Building a Global Internet Company: Driving Traffic to Your Site

Benjamin Edelman Harvard Business School

Mumbai, India

January 20, 2012

About me

- Assistant Professor, Harvard Business School
 - Teaching: starting and running .COM's
 - Research: Internet architecture and business opportunities, especially vis-à-vis law and regulation
- Consulting: advertising fraud, privacy, compliance
 - Some clients adverse to Google

Possible traffic sources

	<u>cost</u>	speed	predictability
Brand, buzz \rightarrow type-ins	varies	slow	0
Offline advertising	\$\$\$	medium	\bigcirc
Banner advertising	\$\$	fast	
Affiliate links	\$\$	medium	
Email marketing	\$	medium	
Social	\$\$	fast	\bigcirc
Algorithmic search	\$	slow	0
Paid search	\$\$\$	fast	

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- Limited commercially-relevant targeting information
- Are Facebook users looking for purchasing recommendations? Receptive to such advertisements?

Possible traffic sources

	<u>cost</u>	<u>speed</u>	predictability
Brand, buzz \rightarrow type-ins	varies	slow	0
Offline advertising	\$\$\$	medium	\bigcirc
Banner advertising	\$\$	fast	
Affiliate links	\$\$	medium	
Email marketing	\$	medium	
Social	\$\$	fast	\bigcirc
Algorithmic search	\$	slow	0
Paid search	\$\$\$	fast	

Google Search Market Share

0%	20	9% 40	% 60	0% 80	% 100%
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AdWords Terms & Conditions

Customer understands and agrees that ads may be placed on any other content or property provided by a third party ("Partner") upon which Google places ads ("Partner Property"). Customer agrees that all placements of Customer's ads shall conclusively be deemed to have been approved by Customer unless Customer produces contemporaneous documentary evidence showing that Customer disapproved such placements in the manner specified by Google.

Google AdWords Dispute Resolution (IN)

10 Miscellaneous. ... Any notices to Google must be sent to Google India Pvt. Ltd., No. 3, RMZ Infinity - Tower E, Old Madras Road, 4th Floor, Bangalore, 560 016, India with a copy to Legal Department, via confirmed facsimile, with a copy sent via first class or air mail or overnight courier, and are deemed given upon receipt. Notice to Customer may be effected by sending email to the email address specified in Customer's account, or by posting a message to Customer's account interface, and is deemed received when sent ...

- Google's dominance \rightarrow they call the shots
- More ads \rightarrow less algorithmic traffic is available
- Google is keeping an increasing share of "algorithmic" traffic for itself and its own services

And if you rely on paid search:

- Concern about where exactly ads appear
- Harsh contractual terms
- High prices

Possible traffic sources

	<u>cost</u>	<u>speed</u>	predictability
Brand, buzz \rightarrow type-ins	varies	slow	0
Offline advertising	\$\$\$	medium	\bigcirc
Banner advertising	\$\$	fast	
Affiliate links	\$\$	medium	
Email marketing	\$	medium	
Social	\$\$	fast	\bigcirc
Algorithmic search	\$	slow	0
Paid search	\$\$\$	fast	

And how to get the type-ins?

- Unique content consumers can't find elsewhere hulu The New York Times
- Viral content that "makes" people tell their friends





• Useful technology consumers clamor to obtain



Top-notch experiences convert consumers to fans





Building a Global Internet Company: Driving Traffic to Your Site

Benjamin Edelman Harvard Business School

Mumbai, India

January 20, 2012