BEYOND BEYOND BEYOND ANY STORE OF ITS KIND.



Gabriela Viana Enzo Daniel Luna Cano Samuel Tadevosian



BED BATH & BEYOND STORE

About the company





About the company

Mission

be the customer's first choice for products and services in the categories offered and in the markets in which the company operates through excellent customer service, an extensive breadth and depth of assortment.

Brand promise

- Everyday low prices Excellent customer service
- Find practically any item
- Huge selection (extensive breadth and depth of assortment)







WILLIAMS-SONOMA Pottery Barn

Crate&Barrel

Pier 1 imports®



\$1.41 billion

\$365 million

\$18.9 million

\$161 million

Why people buy?

		Quality of life		89%
Impulsive 18% 17% Conflicted Tareful 23% 15% Bargain Hunters 28% Self-Expressives		Pleasure		84%
		Beautify home		83%
	17% Conflicted	Education		83%
		Relaxation		82%
	Bargain	Entertainment		78%
	15% Hunters	Planned purchase		75%
		Emotional satisfaction		74%
		Replace existing item		73%
	8% Self-Expressives	Stress relief		83% 83% 82% 78% 75% 74%
		Hobby		
		Gift for self		54%
		Bought on impulse		39%
		Status		30%

Why people buy?





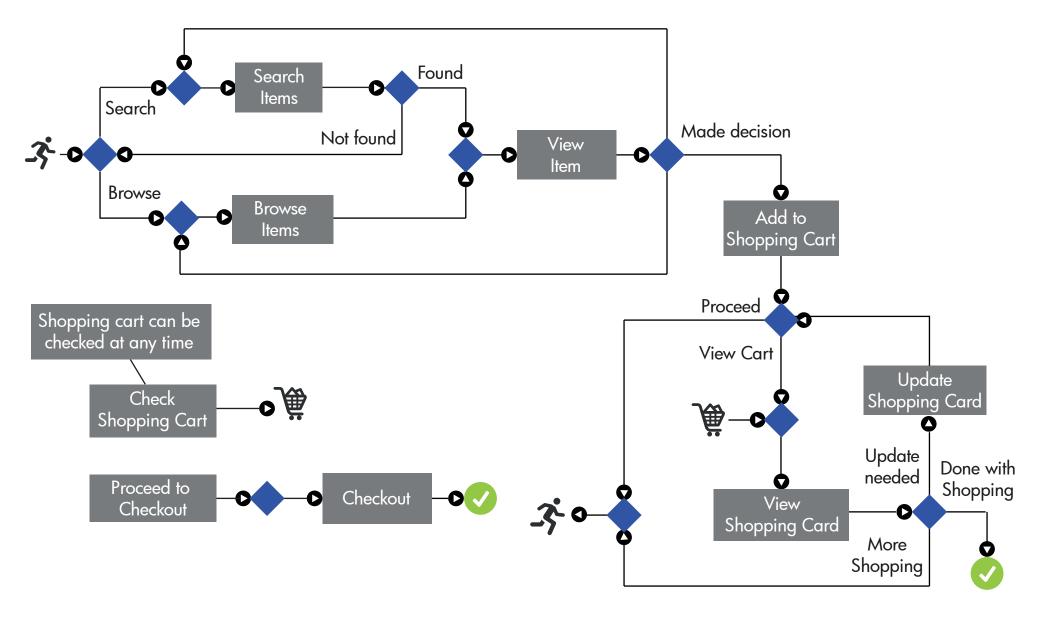


Who helps the decision?

- 1 Positive customer review
- 2 Retailer's Description
- 3 Negative customer review

Source: Lab 42 500 Online Shoppers about Online Shopping Experience and Preferences

How people buy?



Shipping

96% are more likely to shop on a site if it has free shipping

87% are more likely to shop a site if it has free returns

79% would rather get free shipping than a discount

Social Media

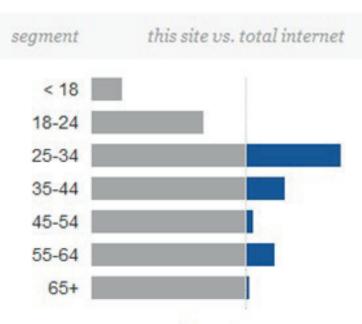
47% said customer service changes as a result of posting on a brand's social media page

67% they **respond quicker** 51% They **resolve the issue** 43% They **listen opinion more** The company is using its website as a catalog to sell their products. This revenue model is called web catalog revenue model.

Company's Web Marketing Strategy. Mixture of product-customer based strategy.

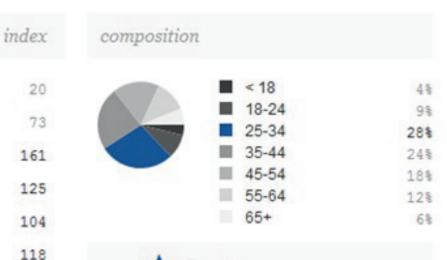
Market Segmentation on the Web

Age



internet average







102

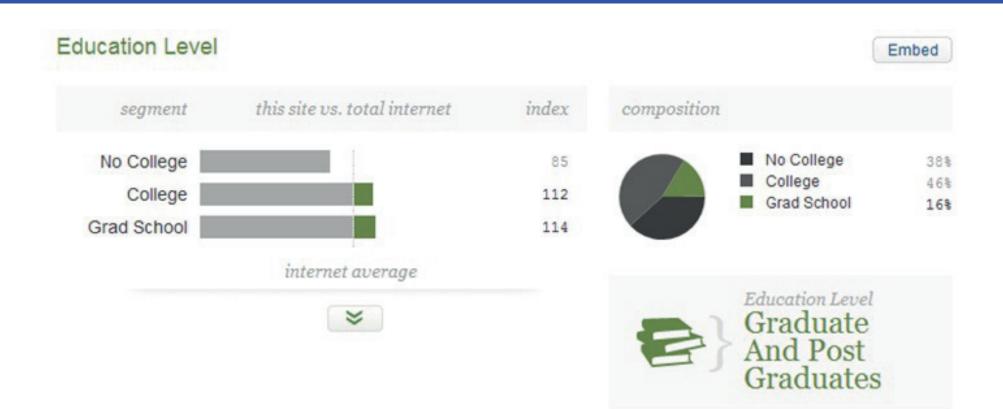


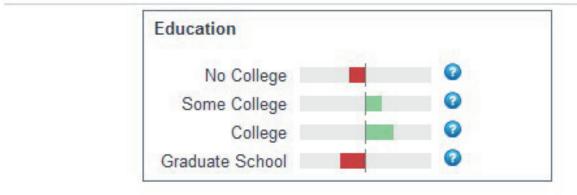
Market Segmentation on the Web





Market Segmentation on the Web





Online retail commerce is growing fast. total web sales for all 500 top grew to \$55.32 billion in 2010, an increase of 11.3% from last year*

Here are some facts:

- More people uses internet to do shopping online
- Retailers are improving their website and customized them for each client
- More people has access to internet from any remote location
- Broadband Internet access has positively contributed to online experience

Business impact

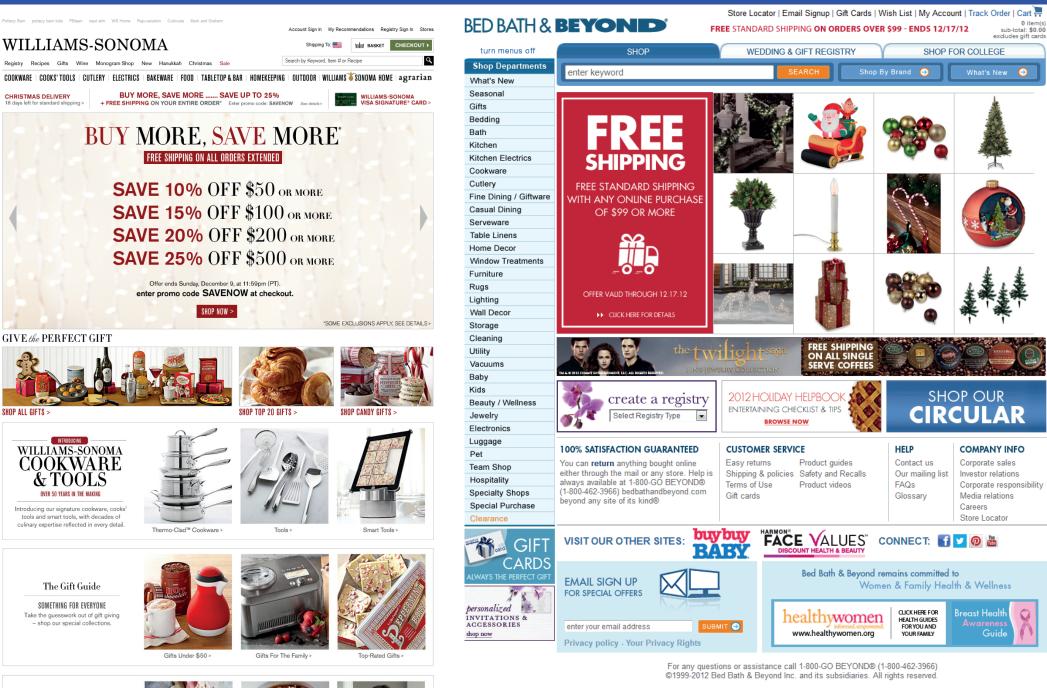
Business impact

- Contribute to organization's profits
- Diversified sources of revenues
- Reduce transactional cost

Marketing impact

- Reinforce company's image
- Contribute marketing strategy to target potential customers.
- Be measurable, marketing campaigns can be tracked
- Use multiple channels (catalog, stores)

Competitors: Williams-Sonoma x BBYB



Products by: title, brand, price, popularity, favorites Popular Items by: popularity, our choices, all-round favorites, title Featured by: title, brand, price, popularity, favorites Popular searches: buy book cases, metal wall art, buy duvet covers, food processors, buy shoe racks, linen bedding

Competitors: Williams-Sonoma x BBYB



Targeted marketing



Williams-Sonoma uses developed marketing algorithms to deliver targeted e-mails and marketing mailings to customers based on their purchase preference.

Competitors: Williams-Sonoma x BBYB



Web digital gifts

Williams-Sonoma offers its customers purchase and send mobile gift cards directly from their smartphones or other mobile devices

Mobile point-of-sale systems



Recently, Williams-Sonoma has made investments in mobile point-of-sale systems that authorize a customer to check out via iPhone or iPad.

Social Media Competition

Social Media channel	Williams-Son oma	Crate and Barrel	Bed Bath and Beyond	Pottery Barn	Pier 1 Imports
Youtube	~	~	1	~	~
Quantity of videos	228	336	375	346	20
Subscribers	4,470	-	927	4,387	335
Views	3,235,242	51	1,950,357	4,016,589	461,726
Facebook	~	~	1	~	~
Like this	378,004	272,236	861,913	1,050,062	770,228
Talking about this	15,200	3.000	8,070	15,762	38,490
Blog	~	✓ (specific for wedding)	~	~	×
Link to website main page	Yes	Yes	No	Yes	20
Links to website other pages	Yes	Yes	No	No	-
Twitter	~	~	1	~	~
Number of tweets	4,539	3,623	3,778	693	3,796
Followers	35,431	19,696	28,537	27,416	22,213
Following	528	135	72	424	2,314
Interaction	Yes	Yes	+-	+-	Yes
Pinterest	~	~	~	~	~
Followers	28,438	344	42,710	75,505	24,780



Strengths

Multiple sales platform

Broad product offerings

Social Media content (youtube, facebook)

Opportunities

New 800,000 sq.ft. e-commerce center

New IT data center

Increase online sales

More people has access to internet from any remote location

Weaknesses

No integrated channels

Website design

Weak or inexistent SEM strategies

Threats

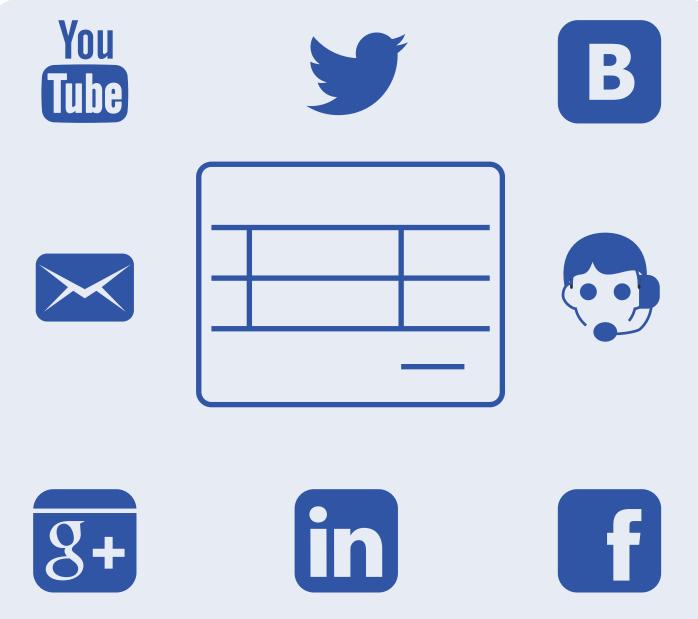
Intense competition from local, regional and national retailers, both online and offline.

New entry of strong competitors (casa.com from- Amazon)

Is BBYB filling the customers' expectations?



Why? Integration



Why? Website



90's website layouts

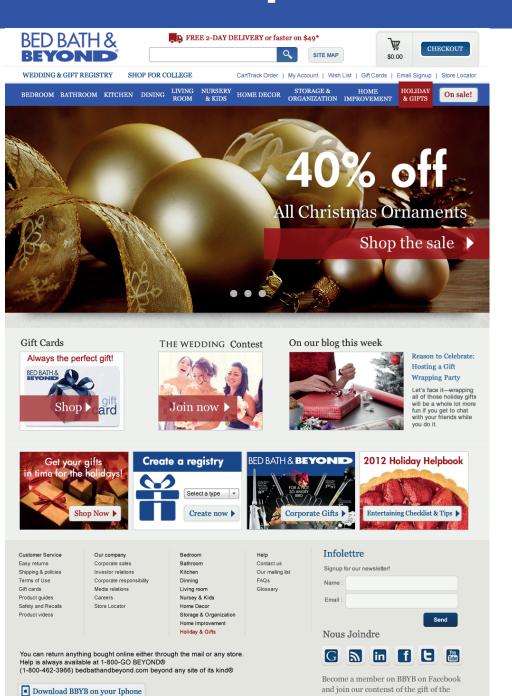
Small fonts,

Fixed layout,

A lot of banners and images together



How to improve



VISA C

© 1996-2012 Bed Bath & Beyond Inc.

week! J'aime <97 k

Ability to compare similar products

Easy navigable page for promotions and discounts

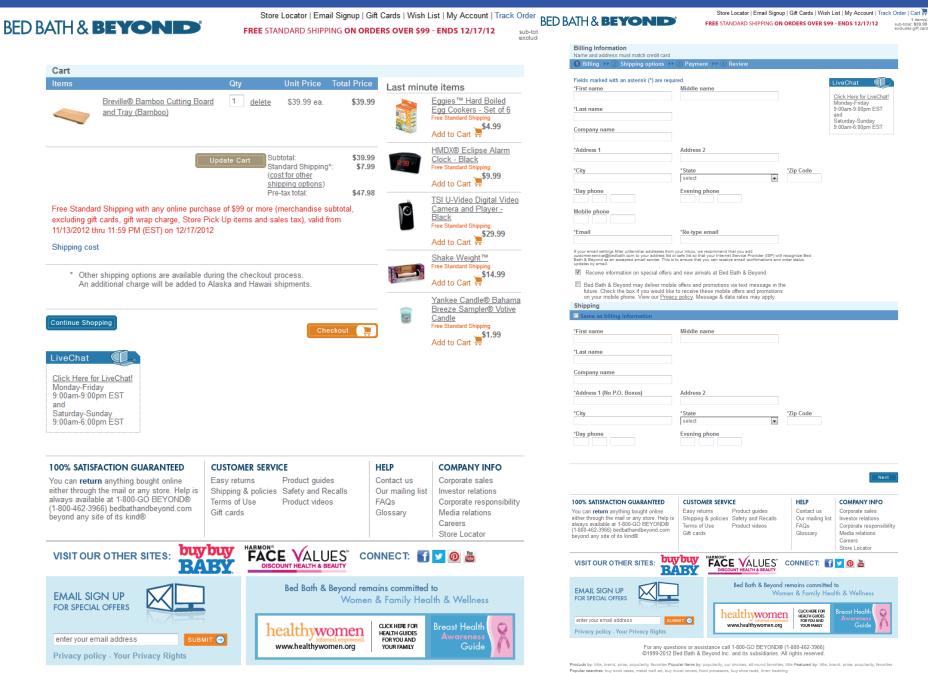
Slide to show case promotions and make the page more dynamic

Easy navigation to store flyer

Have a site map

Link to access the blog and other social media channels

Why? Shopping Cart



sub-total: \$39.99

Click Here for LiveChat

Monday-Friday 9:00am-9:00pm EST

9:00am-6:00pm EST

COMPANY INFO

Corporate sales

Media relations

Store Locator

Careers

Investor relations

Corporate responsibility

HEIP

FAQs

Glossan

Contact us

Our mailing list

CLICK HERE FOR

HEALTH GUIDES FOR YOU AND YOUR FAMILY

Saturday-Sunday

For any questions or assistance call 1-800-GO BEYOND® (1-800-462-3966) ©1999-2012 Bed Bath & Beyond Inc. and its subsidiaries. All rights reserved

Products by: title, brand, price, popularity, favorites Popular Items by: popularity, our choices, all-round favorites, title Featured by: title, brand, price, popularity, favorites Popular searches: buy book cases, metal wall art, buy duvet covers, food processors, buy shoe racks, linen bedding

How: Shopping Cart

BED BATH & FREE 2-DAY DELIVERY or faster on \$49* 1.888.456.890 Contact us Site Map Help					
BEYOND ^{See}	arch everything	٩,	\$0.00	CHECKOUT	
WEDDING & GIFT REGISTRY SHOP FOR COLL	EGE Cart	Track Order My Account W	Ish List Gift Cards Em	ail Signup Store Locator	
	/ING NURSERY DOM & KIDS HOM	ME DECOR STORAGE & ORGANIZATIO		HOLIDAY & GIFTS On sale!	
Control Contro Control Control	by Dyson See all reviews (51 Custom Price: \$299.00 In Stock. Oxdering for Christmas? Watch the video Powerful table fan create Ar muttiplier technology Rotates up to 90 degrees	tier Table Fan, 10 In her reviews)) the second sec	Qui Tree Share : Share	antiy: 01 • Add all to cart > dd to Wish List	
Product Details Product Dimensions: 6.7 x 13.6 x 14 inches ; 6.3 pounds Shipping Weight 6.3 pounds (View shipping rates and policies; Shipping: This term is also available for shipping to select count ASIN: B0038310CE		Customers Who Bou	ght This Item Also B	ought	
Buy together Special Price For All Th Add all to cart	ree: \$1,197.00	Dyson AM02 tower fan-Silver C tower fan Silver S299.00	Dyson AM02 tower fan-Silver ☆★★★★ \$299.00	Dyson AM02 tower fan-Silver C tower fan-Silver S299.00	
Customers Who Viewed This Item Also Viewed	Dyson AM02 tower fan-Silver	Dyson AM02 tower fan-Silver	Dyson AM02 tower fan-Silver	Dyson AM02 tower fan-Silver	
Reviews					
合★★★★ Works as promised needs some improvements April 2, 2010					

By A. Dichte

We were attracted to this fan due to its "cool" factor and it performs as advertised. However for its commanding price, it could use some improvements such as

The silver coating on the 12° model looks like cheap plastic. We exchanged ours for the 10° model in gloss white and it presented a significantly more refined appearance. We purchased the Dyson to replace a standard table fan in a min-home theater room to reduce the noise level. Sady, the Dyson, due to its high speed internal turbo motor, was noticeably louder than the fan it was to relace. We kend it annow but for a different anolication.

5 Comments | Was this review helpful to you? Yes No



Trust logos

Videos

Social Media buttons

Customers who bought that also bought

Buy together

Customers who views this item also viewed

Comments and replies

Add zipcode field for shipping estimates

Why: Shipping

FREE STANDARD SHIPPING ON ORDERS OVER \$99 - ENDS 12/17/12



OFFER VAUD THROUGH 12, 17, 12

Like · Comment · Share

▲ 99 people like this.



Debbie Baker Coffman \$99 - really? Monday at 12:04pm · Like · 🖒 6



Ashly Marie Ferguson Most places don't have a minimum purchase. How greedy, BB&B. You lost my business and I hope from others too.

Monday at 3:16pm · Like · 🖒 4



Lori Weldon i am disappointed too . now i have to go look elsewhere .. many retailers have better shipping options or free shipping right now

Tuesday at 10:27am · Like · 🖒 2

For shipments to the Contiguous U.S:

Total Order Amount	Standard	Expedited	Express
Up to - \$25.00	\$5.99	\$18.99	\$37.99
\$25.01 - \$35.00	\$6.99	\$20.99	\$38.99
\$35.01 - \$50.00	\$7.99	\$23.99	\$39.99
\$50.01 - \$75.00	\$9.99	\$25.99	\$43.99
\$75.01 - \$100.00	\$10.99	S20.99	\$47.99
\$100.01 - \$150.00	FREE	\$34.99	\$52.99
\$150.01 - \$200.00	FREE	\$38.99	\$56.99
\$200.01 - \$250.00	FREE	\$41.99	\$63.99
\$250.01 - \$350.00	FREE	\$47.99	\$82.99
\$350.01 - \$500.00	FREE	\$57.99	\$107.99
\$500.01 - \$750.00	FREE	\$63.99	\$137.99
\$750.01 - and above	FREE	\$75.99	\$149.99

How : Shipping



Why: Promotion

Bed Bath & Beyond

October 17 via Bed Bath & Beyond 🚷

Wedding Wednesday: Do brides have to wear white: Yes or no?



How: Promotion

BED BATH & BEYOND

The Wedding Contest of the year 2013



Go to bedbathandbeyond.com

Home How It Works Entries

Rules FAQ Tips to Get Votes



Join Now



💆 Love



Our love story

His: Walking to a cafe, I saw a woman I had to talk to. Crossing the street, her bright orange shoes caught my eye and gave me my "in". Conversation was effortless; we began a connection that led to an impromptu first date that lasted 14 hours.

Hers: I was wearing orange flats, although it was more than just "nice shoes" that got me!

View More Entries









How: Promotion



Other : Newsletter

Email and Direct Mail Sign Up

Receive exclusive email offers and promotions from Bed Bath & Beyond and its subsidiaries. First time email subscribers get a 20% off one item in-store Savings Certificate!

You will receive your in-store savings certificate with your welcome email shortly.

E-mail * enter your email address E-mail Confirmation * Salutation	 News & Promotional Offers via email <u>Unsubscribe from Email</u> Circulars & Postcards via Direct Mail <u>Unsubscribe from Direct Mail</u> Please note that since we only mail periodically, there may be some delay between the mailings that you
First Name *	receive from us.
Last Name *	
Address *	Infolettre
	Signup for our newsletter!
City *	Name :
State * Choose State	Email :
Zipcode *	Send
Phone	Sella
Mobile	

Bed Bath & Beyond may deliver mobile offers and promotions via text message in the future. Check the box if you would like to receive these mobile offers and promotions on your mobile phone. View our <u>Privacy Policy</u>. Message & data rates may apply.

Other : Newsletter



You have been sent this e-mail because you have opted to receive the Aeroplan Newsletter. If you no longer wish to receive the Aeroplan Newsletter via e-mail, you can unsubscribe. Do you want to change your e-mail address? Do you wish to read the Aeroplan Privacy Policy?

If you are unable to see the message below, click here to view.

BED BATH & BEYOND

Newsletter

This week's special offer



of the year 2013

Join now!

Answer our survey and have the chance

to win a bed!

What is new



On sale

Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo.

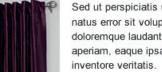
discover new products >



Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo

see our promotions >

In our blog this week



Other : Mobile

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Kitchen Electrics	>
Bedding	>
Bath	>
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Cart

Stores

More

Registry

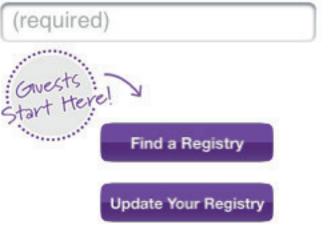
Home

The Bridal & Gift Registry

First Name

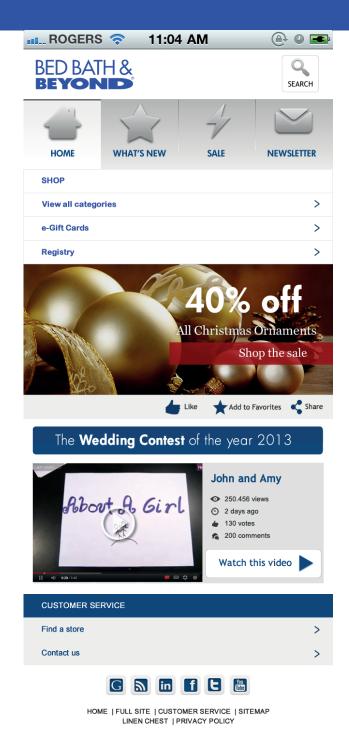
(required)

Last Name





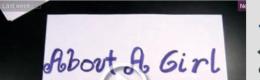
Other : Mobile



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SHOP			
View all catego	ries		>
e-Gift Cards			>
Registry			>
		40% All Christmas St	



Like



John and Amy

Add to Favorites 🛛 📌 Share

- 250.456 views
- O 2 days ago

