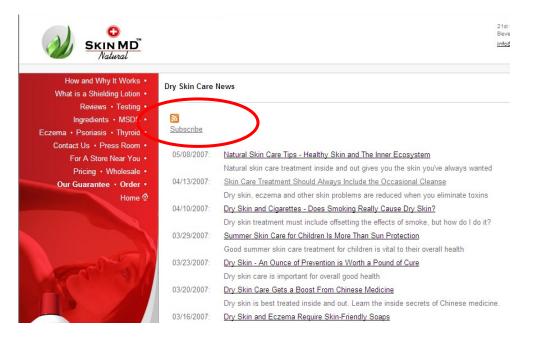
Weekly articles on the subject of dry skin and related skin conditions were written and posted to the site.

Every article page was optimized on these keywords.

All articles were posted to the news page and syndicated in the news feed using the <u>PRESSfeed</u> <u>content syndication system</u>.

The articles were picked up in Google News and other syndication websites creating the allimportant regular content updates to the site and the editorial inbound links needed for better search rankings.

## News Page on the site



Each headline leads to an article with a drop down menu of easy RSS subscribe options.



## Each article has Technorati tags that alert this top blog and feed search engine of the new content on those keywords.

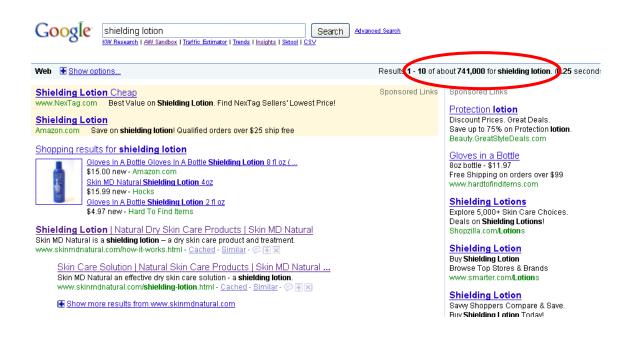
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Each page has a drop down list of social bookmarking options to assist readers to save and share the content on social media sites like del.icio.us, digg and newsvine.

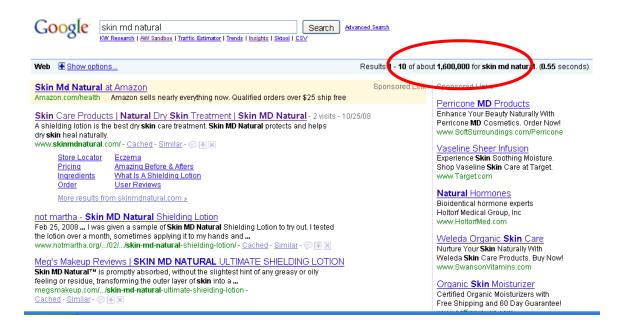
## **Search Visibility**

Prior to Jan 2006 there was no mention of shielding lotions on the Internet.

Today when you search 'shielding lotion" in Google you get 741,000 mentions.



## When you search "Skin MD" you get 1,600,000 mentions



## THE ARTICLES AND WERE PICKED UP AND PUBLISHED ON MANY OTHER WEBSITES

## The leading physician journal for aesthetics and wellness



# Dermatologists use shielding lotions to heal dry winter skin

RSS Feed Bookmark This Page Tell a Friend Make HappyNews Your Homepage



#### PRNewswire Updated: 11/08/05 LOS ANGELES

New skin care technology protects skin from irritants and harsh weather.

[Full Story Below ]]

stock photo

elling Stories. Always Positive.



Real News. Com

National Heroes

Health Opinion & Editorials Science & Technology

Sports

Contact Us About Us Report Happy News Happy Newsletter

Environment

Arts & Entertainment

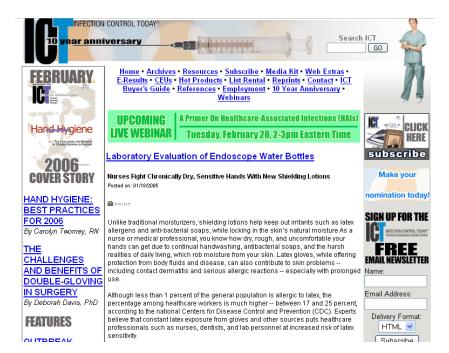
Business/Money Happily Ever After HappyLiving

Home International

> Facial Skin Care Find great Skin Treatment in Los Angeles, Review & compare <u>Ads by Goococogle</u>

Look Ten Years Younger Remove Your Wrinkles Painlessly. Ask for Your Free Sample Today! Advertise on this site

As the cold of winter sets in, dry, cracked skin becomes a problem for many Americans. According to the National Health Interview Survey (NHIS) 81 million Americans will suffer from this painful skin condition this winter. Research into this problem has produced a completely new type of lotion, called a shielding lotion, that's getting remarkable results.





## topix.net

Dep

#### New York City's Commercial Waste Hauling Sector PR Web | Thursday Feb 9

... New Skin Care Research Produces a Shielding Lotion to Keep Toxins at Bay - Common environmental toxins can cause skin damage. [2006-02-08] Mosquito Control and West Nile Virus ...

#### New Skin Care Research Produces a Shielding Lotion to Keep Toxins at Bay

... development of Skin MD Natural, a **shielding lotion** that uses the very latest skin care technology to bond with the outer layer of the skin, protecting it from chemicals, ...

### Sheikh Mohammed Awards Zayed Prize To Kofi Annan

PR Web | Wednesday Feb 8 ... New Skin Care Research Produces a Shielding Lotion to Keep Toxins at Bay - Common environmental toxins can cause skin damage. [2006-02-08] Mosquito Control and West Nile Virus ...

#### Glory Team Industrial Manufactures Environmentally-Friendly Tableware

PR Web | Wednesday Feb 8 ... New Skin Care Research Produces a **Shielding Lotion** to Keep Toxins at Bay - Common environmental toxins can cause skin damage. [2006-02-08] Mosquito Control and West Nile Virus ...

#### New Skin Care Research Produces a Shielding Lotion to Keep Toxins at Bay

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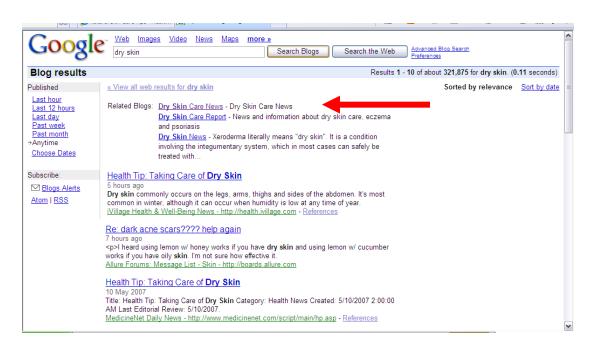
Site Map | Forum | Advertise | Newsfeeds | FAQ | Privacy | Terms of Service | Weblog | About Us | Feedback | 📶 🖉

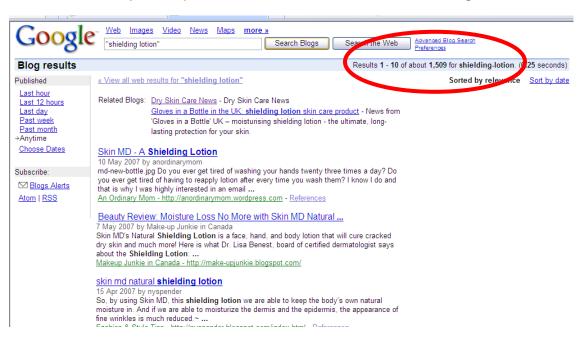
EMI Shielding RFI Shielding

Face Lotion

	Best Syndication
	the choice made easy eHealthInsurance.com <sup>2</sup> compare plans det & companies det & companies det Now
	Home Top Stories Sports Entertainment Health News Business Personal Finance Real Estate Business Finance Insurance Consulting Tax News Forum
	Health
Writers	Mothers-to-be consider Shielding Lotions for relief from skin disorders
Writers	during pregnancy
Submit Article Newsletter	November 2nd 2005
XML RSS Feeds Featured Articles	Expecting a first child is one of the most exciting times in a woman's life, and taking basic preventative measures, such as the use of shielding lotions, can help minimize or prevent the effects of common skin disorders resulting from pregnancy-induced changes to her body.
Current Events Sports Entertainment Health	According to the March of Dimes, common skin conditions plaguing a woman during her nine months of gestation range from improved or worsened acne:flare-ups in existing eczema and psoriasis; bluish discoloration or blotchy skin in the legs; bhloasma - the "mask of pregnancy" or melasma - "glowing" skin from increased blood flow and skin oils; itchiness and dry skin; stretch

## The news pages are showing up in Google Blog Search. (Google sees a page with updated content and a feed as a blog)

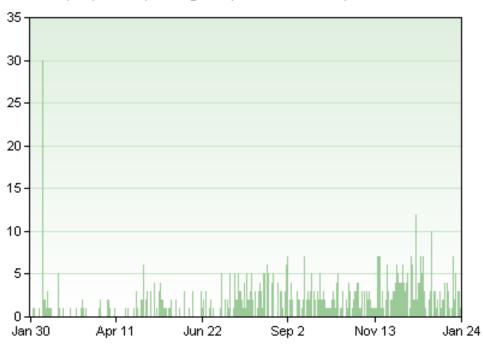




The feed has been picked up on more than 1,500 other websites and blogs.

## Technorati – a leading blog and feed aggregator and search engine website.

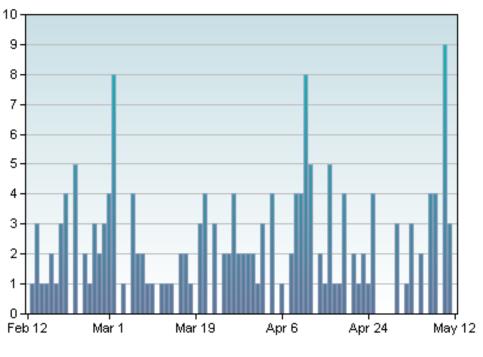
In January 2006 there were very few blog posts about shielding lotion or Skin MD. As the campaign progressed bloggers were finding the stories and blogging about shielding lotion.



Posts by day about "(shielding lotion)" in the last 360 days

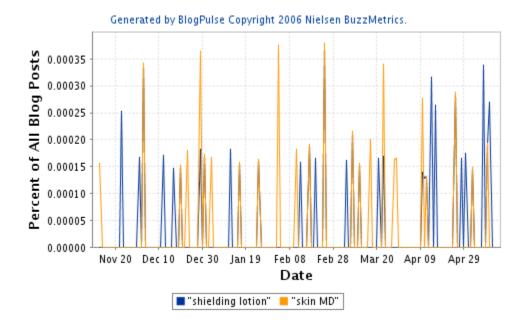
POWERED BY 🞦 Technorati

In October 2006 we initiated a campaign to pitch bloggers who had already blogged about the lotion and other bloggers in the skin care and beauty space. They were offered samples of the product.



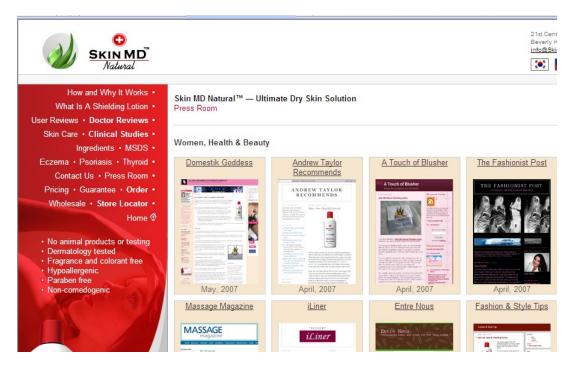
Posts by day about "shielding lotion" in the last 90 days

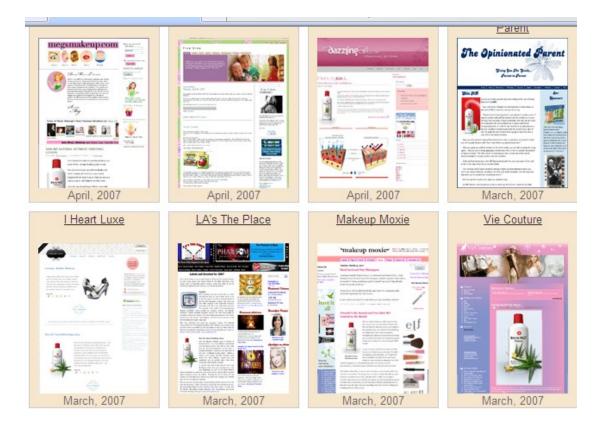
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At the end of 2007 they upgraded their newsroom to the Standard version, hosted on the PRESSfeed servers and took advantage of the social media bookmarking and tagging.

Skin MD Natural's PR team now works closely with about 400 bloggers who have reviewed and written positively about their product.



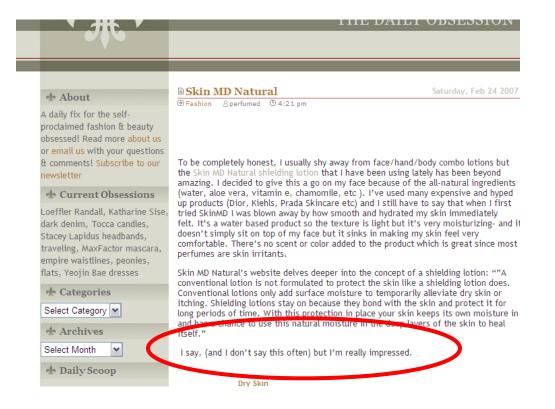






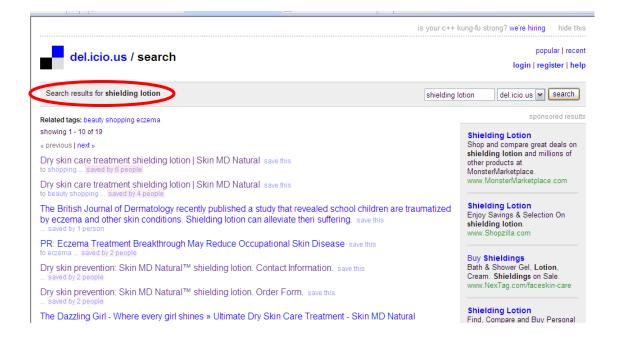






The articles are also getting visibility in the social book marking sites such as del.icio.us.

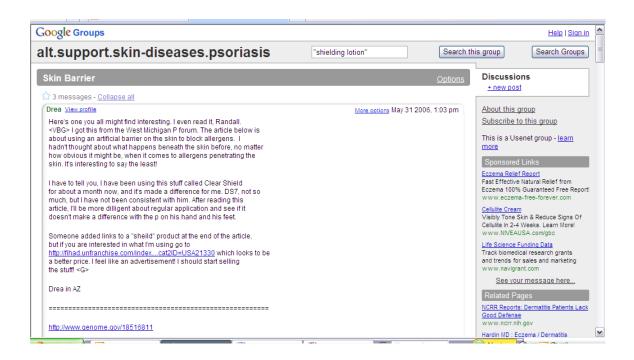
del.icio.us / search		popular   rece login   register   he
Search results for dry skin	dry skin	del.icio.us 💌 Search
Related tags: skin health dry shopping dry+skin+care skin+care dry+skin+cause slash tips beauty showing 1 - 10 of 333 « previous   next » Dry skin, what is dry skin, skincare for dry skin, herbs for dry skin, natural remedies for dry skin, co sense remedies for dry skin, Skin Care, Beauty, natural cosmetics, herbal formulas for skincare, integrative therapies, mind-body therapies save this to health skin saved by 5 people Skin care tips for men_save this to makeup skin care dry best [saved by 13 people] Dog Dry Skin Allergy_save this public symptoms of skin dry saved by 4 people Dry skin care treatment shielding lotion   Skin MD Natural_save this	ommon	Fight Dry and Flaky Skin 57 www.RodanandFields.com Dry Skin Huge selection of Dr. Denese anti aging skin care products. Great prices, free shipping on orders \$49+, Dr. Denese products in stock: Hydroshield, SPF 30 Cream, Firming Facial Pads, & more. www.skincarepavilion.com
Dry Skin Care Product Clears Skin Up Fast And Naturally save this to dry+skin+cause skin+care skin+doctor tips dry+skin+care saved by 2 people Dry Skin Care Natural Treatments That Work save this to dry+skin+cause skin+doctor tips dry+skin+care saved by 3 people Natural Dry Skin Facts Tips And Treatments save this		Guaranteed Dry Skin Relief Check out our Heavy Duty Lotion and Cracked Skin Cream. Buy both at a discount AND get Free Shipping. A savings of at least \$6.80!



Shielding lotion shows up in a forum on the National Gardening Club's website.

	national home gardening club america's largest club of gardening enthusiasts!
IOME IEMBER TO MEMBER ONTESTS ARDENING IEMBER BENEFITS IDVERTISER EXTRAS	What vitamins Find Your Description Free Test   Data
Gardening Club Special Offers	Go Ø New ●   Find ●   Notify /▲   Tools +   Reply ●   ●     Rate It!   Login/Join
ds by Goog <b>l</b> c <u>NIVEA Body</u> Beauty Tips, Special Offers & Morel Join NIVEA	Zargonn Posted June 10, 2006 08:05 AM   Well I got my very first product to test in the mail the other day. I am getting to try some shielding lotion, anyone else get this?   Posts: 84   Location: Northwest Indiana   Registered: September 12, 2005

Discussion about shielding lotion also shows up in Google newsgroups such as the Psoriasis Support Group



The campaign was covered by PR Week



July 31 2006 issue.

## SEARCH ENGINE RESULTS:

## Search Ranking

When we started the campaign none of these keywords showed up in the first 1000 results in any search engine.

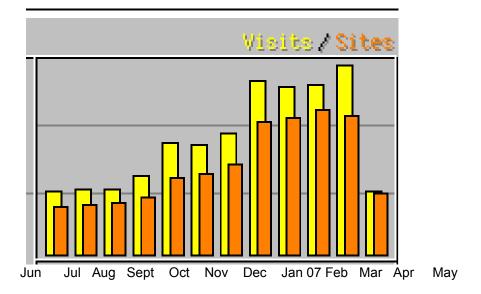
They now have 10 page one results. Four of the terms are page two and still moving up

Keyword	Google	Yahoo	Bing
Shielding Lotions	3	<mark>4</mark>	1
Shielding Lotion	<mark>3</mark>	<mark>4</mark>	<mark>3</mark>
Dry Skin	12	12	18
Dry Skin Care	13 & 14	5	4
Dry Skin Treatment	<mark>3</mark>	<mark>1</mark>	<mark>5</mark>

## TRAFFIC TO THE WEBSITE:

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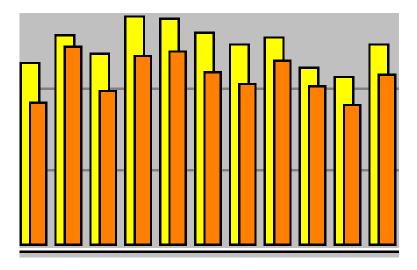
This is the traffic pattern from Jun 06 to January07.



The news index page is now the #3 referrer of traffic to this website.

#	Hits		Referrer
1	28873	17.11%	- (Direct Request)
2	26797	15.88%	http://www.skinmdnatural.com/
<mark>3</mark>	<mark>13794</mark>	<mark>8.17%</mark>	http://www.skinmdnatural.com/news_index.php
4	12709	7.53%	http://www.skinmdnatural.com/ingredients.html
5	9396	5.57%	http://www.skinmdnatural.com/user-testimonials.html
6	9294	5.51%	http://www.skinmdnatural.com/doctor-reviews.html
7	8894	5.27%	http://www.skinmdnatural.com/how-it-works.html
8	5971	3.54%	http://www.skinmdnatural.com/thyroid.html
9	4435	2.63%	http://www.skinmdnatural.com/press.html
10	3942	2.34%	http://www.skinmdnatural.com/press-health.html

This graph shows the traffic in 2009 Jan to October



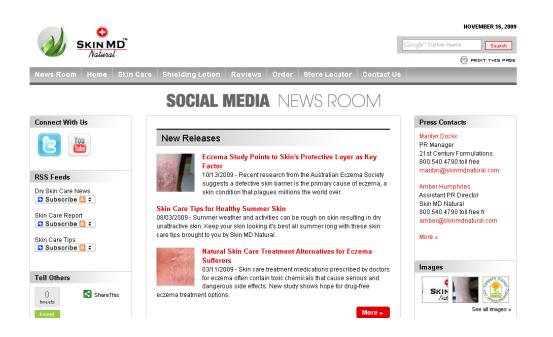
Their blog – Skin Care Tips, which is updated every day – is now the #4 referrer of traffic to the site and even though no new articles have been done since March 09 this feed is still the #7 driver of traffic to the site.

	Top 250 of 1555 Total Referrers				
#	Hits		Referrer		
1	101621 25.49%		http://www.skinmdnatural.com/		
2	62510 15.68% - (Direct Request)		- (Direct Request)		
3	25155	6.31% http://www.skinmdnatural.com/ingredients.html			
4	13542	3.40%	http://media.skinmdnatural.com/tips.php		
5	9928	2.49%	http://www.skinmdnatural.com/index.html		
6	9202	2.31%	http://www.skinmdnatural.com/eczema.html		
7	8462	2.12%	http://media.skinmdnatural.com/news.php		
8	8175	2.05%	% http://www.skinmdnatural.com/news.php		
9	8118	8118 2.04% http://www.skinmdnatural.com/user-testimonials.html			
10	7759 1.95% http://www.skinmdnatural.com/featured-bloggers.html				

## SOCIAL MEDIA NEWSROOM

In January 2009 Skin MD Natural hired two full time social media PR staff and launched a social media marketing campaign. They now have a Facebook page, a YouTube channel and a Twitter feed.

In October 2009 Skin MD Natural upgraded their newsroom yet again to take a social media newsroom to create a place on the site to present all their social media content and offer ways for journalist and bloggers to easily find, use and share their content.



## SUMMARY:

The initial goal was to establish the term shielding lotion in the minds of the public and generate conversation amongst consumers about shielding lotion on the Internet.

There are now searches done in most English speaking countries. Their product is carried in 500 pharmacies across the US and they have distributors in the UK, Australia, Singapore and Japan.

## We achieved all these goals.

Social media campaigns using articles placed in a news feed, combined with social bookmarking and tagging, can create the word of mouth and consumer recommendations that are known to influence people looking for information online.

In 2009, despite the tough economic conditions, Skin MD Natural's figures for sales and revenue have been up every month over the previous year.

## CONTACT:

Doug Hay Expansion Plus Inc 1010 E Union Street #200 Pasadena, CA 91106 dough@expansionplus.com 626 793 4911

Ryan Prevedel PRESSfeed ryan@pres-feed.com 626 638 3847