UNA PRESENTAZIONE PER ASSOLOMBARDA

Brand to the people!

di Angela De Marco

SENIOR BRAND ADVISOR AT ROBILANTASSOCIATI
Brand Advisory & Strategic Design

LEVERAGING BRAND TALENT®

AGENDA

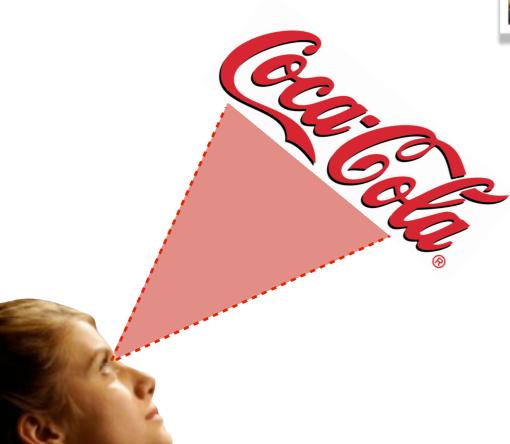
INTRODUCTION
BRAND TO THE (COMPANY) PEOPLE!
ROBILANTASSOCIATI APPROACH
AND WHEN THE PROBLEM GETS BOLD...
CREDENTIALS

INTRODUCTION



COMPANY

PROCESSES PEOPLE



"CONSUMERS"



PROCESSES PEOPLE

COMPANY





PACK



PROCESSES PEOPLE

COMPANY





corporate identity agencies

PROCES:
P

packaging agencies

PACK

market research companies

"CONSUMERS"

CHANGE #2 brandir

branding agencia former Companies

branding agencies former market research

BRAND TO THE (COMPANY) PEOPLE!

There is a new phenomenon that seems to have affected the full spectrum of the varied sector. This is attention by businesses to one of the brand's special targets, called its 'internal target' of employees and partners.

Company's people have been recognized as the genuine gatekeepers of the brands'essence

This are, first of all, the entrepreneurs and the so-called "natural testimonials" (...but not only)



GABRIELE CENTAZZO

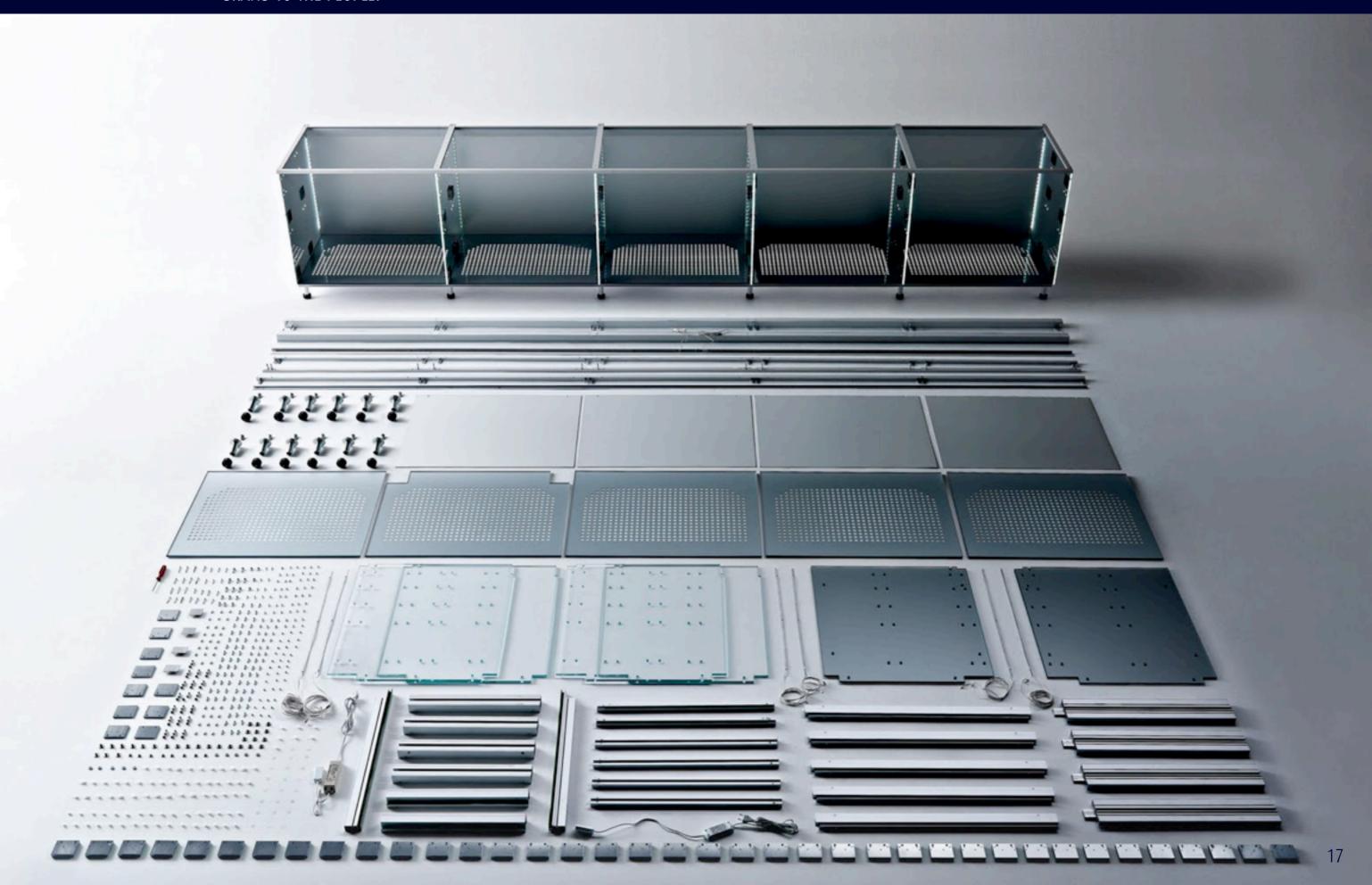
Pioniere Appassionato Tecno-umanista Attivista per la sostenibilità



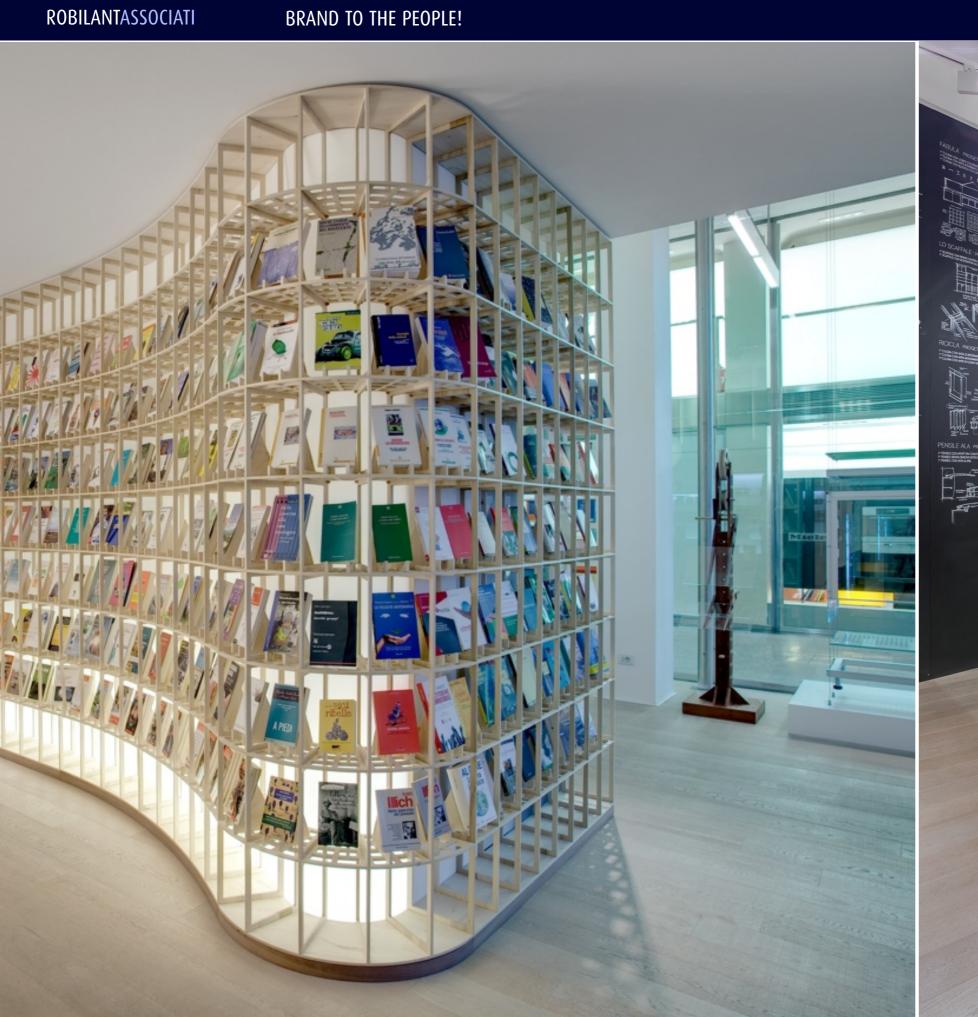
GABRIELE CENTAZZO

Pioniere Appassionato Tecno-umanista Attivista per la sostenibilità



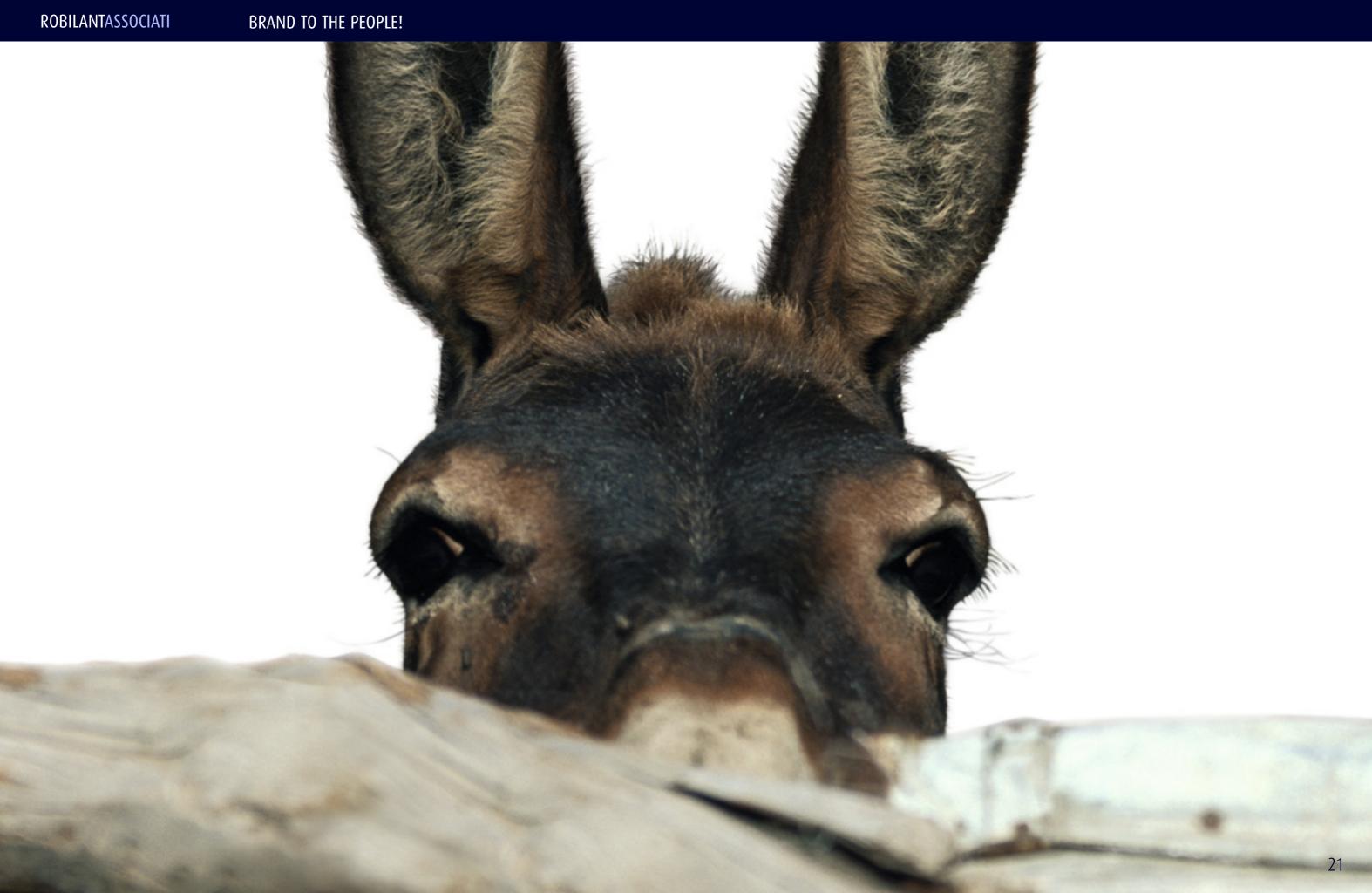
























EUGENIO PERAZZA

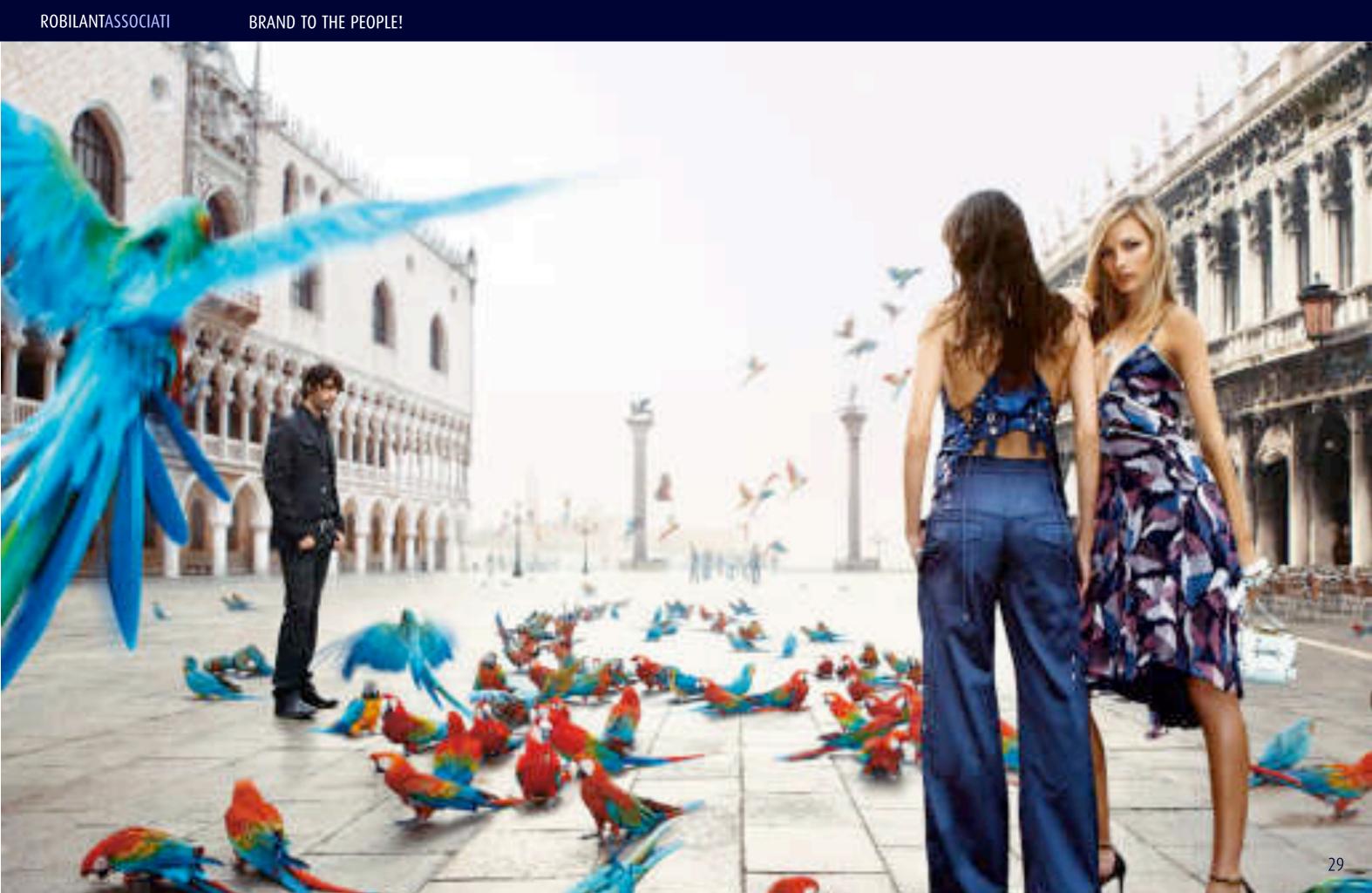
Humble Stubborn Visionary Tireless



EUGENIO PERAZZA

Humble Stubborn Visionary Tireless



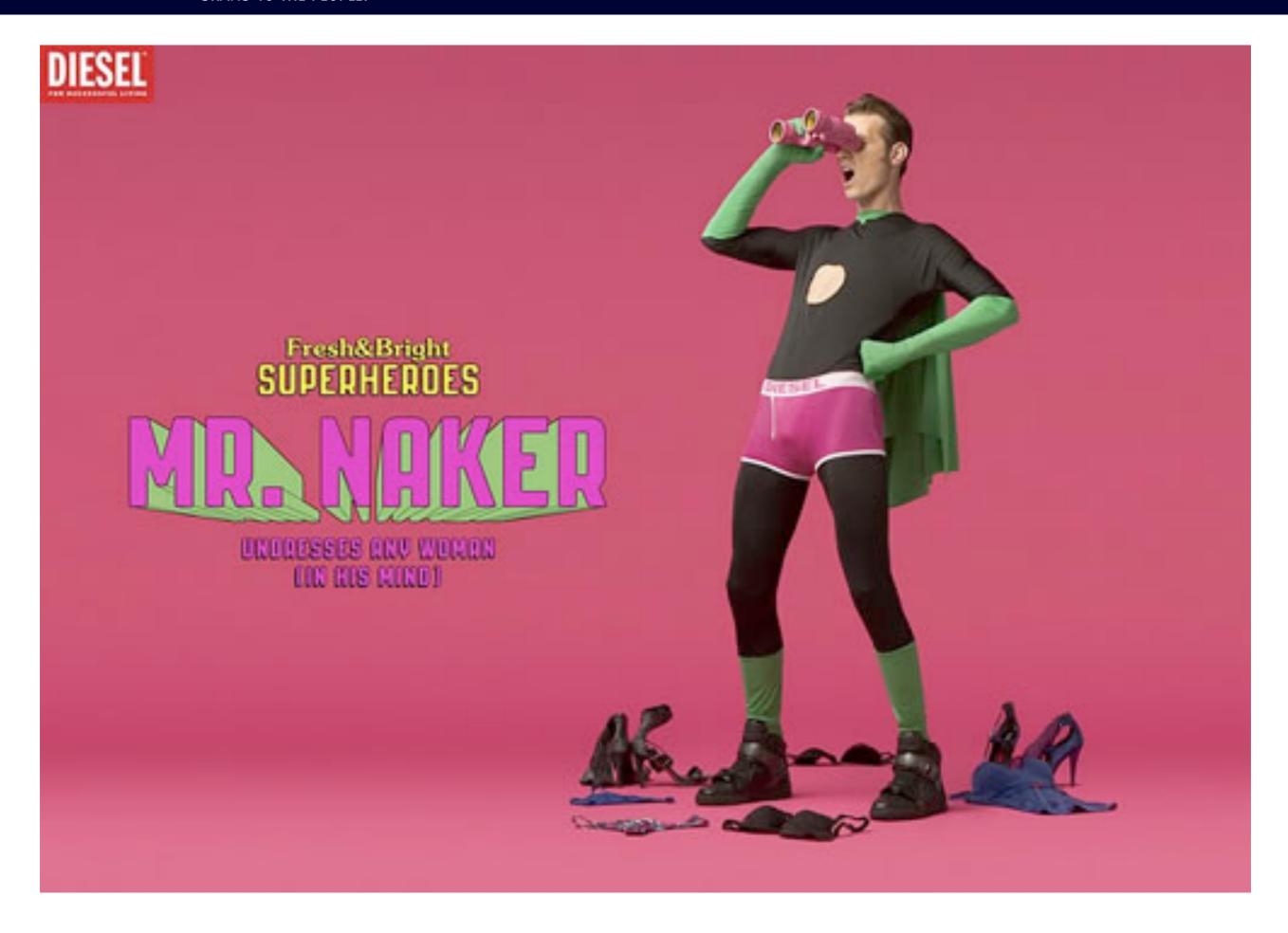














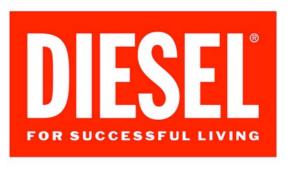
RENZO ROSSO

Brave Alternative **Smart** Irriverent



RENZO ROSSO

Brave Alternative **Smart** Irriverent





OSCAR FARINETTI

Loquacious Expansive Pragmatic idealist Ironic



OSCAR FARINETTI

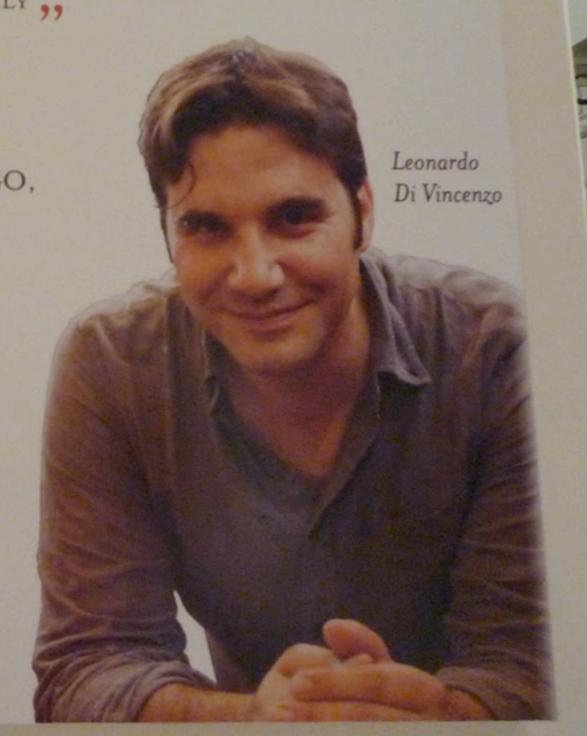
Loquacious Expansive Pragmatic idealist Ironic















PATRIZIA MOROSO

Curious Sensibitive Collaborative Talent scout

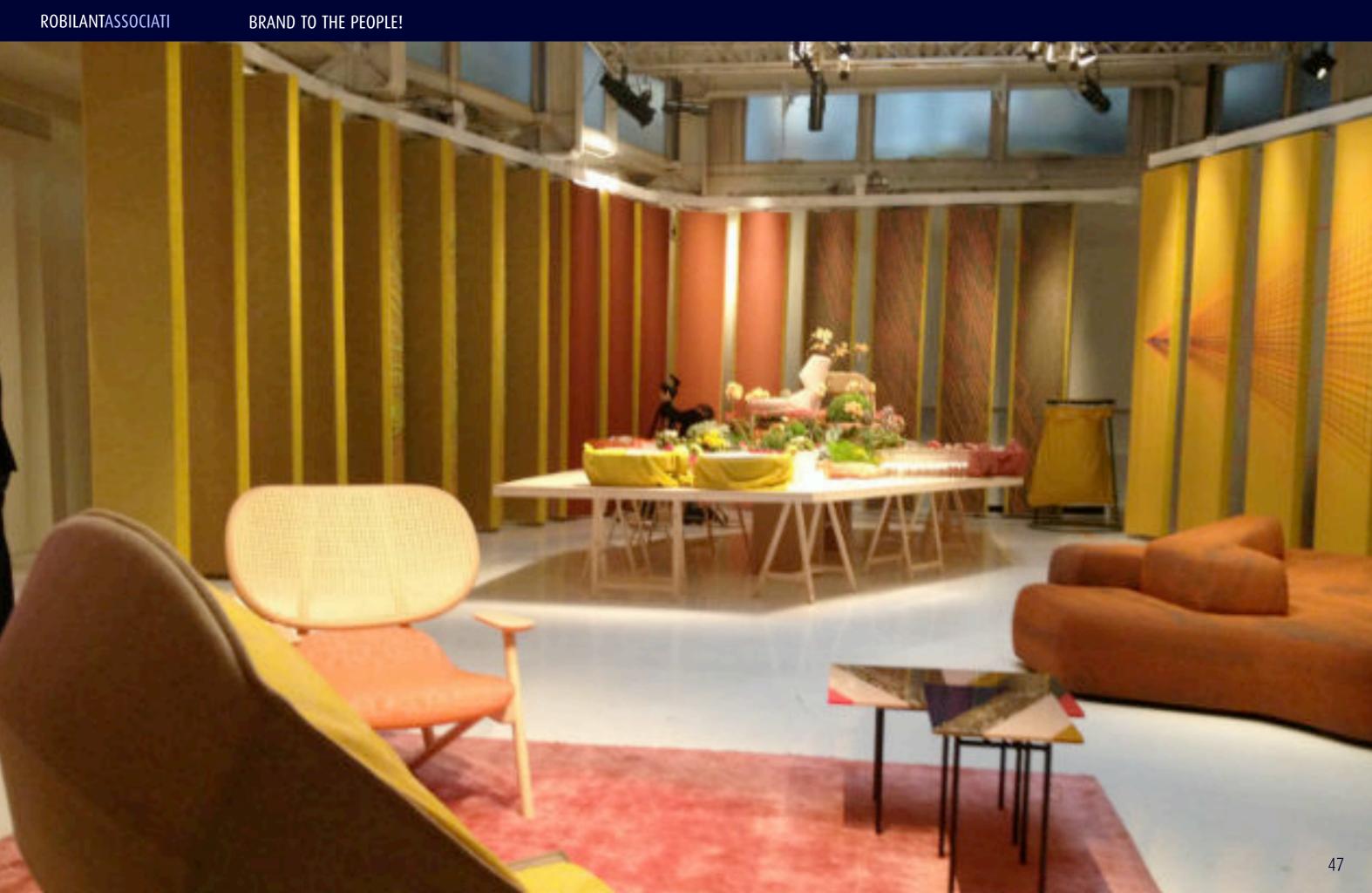


PATRIZIA MOROSO

Curious Sensibitive Collaborative Talent scout

MOROSO

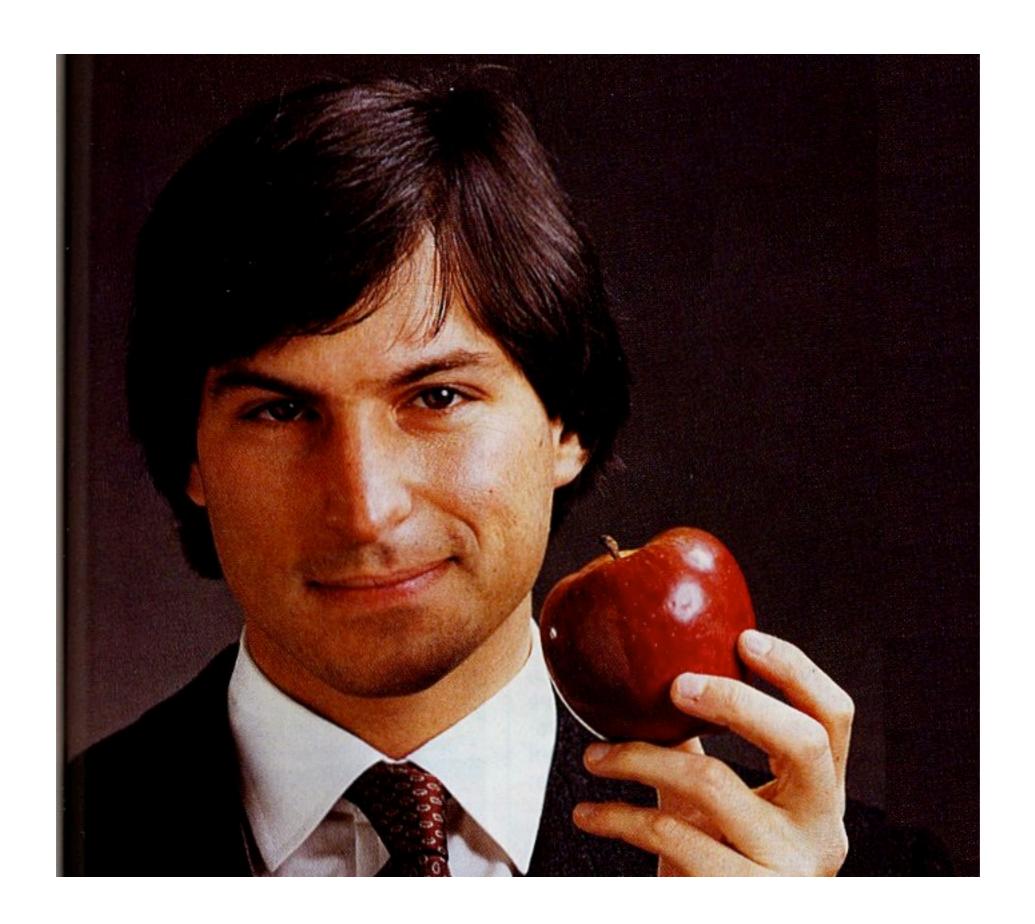




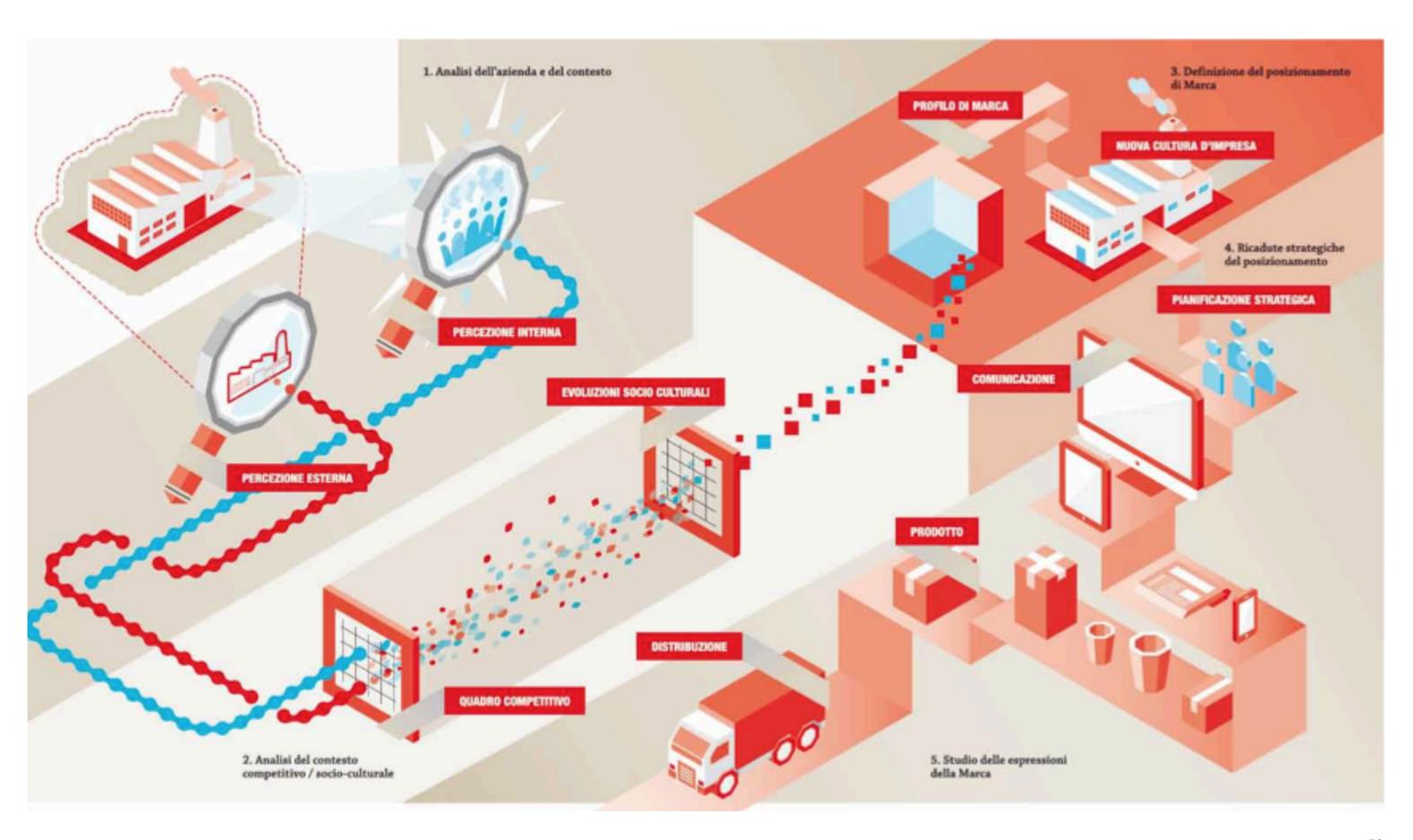




Is this an Italian phenomenon?



How does it affect our job?



ROBILANTASSOCIATI APPROACH

OUR APPROACH TO BRANDING

To properly analyse all critical points and define a brand identity and positioning, RobilantAssociati suggests a branding process with a strong focus on the **people of the company.**



OUR APPROACH TO BRANDING

People's guiding values and company's "unique knowledges", crossed with markets and cultural contexts, allow to define the key **ingredients of the company's Talent**, which, in our view, is the **key element for the development of a unique, competitive and long lasting brand**, able to create a meaningful and emotional relation with all its stakeholders.

ROBILANTASSOCIATI OUR APPROACH

We, at RobilantAssociati, work with Clients to discover their "**Guiding Talent**", to get to the heart of their cultural identity.

We believe that identity is not something static but a matter than can be modeled over time on many different media. To have a "Guiding Talent" is a guarantee to be able to deal with any identity evolution in the future.

We shape Brands with Talent.

PHASE 1
ANALYSE

PHASE 2 **DEFINE**

PHASE 3 ACT!

COMPANY
INTERNAL PERCEPTION

INTERNAL

EXTERNAL

BRAND
ASSESSMENT
& ENGAGEMENT

COMPANYEXTERNAL PERCEPTION

CONTEXT

COMPETITIVE | SOCIO CULTURAL

COMPANY SPECIFIC TALENT

BRAND IDENTITY & POSITIONING

SYSTEM OF OFFER
BRAND ARCHITECTURE

BRAND ARCHITECTURE
PRODUCT PORTFOLIO
NEW PRODUCT CONCEPTS

COMMUNIC. STRATEGY

ACTIVITY PLAN TO REACH THE STAKEHOLDERS PR, EVENTS, NEW MEDIA COMPANY CULTURE

BRAND ENGAGEMENT CHANGE MANAGEMENT BRAND TUTORSHIP

DESIGN PLATFORM BRAND EXPRESSIONS & GUIDELINES

CORPORATE BRANDING PRODUCT BRANDING RETAIL BRANDING

BRAND NAMING WEB BRANDING ADV & POINT OF SALE

STORYTELLING

MAIEUTICS

 Brand identity and positioning originate from the company's specific talent, that embodies its "natural competitive advantage";

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- The design platform is developed around the brand identity in a harmonious and synergic way;

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- The design platform is developed around the brand identity in a harmonious and synergic way;
- The company's key people are involved from the very start of the process, to offer their perception on the company's goals and drivers. At the end of the process, the "cascade engagement" of the middle management and front line people, will help to transform the brand positioning in a real and day to day action.

CASE STUDY CANTINE FERRARI

PHASE 1
ANALYSE

PHASE 2 **DEFINE**

PHASE 3 ACT!

COMMUNIC.

STRATEGY

COMPANY
INTERNAL PERCEPTION

INTERNAL

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ASSESSMENT
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COMPANYEXTERNAL PERCEPTION

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BRAND ARCHITECTURE ACTIVITY PLAN TO REACH PRODUCT PORTFOLIO THE STAKEHOLDERS NEW PRODUCT CONCEPTS PR, EVENTS, NEW MEDIA

COMPANY CULTURE

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CORPORATE BRANDING PRODUCT BRANDING RETAIL BRANDING

BRAND NAMING WEB Branding ADV & POINT OF SALE

STORYTELLING

MAIEUTICS

PHASE 1 - ANALYSE

BRAND ASSESSMENT LOOKING IN

ROBILANTASSOCIATI BRAND TO THE PEOPLE!

INTERNAL PERCEPTION

- Interviews to the family (2 generations)
- Interviews to the Management
- Product Analysis
- Communication analysis

















EXTERNAL PERCEPTION

- Interviews to the importers (Germany, Switzerland, Japan. USA)
- Interviews to some Ho.Re.Ca entrepreneurs (restaurants, oenoteques)
- Interviews to Opinion Leaders(journalists, food&beverage experts)











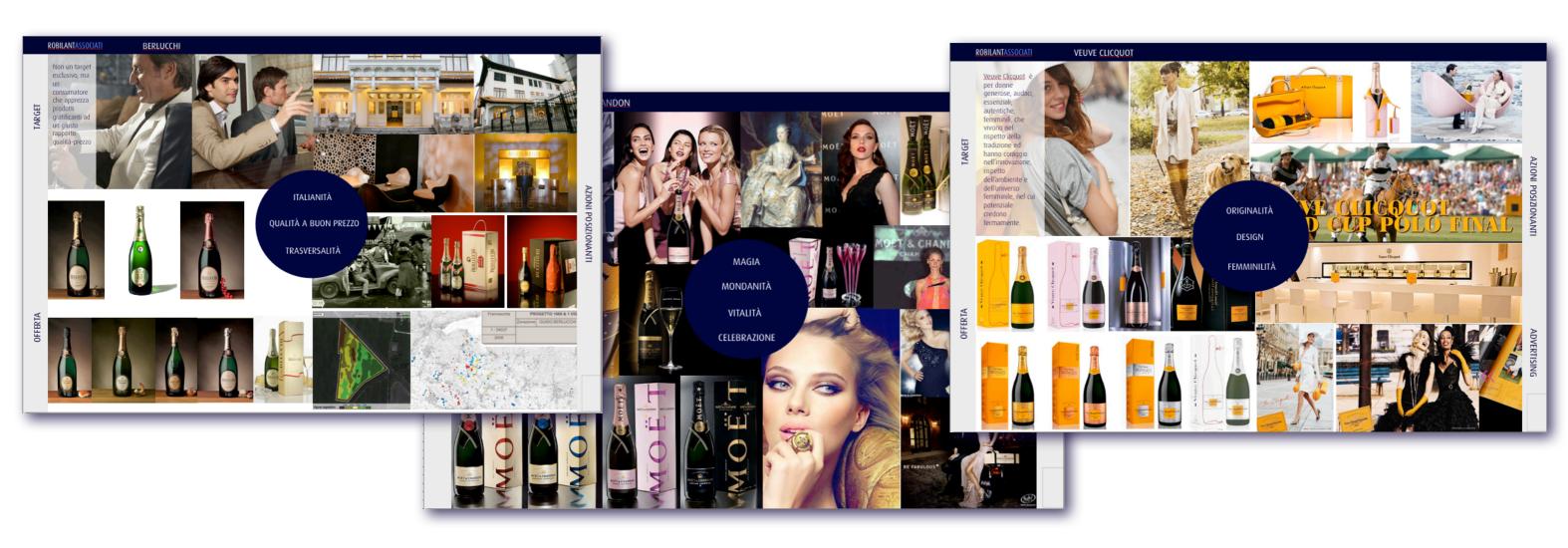






COMPETITIVE SCENARIO

- Product Analysis
- Positioning Maps
- Brand Imaginery dyagrams



ROBILANTASSOCIATI



ROBILANTASSOCIATI

MAPPE IMMAGINARIO COMPETITORS

CONTRAPPOSIZIONE NELL'IMMAGINARIO DELLA MARCA











FEMMINILE





























ROBILANTASSOCIATI BRAND TO THE PEOPLE! 69



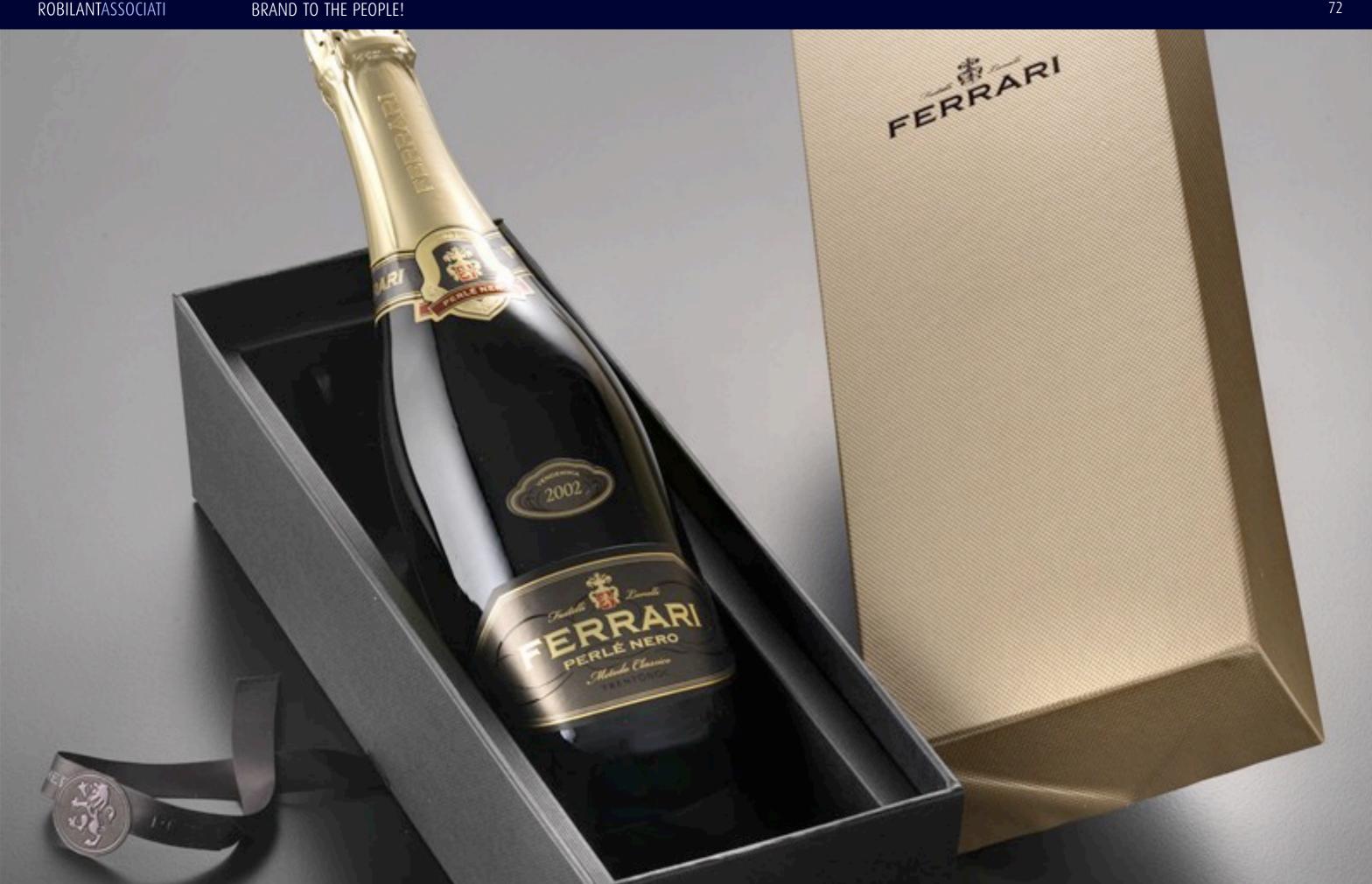






PHASE 2 - DEFINE

BRAND IDENTITY & POSITIONING





ROBILANTASSOCIATI BRAND TO THE PEOPLE!















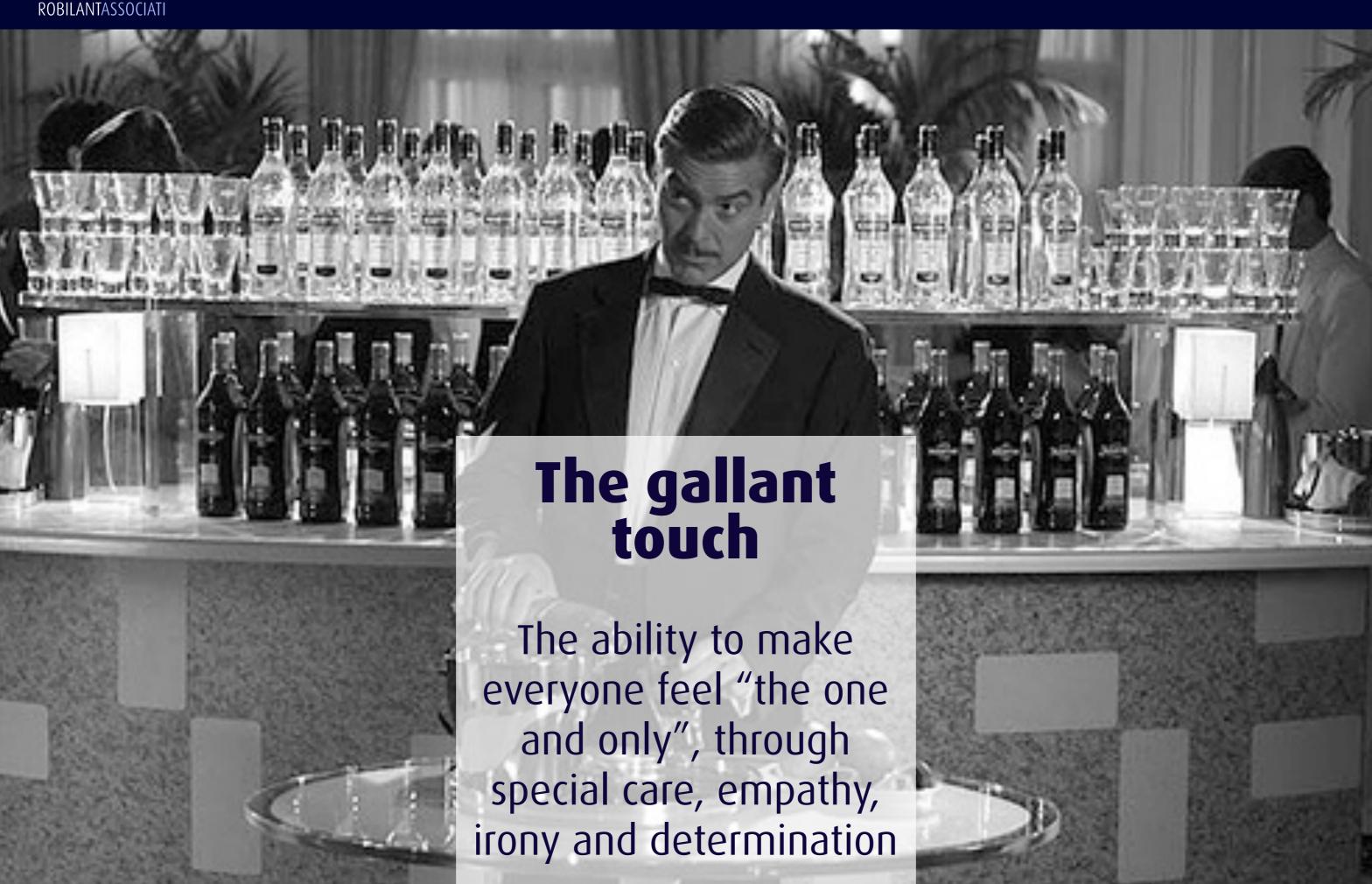












ROBILANTASSOCIATI BRAND TO THE PEOPLE! 76



ROBILANTASSOCIATI BRAND TO THE PEOPLE!



THE ART OF ITALIAN LIFESTYLE

That beloved art made of brilliant art of public speaking, an elegant posture in impeccable clothes, but not plastered, the surround themselves with beautiful and imaginative, the taste for being at the table and the ability to establish relations immediate and authentic.

An art that has never ceased to exert fascination in rigid North European and Asian efficient, seduced by a fine nonchalance result of a careful and directed a thin and benevolent irony.

PHASE 2 - ACT!

BRAND EXPRESSION & GUIDELINES

YEAR OF BIRTH

1. The name / since 1902

BENCHMARKS







YEAR OF BIRTH

Important events. Since 1902.

Ferrari has the ability to **enhance the important moments**, whether celebratory or light and it **knows how to make the ritual of waiting since 1902**.

For greater memorability and differentiaton, we suggest to present the brand always followed by a lock-up.

THE LOCK-UP

FERRARI

METODO CLASSICO DAL 1902

THE SYMBOL / THE CHEVALIER



2. The courtly chevalier

Other brands have the Chevalier in their elements. But what makes the brand unique, coherent and innovative is **the way the Chevalier is**, and the way it is presented presented.

EXAMPLES- THE CHEVALIER REINTERPRETED

La memoria storica



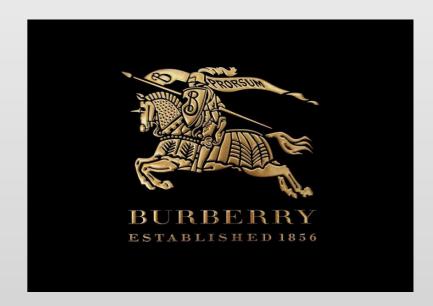
Il lock-up I-----→



the Knight







Il pattern ⊩-----







EXAMPLES- THE CHEVALIER REINTERPRETED

The icon: the heart-shaper armature



The product







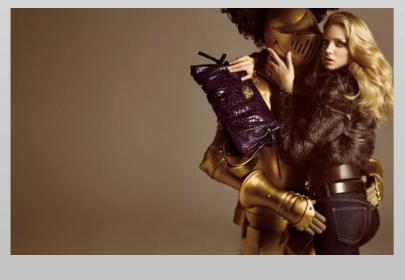
The windows







The photographic style







THE SYMBOL / THE CHEVALIER



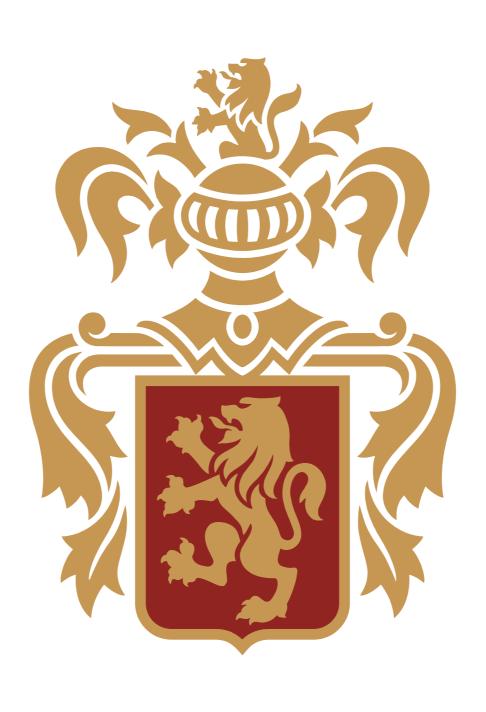
2. The courtly chevalier: personality

He has **centuries-old traditions** and the **audacity** of the visionary.

Passion drives him towards new challenges.
Courageous in acting, he does not lose the taste for a sober and never flaunted aesthetics.

Authoritative point of reference, he creates expectation with **empathy**. He is able to entertain with **elegance** and a **touch of irony**.

THE ACTUAL EMBLEM



THE ACTUAL EMBLEM

Classic Elegant Authoritative Well-balanced Rigorous Historic

THE ACTUAL EMBLEM

Classic Elegant Authoritative Well-balanced Rigorous Historic

Impersonal

THE ACTUAL EMBLEM



THE EMBLEM







THE ACTUAL LOGO



TRENTO

LOCK UP





FERRARI

METODO CLASSICO DAL 1902

LOCK UP





METODO CLASSICO DAL 1902

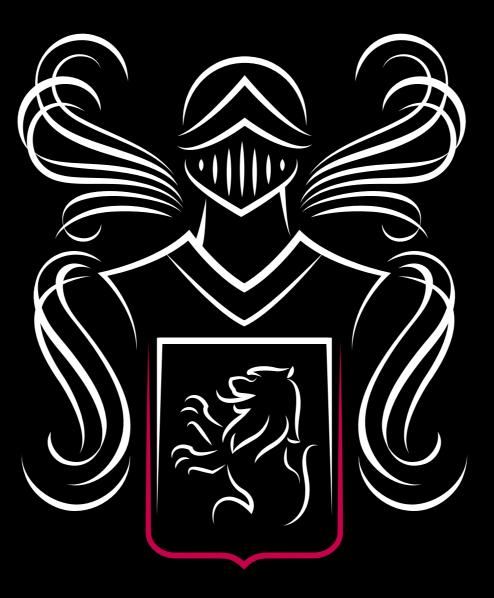
THE COURTLY CHEVALIER















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THE COURTLY CHEVALIER - LOCK UP



THE COURTLY CHEVALIER - DISTINCTIVE ELEMENT



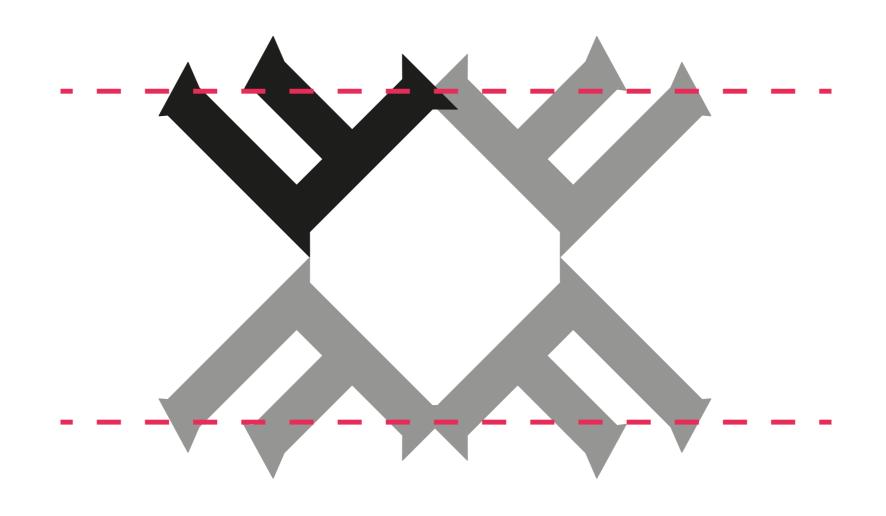


THE FERRARI F

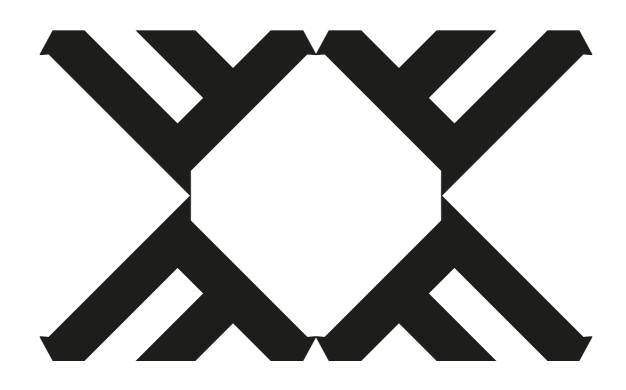
3. Not just a texture, but a style

Today the function of the texture is not just "filling and repetitive", but it becomes an elegant and distinctive element to **define spaces**.

A new texture was created, starting from the geometric letter "F".



ROBILANTASSOCIATI























THE KEY ELEMENTS THE FERRARI F





THE FERRARI F - THE BOX







THE FERRARI F - THE BOX







THE FERRARI F - BOTTLES







ROBILANTASSOCIATI

THE FERRARI F - STOPPER



THE KEY ELEMENTS THE FERRARI F - GLASS





THE FERRARI F - THE BOX

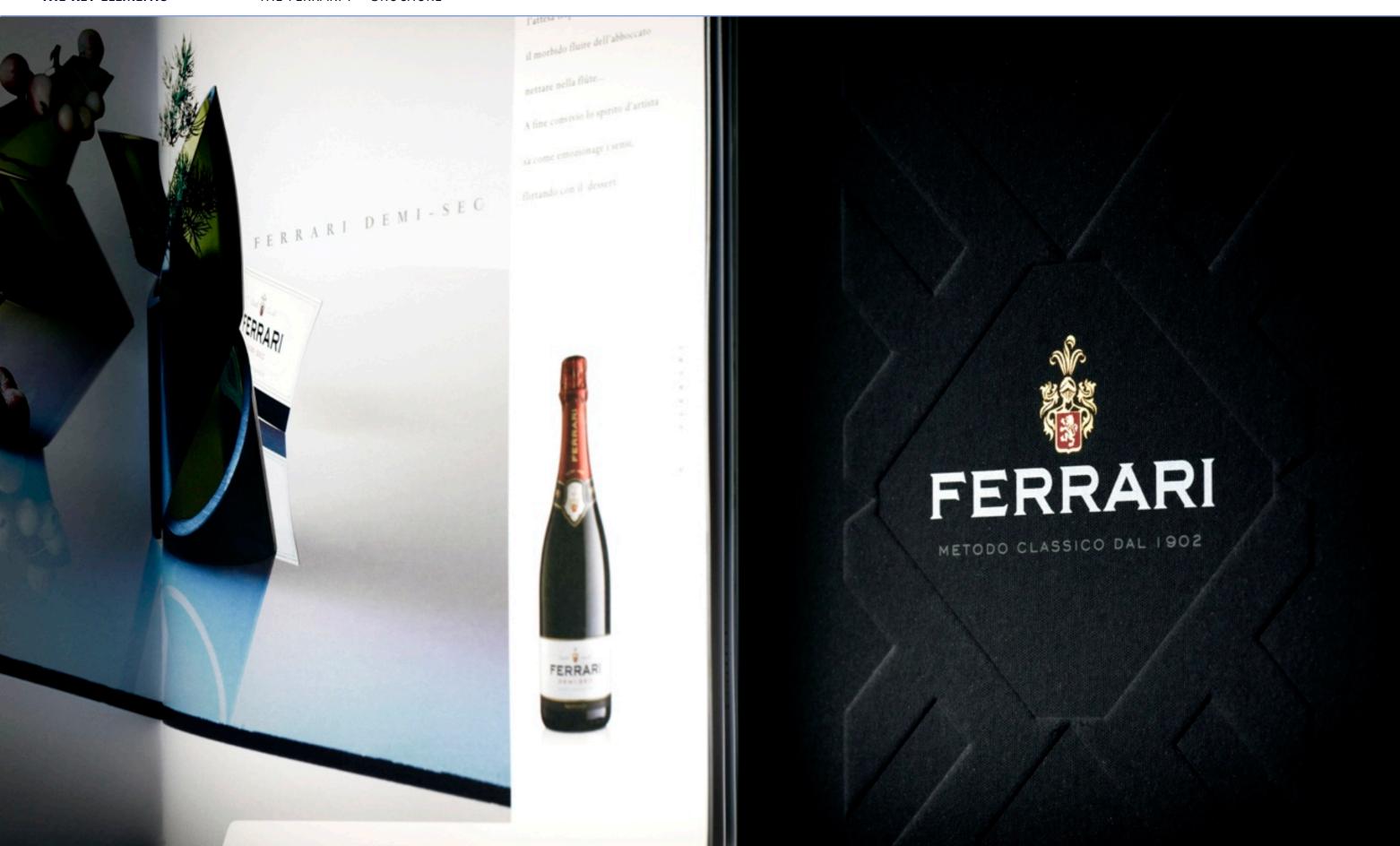


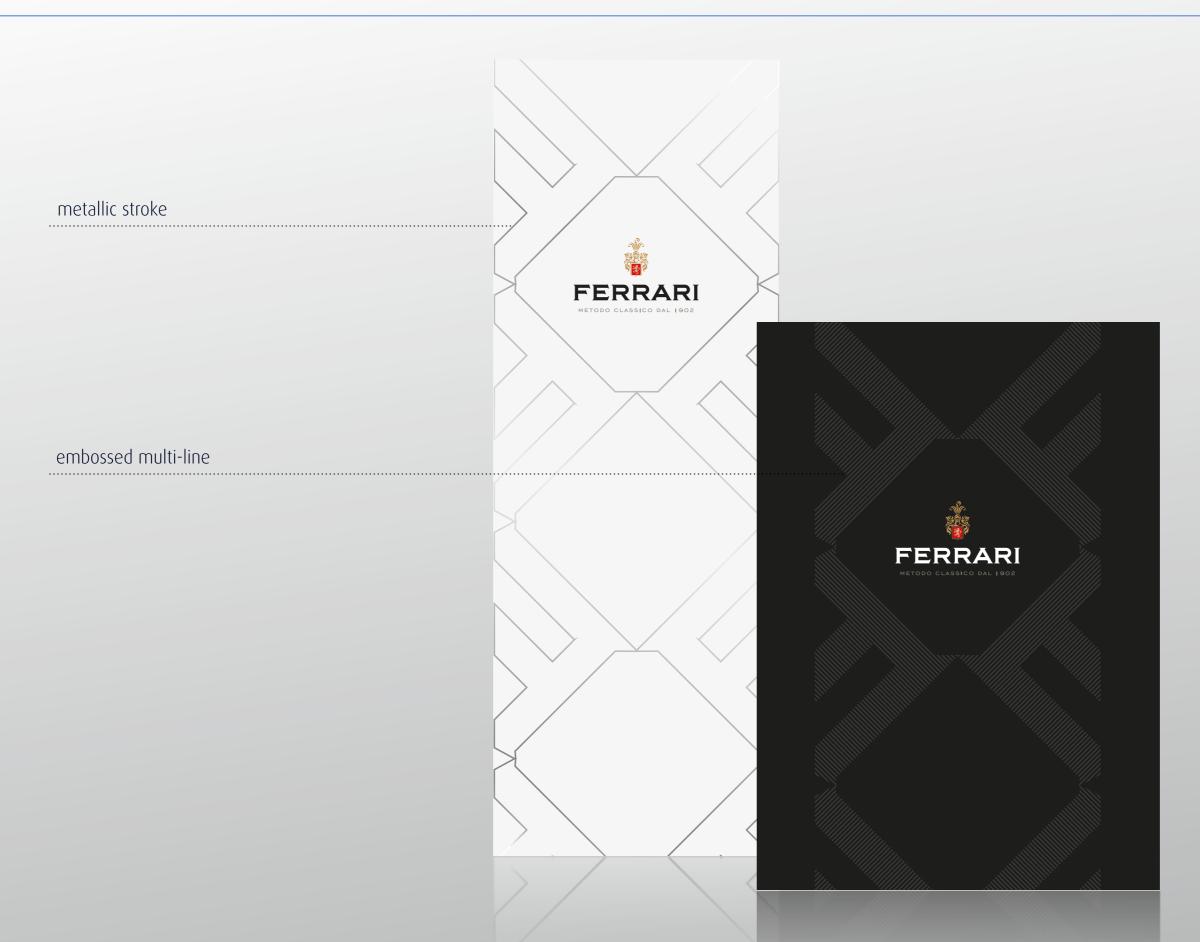
ROBILANTASSOCIATI

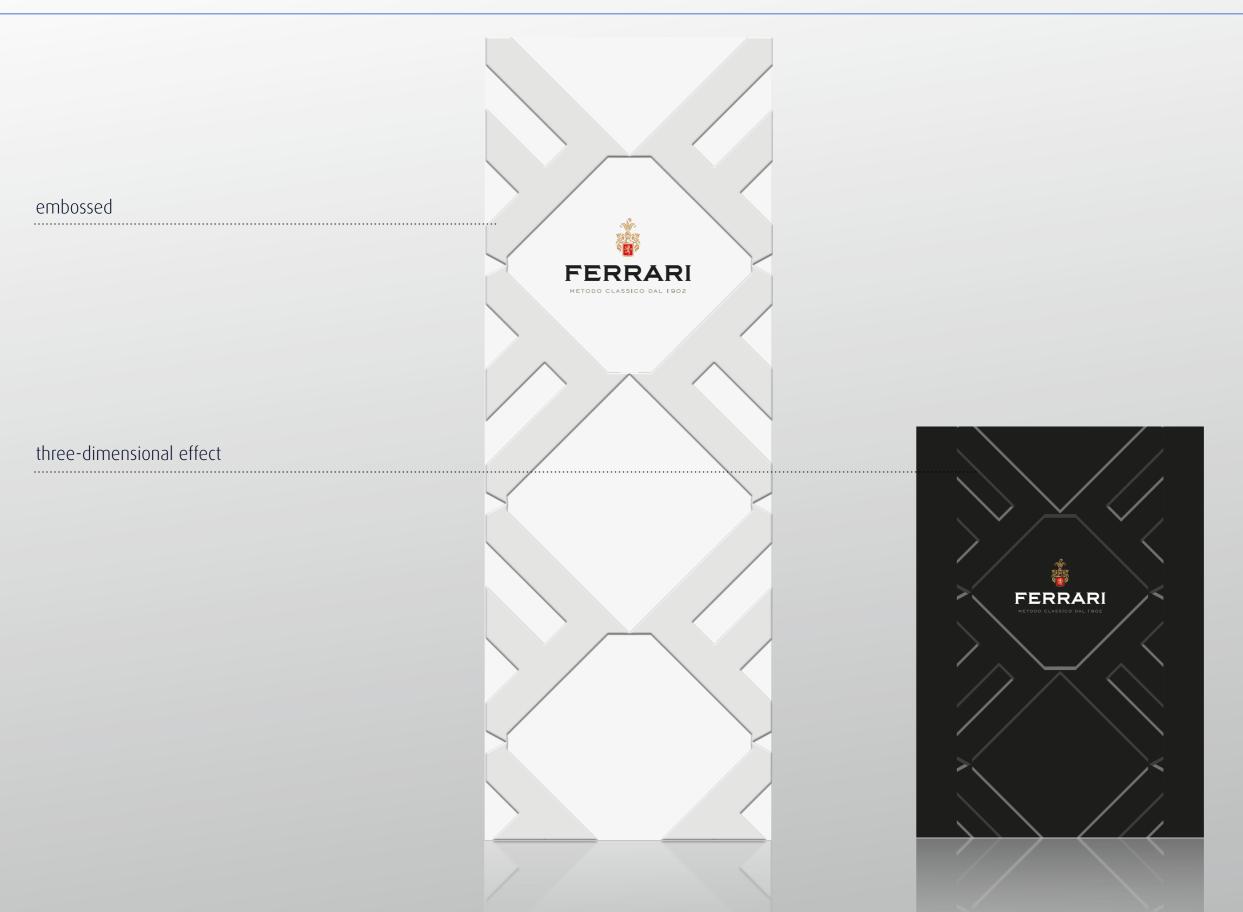
THE FERRARI F - BROCHURE



THE FERRARI F - BROCHURE



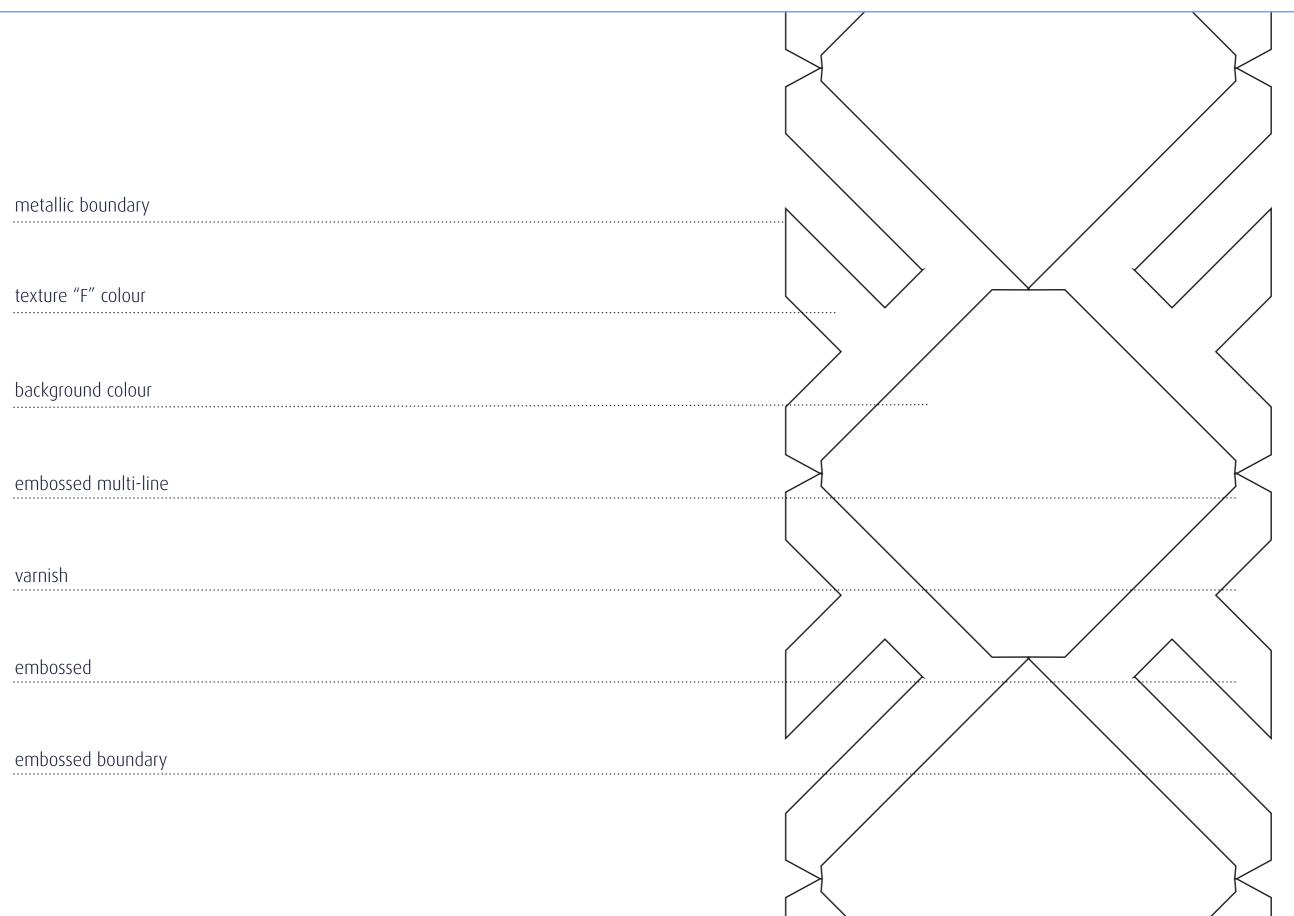




THE KEY ELEMENTS THE FERRARI F



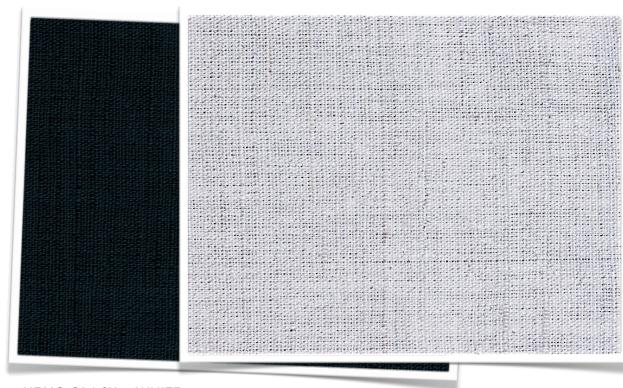
THE FERRARI F - PRINTING TECHNIQUE



MATERIALS







WHITE LACQUERED

STEEL



HEMP BLACK - WHITE



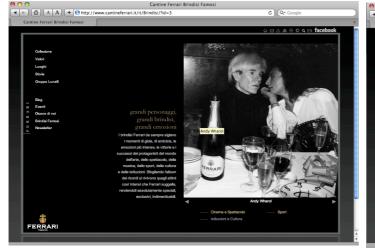
MIRROR

VISUAL IMAGES

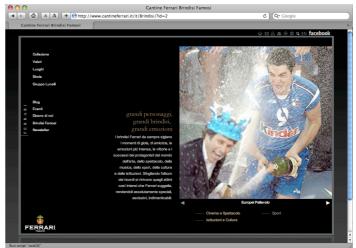
4. The photographic style

The photographic style wants to represent Italian living. The photos, taken with a **strong and elegant black and white**, show moments of real life and take inspiration from the historical archive of Ferrari, full of politics, entertainment, fashion and sports presences.

















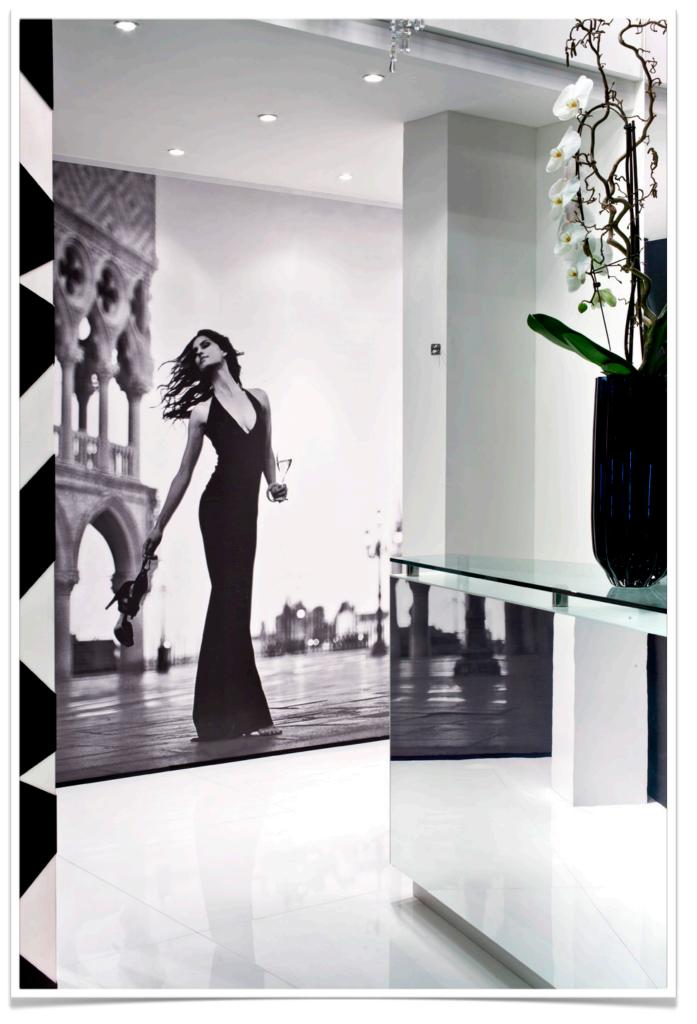
VISUAL IMAGES

5. The Ferrari spaces

The spaces are the full celebration of all the style and mood defined since now.

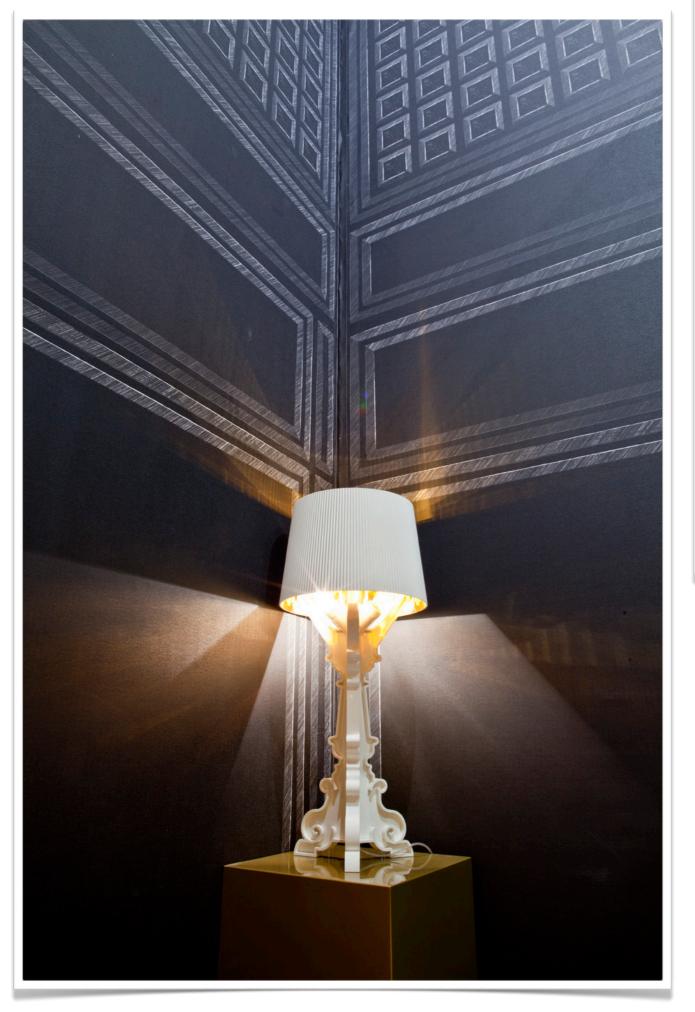
























(FOR FERRARI'S CASE STUDY)

...AND WHEN THE PROBLEM GETS BOLD... (THE RESEARCH BECOMES BRAVE)

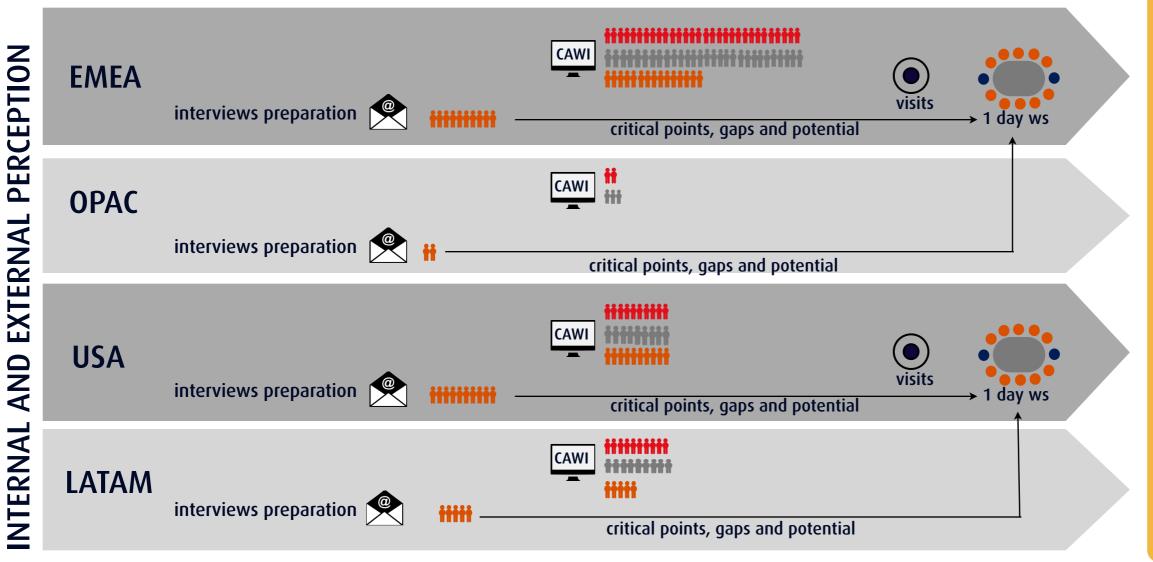
DESCRIPTION OF THE WORK PHASES

PHASE 1 ASSESSMENT AND ENGAGEMENT

CONTEXT DESK ANALYSIS

FIELD ANALYSIS

COMPETITIVE ANALYSIS AND CASE STUDIES FROM PARALLEL MARKETS



SHARED
WORLDWIDE
PERCEPTION
OF THE
BRAND
IN A
COMPETITIVE
FRAMEWORK

PEOPLE INVOLVED IN THE PROJECT

MARKETS	EMEA	USA	LATAM	OPAC	TOTALE
HIP. KEY COUNTRIES	Italy, France, Germany, UK, Northern Europe	USA	Brazil,	China, Singapore,	worldwide
HIP. NUMBER OF INTERVIEWS (CAWI METHOD)	20 key internal people30 dealer30 clients	10 key internal people10 dealer10 clients	5 key internal people10 dealer10 clients	5 dealer/clients	35 key internal people105 dealer/clients
HIP. NUMBER OF E-MAIL QUESTIONARIES for WS	10-1 key people (internal)	10 key people (internal)	5 key people (internal)	1-2 key people (internal)	26-28 key internal people
	1 workshop (2 groups of 6-7 key people) we foreseen participant responsible for EUROPA, AFRICA e OPAC markets	1 workshop (2 groups of 7-8 key people) we foreseen participant responsible for USA and LATAM markets	we foreseen 5 manager taking part at the WS in USA	we foreseen 1-2 responsible taking part at the WS in EMEA	(4 groups composed by 6-8 people)
FURTHER INVESTIGATION	visit the Experience centre visits 1 dealer	visit the Experience centre visits 1 dealer			2 days of visit

TOOLS: INTERVIEWS, VISITS AND WORKSHOPS



QUESTIONNAIRE VIA E-MAIL

will be conducted directly by **RobilantAssociati**The purpose of the questionnaire is to **bring to light key values and critical points in relation with Case perception** in Europe and USA, in order to **prepare the final workshop.**





COMPUTER ASSISTED WEB INTERVIEWS

will be conducted by professional interviewer of **GfK Eurisko Worldwide**, using a questionnaire prepared by **RobilantAssociati**. Each questionnaire will contain a **defined set of questions** (Point of strength and
weakness, perception and brand association, competitors
evaluation...) and a **variable part** in relation to the **interviewed's role** (dealer, client or manager of a
specific area), concerning aspirations, objectives and
tailored topic.







WORKSHOP

Considering the strategic relevancy of the two areas: USA (where the brand have its root) and EUROPE (Brand headquarter) we arrange, together with the e-mail interview a workshop, where different perspectives can be compared, explored and discussed in order to build consensus within the decision makers.





ON SITE VISITS

During the traveling for the workshops we foreseen a visit to the **experience centres** in Europe and in the USA and a couple of visit to **flagship dealer** for each market.



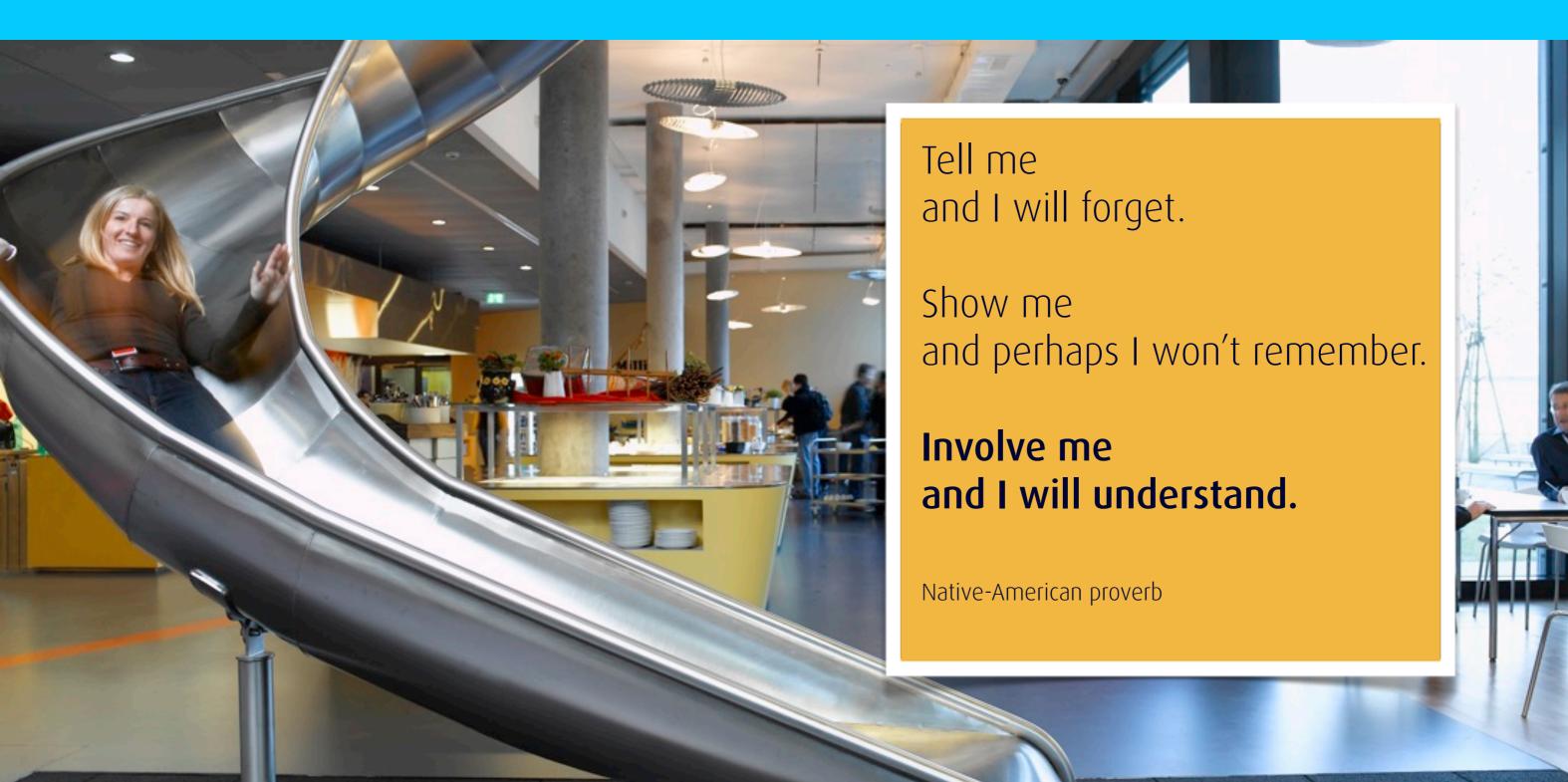
CONTEXT DESK ANALYSIS

will be conducted analysing communication materials of Case, key competitors and parallel market in order to evaluate the **brand emotional territories** each player hold in the segment scenario. This helps identifying potential future positioning for Case.



ROBILANTASSOCIATI BRAND TO THE PEOPLE!

WORKSHOP: REASON WHY



WORKSHOP: REASON WHY

Working directly with our clients on the project means:



ROBILANTASSOCIATI BRAND TO THE PEOPLE!

WORKSHOP: STRUCTURE

1. WORKSHOP INPUTS

Individual interviews,
questionnaires and desk
analysis allowed the
expression of individual
ambition and perspective.
These are compared and
synthesised in order to feed
discussion during the
workshop session.

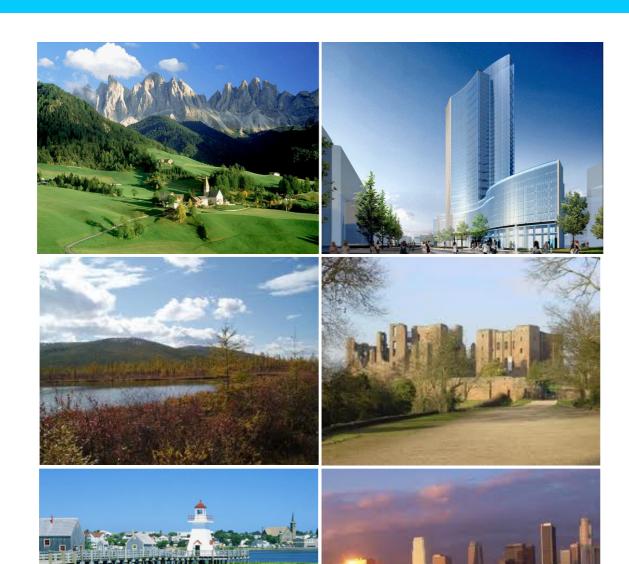
2. DESIGNING THE FUTURE

the projective and metaphoric part of the workshop enacted through the LANDSCAPE TEAMWORK EXPERIENCE*: a tool used in each situation where the Board is call to design new brands narrative.

3. POSSIBILITIES AND IMPLICATIONS

Is the more analytic part of the day where managers are facilitated in the discussion on key issues, gaps and potentials emerged during the prior investigation.

WORKSHOP: THE LANDSCAPE METAPHOR 1/3



LANDSCAPE Teamwork Experience®* is a metaphoric tool that allowes to work on two level:

• a projective symbolic level,

the landscape represents the company future perspective, revealing its internal rules, values and relations with different stakeholders;

• a literary level

that allows to observe the management alignment and to analyse the meaning and implication of the choices made.

^{*} LANDSCAPE Teamwork Experience® is tool registered by Rosanna Celestino

WORKSHOP: THE LANDSCAPE METAPHOR 2/3



WAS A LANDSCAPE.... HOW WOULD IT BE?

The **metaphor** is a powerful tool that allows **describing complex concepts** with simple, familiar and representative images.

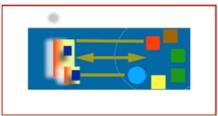
The metaphor of the **landscape** is chosen because it gives a **wide perspective** and it contains natural, anthropomorphic and artificial **elements that need to be integrated in a unique and coherent vision.**

The use of **incompatible objects** and **uncorrelated materials** allows to face the complexity of reality.

WORKSHOP: THE LANDSCAPE METAPHOR 3/3

XXX NEL MONDO





Modello organizzativo "relazionale" centrato sul valore dell'ascolto e dello scambio. Anche in questo caso la scelta è quella di raccontare la dimensione valoriale e identitaria: l'azienda è rappresentata nelle sue caratteristiche di legame con la terra, sostenibilità, benessere usando soprattutto materiali naturali; il mondo, con il quale l'azienda è in costante contatto, ha materiali e architetture diverse. Il dialogo è possibile ed è rappresentato dal ponte intorno al quale quasi tutto il gruppo si posiziona. È l'unico dei quattro paesaggi nel quale "dentro e fuori" dell'azienda sono rappresentati nello stesso

CONCETTI CHIAVE: PONTE - MONDO

ARMONIA DELLA COMPLESSITÀ





Modello organizzativo delle "competenze" centrato sull'interazione tra i valori il saper fare delle persone.
Lavorare sulla dimensione "astratta" dei valori propri dell'identità aziendale, ha permesso di usare tutto lo spazio a disposizione e oltre (il mare), di dare un grande equilibrio all'insieme e di usare in modo efficace ed efficiente le risorse assegnate e oltre (usato anche il materiale di "servizio"). Nel prendere posizione nel paesaggio, la libertà data dalla costruzione valoriale, ha permesso di immaginarsi in posizioni diverse.

CONCETTI CHIAVE: TRASFORMAZIONE - PROSPETTIVA

CREDENTIALS

ROBILANT: FACTS AND FIGURES

ROBILANT: FACTS AND FIGURES



BRAND PERSONALITY

Over 30 years of experience

Over 70 professionals

Building partnership

Combining Strategy & Creativity

An Italian and independent company

Passion for beauty

A strong innovative attitude

BRAND FIGURES

Founded in 1984

2000 sq. Headquarters

141 National & International Awards

86% Clients Loyalty

75 Relevant project in 2012

24% growth in 2011 vs 2012

12 Mln Euro Turnover in 2012

ROBILANT WORLDWIDE PRESENCE

National Leadership 30% of turnover on international markets



Based in Milano, in an old chocolate factory, we are the only **Italian Company** in the industry, with **international visibility**.

ROBILANT WORLDWIDE PRESENCE

National Leadership 30% of turnover on international markets



Based in Milano, in an old chocolate factory, we are the only **Italian Company** in the industry, with **international visibility**.

MARKETS

- Australia
- Brazil
- China
- Germany
- Japan
- Korea
- Iran
- Malaise
- New Zealand
- Russia
- Spain
- South Africa
- Switzerland
- Thailand
- Ukraine
- U.S.A
- Venezuela

INDUSTRIES

- Automotive
- Banking & Finance
- Beverage
- Energy
- Fashion
- Food
- Luxury Goods
- Personal Care
- Publishing
- Spirits
- Tobacco
- Wine Industry

ROBILANT: KEY ITALIAN CLIENTS

































ROBILANT: KEY ITALIAN CLIENTS









































ROBILANT: KEY INTERNATIONAL CLIENTS





















RADEBERGER GRUPPE

















THANK YOU!

TO GO DEEPER INTO THE EXAMINED TOPIC...





"Human Branding"
OTTAGONO

May 2013

FON ANY "LATE QUESTION"...

angela.demarco@robilant.it