



digitalsummit

Key Insights into How Top Brands Exploit What's Next in Composable MarTech

Elevating the Future of Digital Experience

DX Architecture & Implementation
Digital Strategy
Digital Marketing Acceleration
Digital Business Ecosystems





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Why Are "We" Up Here?



Karim Marucchi

in /in/KarimMarucchi



James Rutherford in /in/JamesRutherford

Pantheon.io



16 Years of Scaling Digital Marketing For Brands...

...By Integrating Open-Source Solutions for Complex MarTech







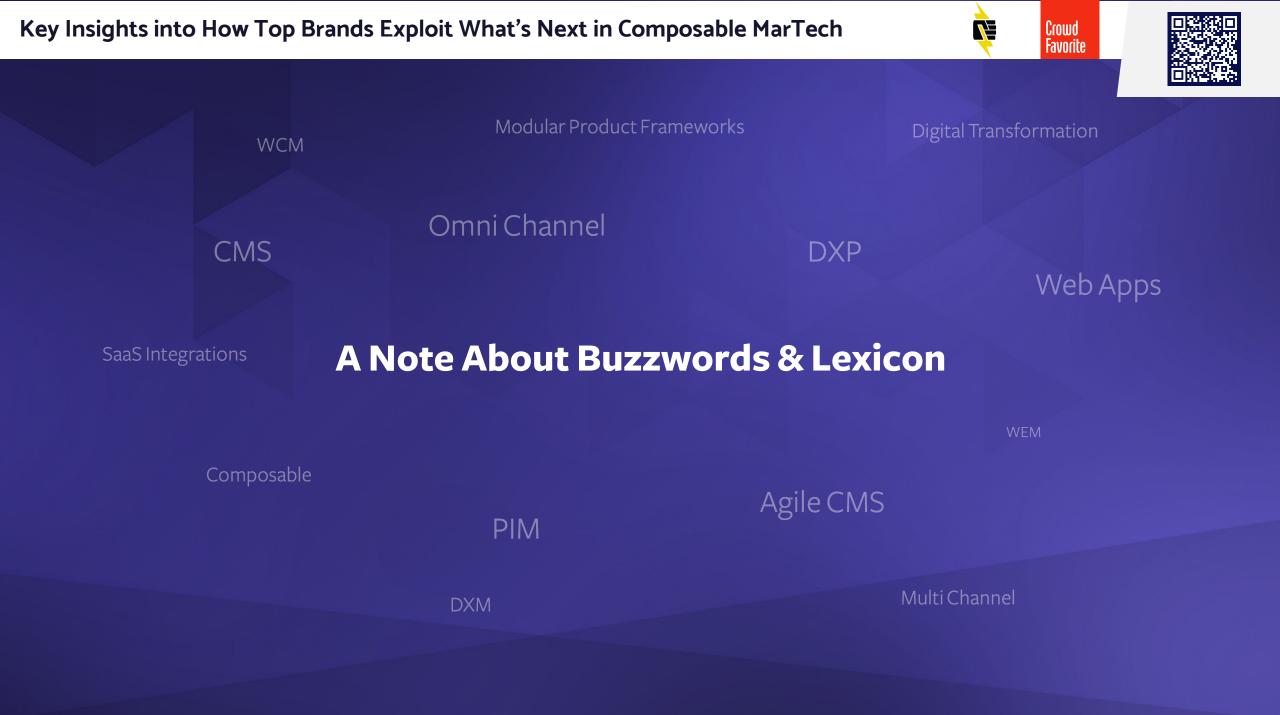
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"Websites For Use Cases, Not Features..."

Alberto Medina -Google 2023











I Want To Talk To You From The Brands POV





Our #1 most asked question :

"How Do We Move From Pushing Content

to Delivering a True Omni Channel

Experience?"

- What Are the Differences in MarTech Stacks, SaaS Apps, & Digital Experience Platforms?
- How Do We Look at the Actual Total Cost of Ownership?
- What are the Factors in Reducing Wasted Cycles in Digital Workflows?
- What First Steps Should We Think About When Looking at a MarTech Stack?



The 360° Customer Focused Omni Channel Concept

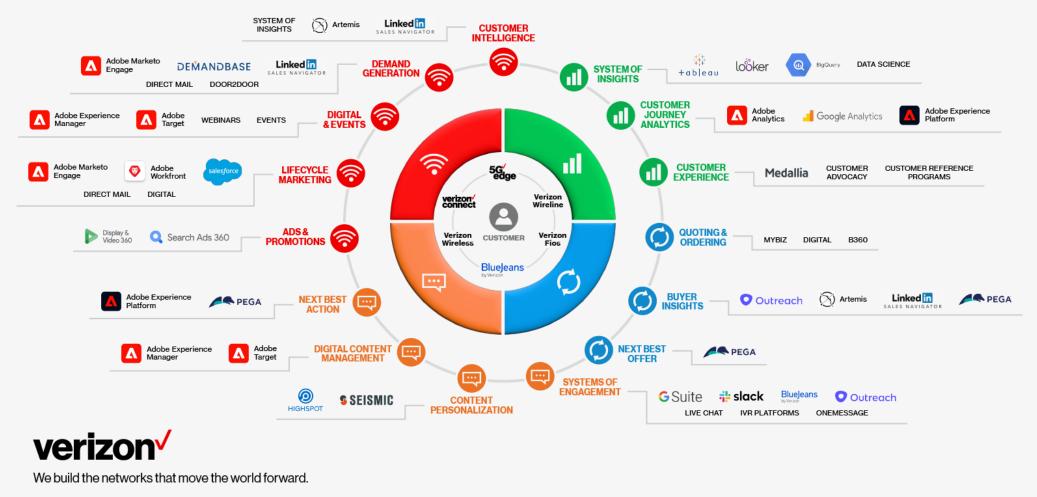
- Every interaction with your Brand should be part of a singular experience, in a word:
 Personalized.
- A genuinely seamless interaction
 <u>centered on the customer</u> & their perspective.
- Focus on the Customer Journey: Leveraging your Brand & content across many mediums.



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Verizon is NOT Starting With "AEM", or Any Other "Stack"



A Smarter, Faster, Personalized B2B MarTech Stack.

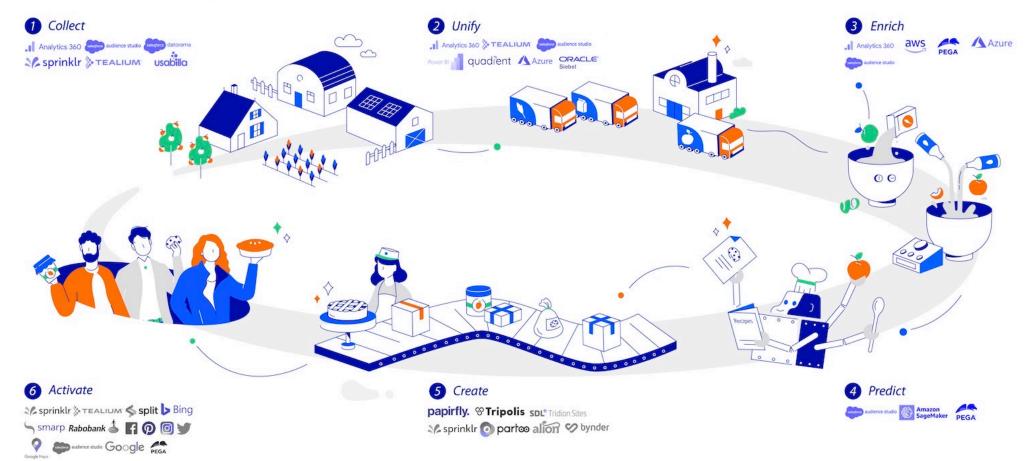
Our ecosystem vision is to create a connected and scalable B2B stack powered by data and AI, driving seamless experiences for customers across all channels.



Rabobank is Asking About Integration & Support BEFORE Features

Marketing automation landscape

From raw data to the right message for every customer



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Crowd Favorite

Rabobank d





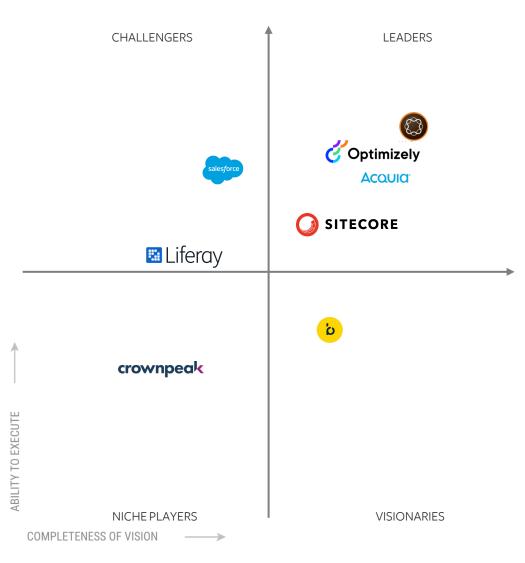
Autodesk Mapped Out Workflow BEFORE Choosing MarTech







The Assumption Was All-in-One DXP's



Create

- Full Experiential Control
- No-Code/Low-Code Content Creation
- Advanced Page Building
- Atomic-Designed Template Architecture
- Omnichannel Publishing Content as a Service
- Marketing Automation
- Advanced Campaign Tools
- Style Systems
- eCommerce
- Deep 3rd Party Integrations

Optimize

- Personalization/Conditional Content
- Marketing Automation Tools & Integrations
- Native & Extendable Analytics
- Advanced Campaign Tools
- Customer Insight Conversion Optimization
- Artificial Intelligence BI Integrations
- Real-Time Customer Profiles
- Lead Management

Manage

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- Multi-Site Management
- Multilingual Module
- Publishing/Editorial Workflows
- Collaborative Team/Task Orchestration
- Complex User Profiles
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- Cross-Channel Campaign Management
- Personal Data Management

Develop / Innovate

- API First Architecture
- Innovate with Faster Time to Market Dev
- Headless Framework Available
- Artificial Intelligence BI Integrations
- Data Privacy/Ownership
- Application/Module Marketplace
- Version Control
- Rapid Development/Deployment
- Enterprise Sandbox Environments
- Strong Developer Community







So If "All-In-One" DXPs, With SaaS Integrations, Was the Answer...







So If "All-In-One" DXPs, With SaaS Integrations, Was the Answer...

What Became The Problem?







Isolated System Architecture

- Out-of-the-box Marketing site
- Brochureware CMS sites with no connections or data sharing



Marketing Editorial Workflow Level of Effort











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Single Pipeline Architecture

- CMS with SaaS & inbound feeds
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Multiple Data

Stream Architecture

- Ability to pass information from CRM etc. back & forth
- Complex data administration

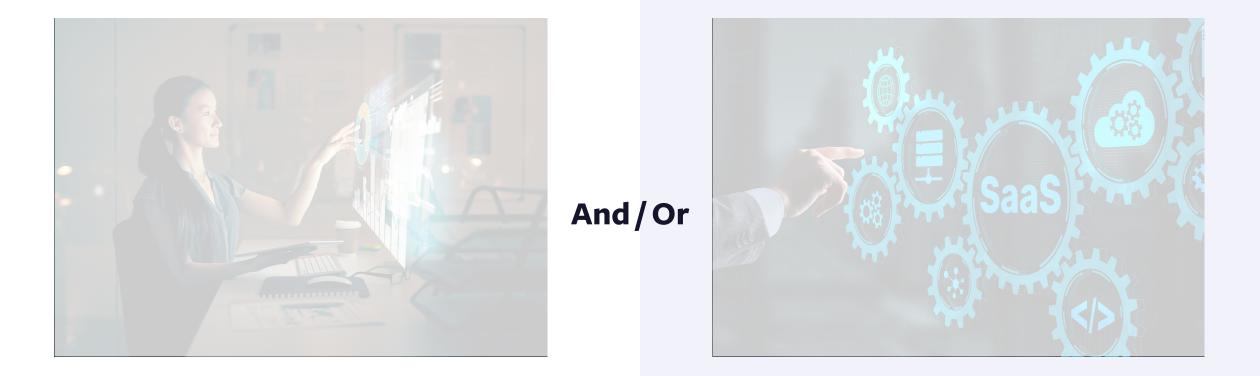
Crowd Favorite



The Perceived Choices

All-in-One DXP's

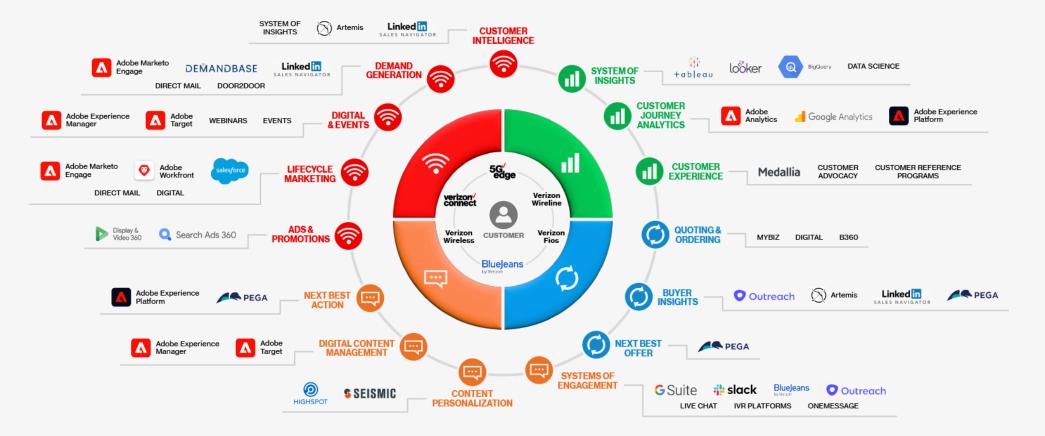
Choose Your Own Adventure SaaS







The Promise of Mixed Workflows







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The Reality of Mixed Workflows



Current State of "All-in-One" DXP Workflows

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Key Insights into How Top Brands Exploit What's Next in Composable MarTech

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 Nominees
 Events
 Pages
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 Comments 602
 Contact
 Award Area
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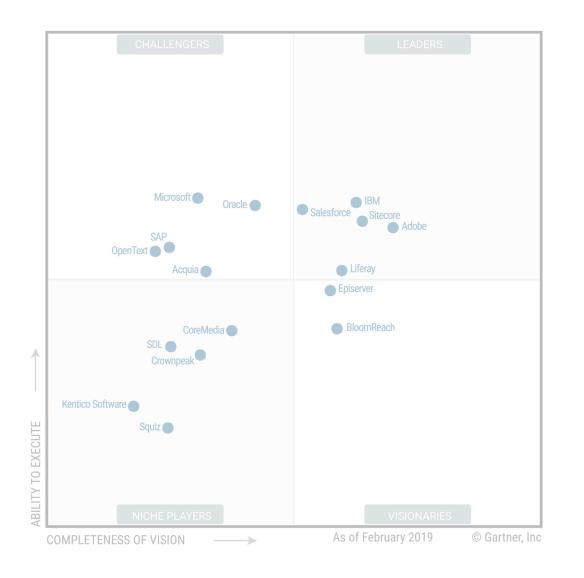
Category Competition Category Group

Category Type Attributes Category Type Competitions 👤 Credit Entry Person Credits Entries Entry Person Networks Person Attribute Persons Production Company 🗄 Program Segments 🗄 Program Segments Type Programs h CSV Exports h CSV Imports Appearance 📰 Beaver Builde Plugins 🖁 Users 🆗 Tools 5 Settings E Custom Fields 😹 Dev Quick Redirects Collapse menu

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Not ALL Composable MarTech Stacks are Equal



Black Box – Software Lock Out

 Proprietary Software with Customization and External Integration Limits.

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SaaS Style Platform Lock-In

 Expensive Closed Environment with Workflow Lock-in, High Cost of Customization & Slow External Integration.

Micro Open Source Project

 Gateway Sale, Small Specialized Software Evolved from a Product or Agency's Bespoke Solution not compatible with or supported by a larger community.

Disguised Vendor Lock-in Within OSS

 Customized Framework, originally built on top of Open Source, but added code and SaaS Features create Lock-in.





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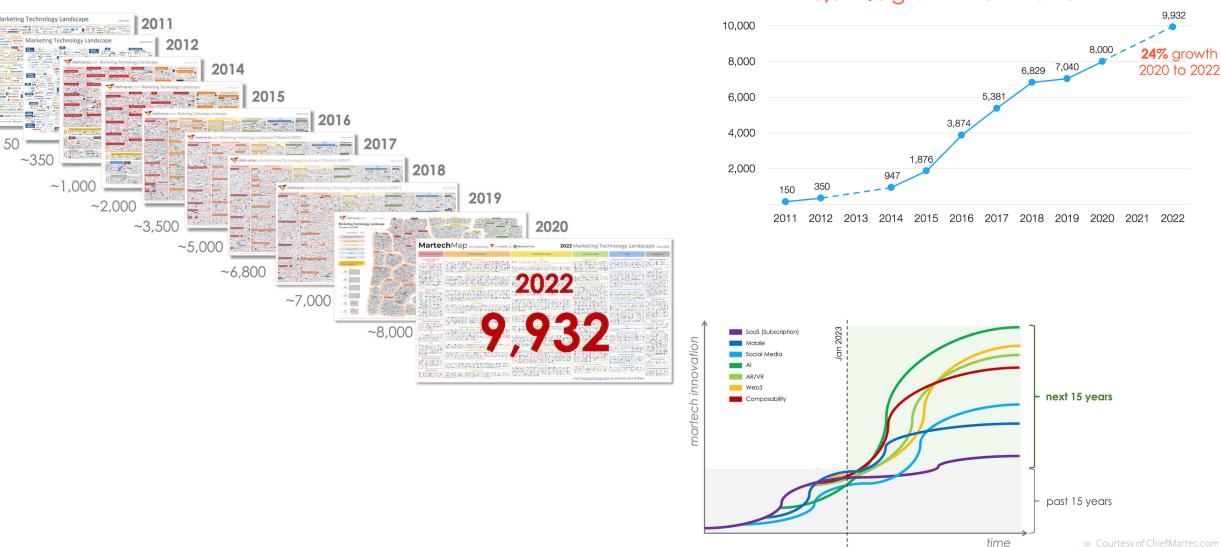


Meanwhile, Back at the Ranch SaaS was Growing Faster than Anyone Could....



Building Complex MarTech Solutions in SaaS









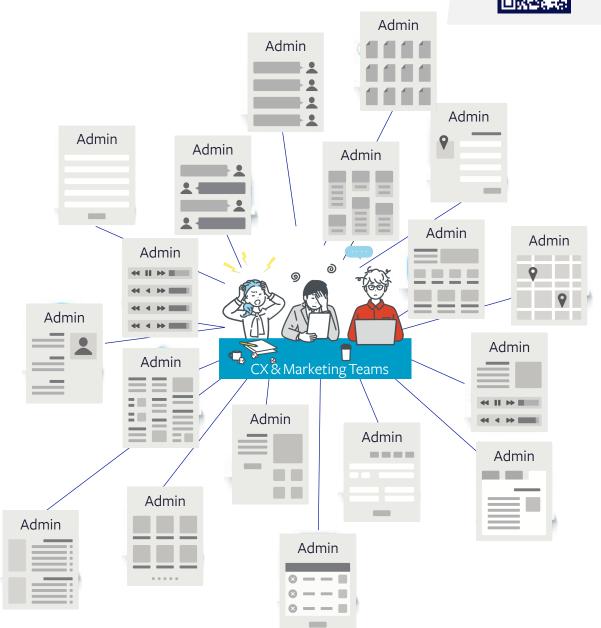
2022 Marketing Technology Landscape May 2022



visit <u>martechmap.com</u> to search, sort & filter

The Rush to Add Multi/Omni Channel

- Most Brands & Enterprises settled for far less than the promise
 - 15% were functionally broken
 - 70% got by with slow & painful manual processes
 - ONLY 15% were delivering well & meeting business goals



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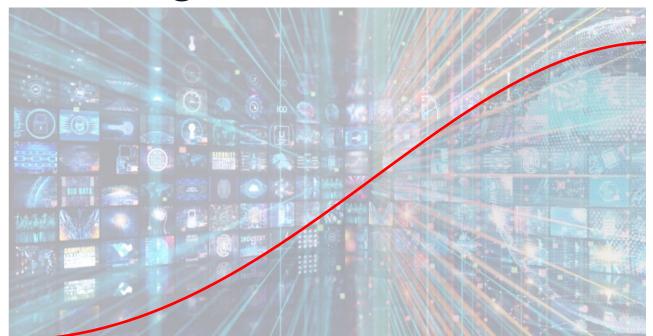
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What Did Brands Learn From This?

What Other Choices Are Available For Marketing Teams?

How Could Brands Lower The Marketing Workload?



Brands Had a Wish List After Experimenting with "All-in-One" DXPs & SaaS

- No Licensing
- No Vendor Lock-in
- Innovate Faster
- Customize Without Massive Regression Risks
- Advantages of a Vast Modular Ecosystem
- Take Advantage of a Massive Install Base
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If We Break Down Brand Needs To Their Core





Breaking Down The MarTech Feature Architecture

Content & Channel Management



SaaS & Product Integrations Data & Legacy Enterprise Integrations

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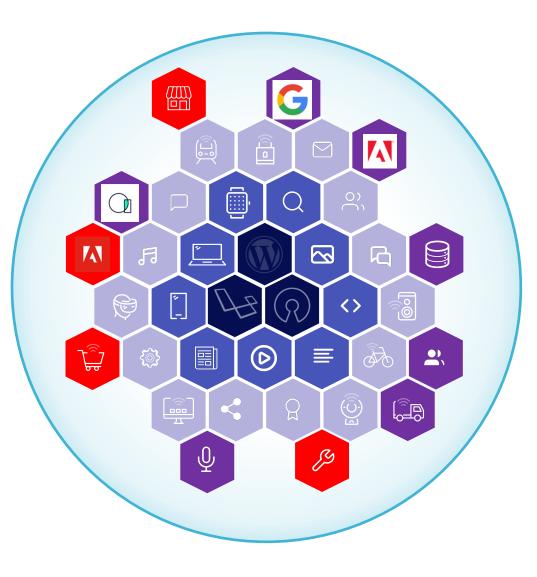


Looking How We Built These In a Conceptional Way...





Example of a Composable OSS DXP Framework Architecture



"OSS Hub" - Foundation Layer

 Open Source CMS on an Extendable WebOps Platform for Content & Channel Management.

OSS and Customized Modules & Plugins

 Open Source Community Enterprise Grade Modules that Extend Core Features While reducing the Cost of Ownership.

Custom Modules & Plugins

Custom Made Open Sourced Based Modules

Enterprise & Omni-Channel Integrations

 Off-Site SaaS, Product & Legacy Enterprise Integrations

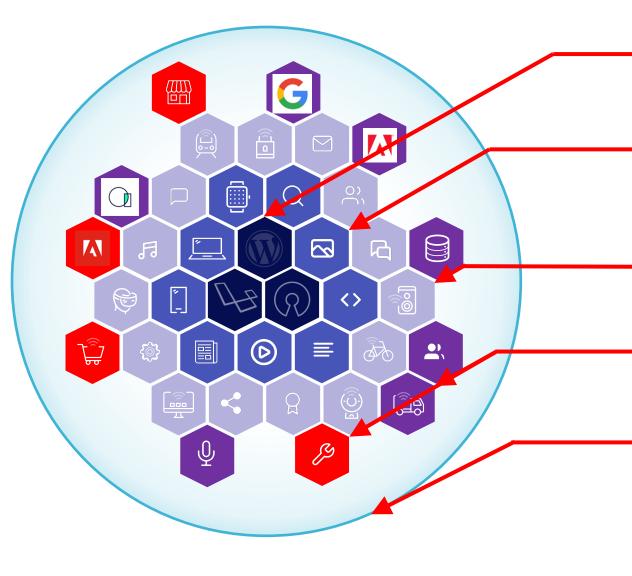
Customized Workflow UX Layer

 Custom Editorial Workflow with Unified Admin Created & Maintained within the TCO Savings on Using "All-in-One" DXP or "Chose your Own Adventure" SaaS Solutions





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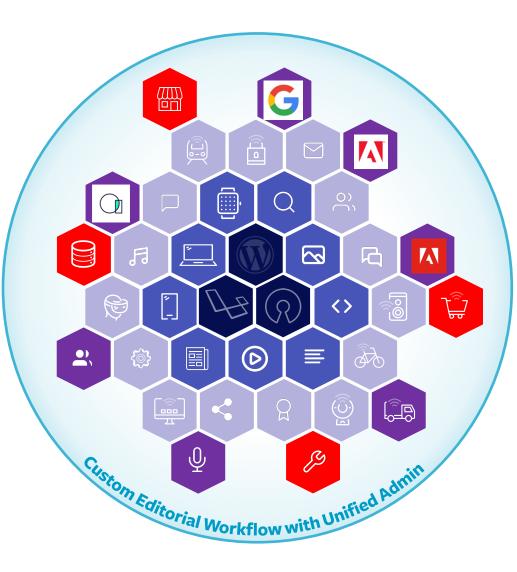
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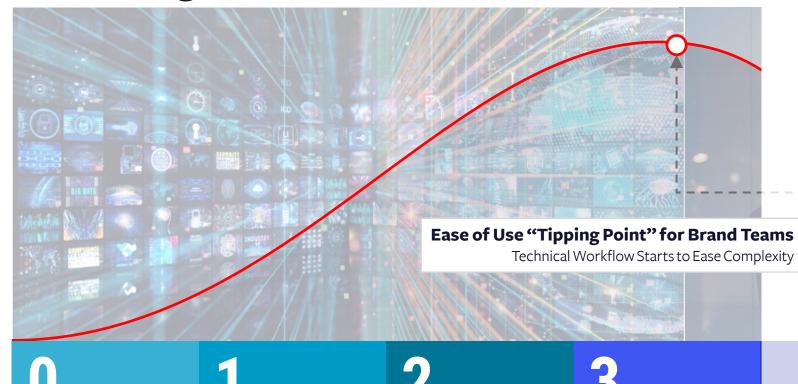
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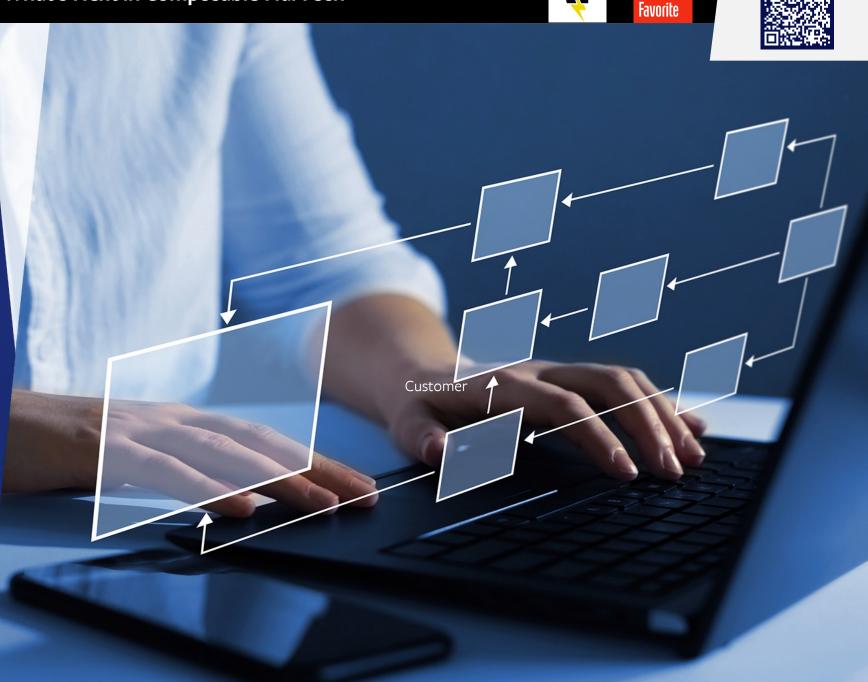
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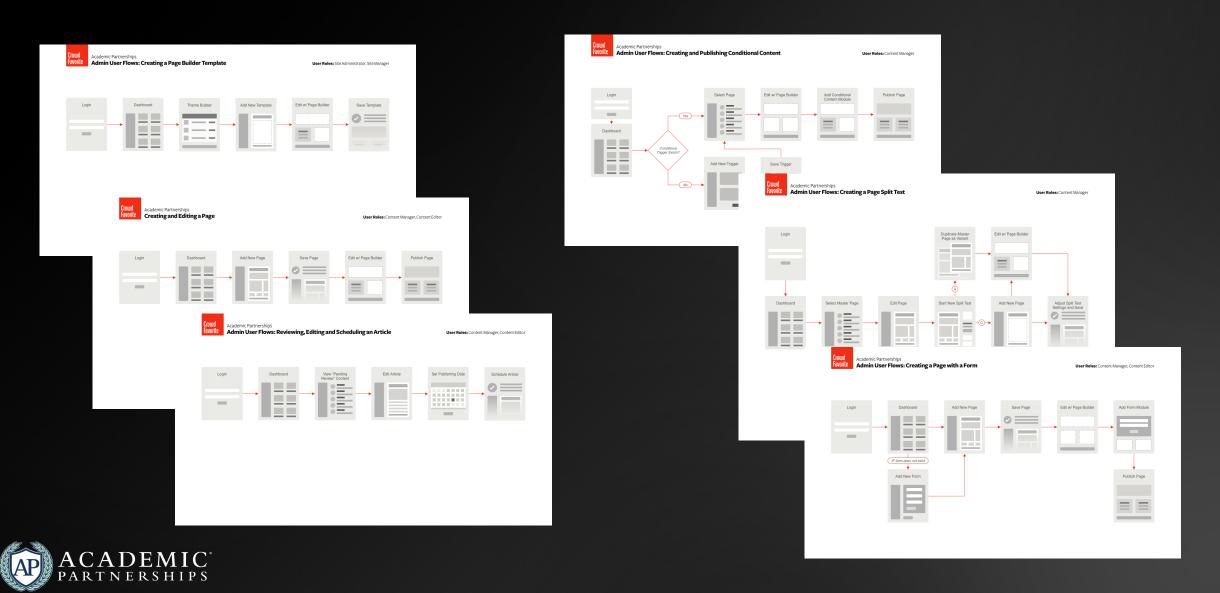
Crowd

By Creating Unified **Custom Workflows**, With Open Source **Based DPXs, Brands** are Starting To **Solve Workflow** Complexity





Strategic Workflow & UX Design





Alternate Logi Commonly used backgrounds on footers. COLOR SCHEN

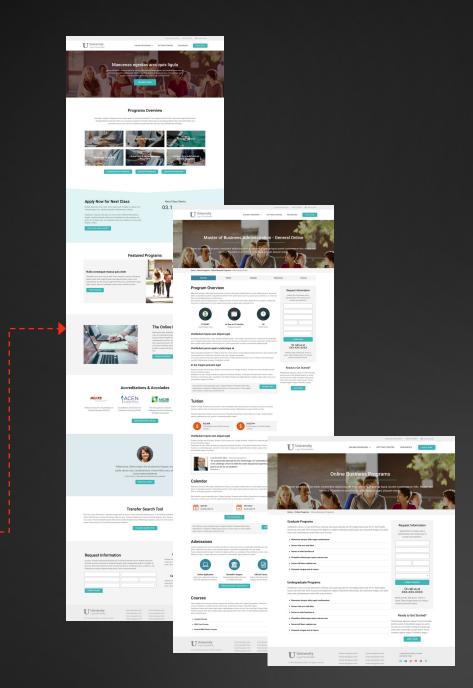
3 SITE LAYOU

Customized Editorial Workflow

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Here Are Some Real-Life Examples That Achieved The Wish List and are Innovating the Future

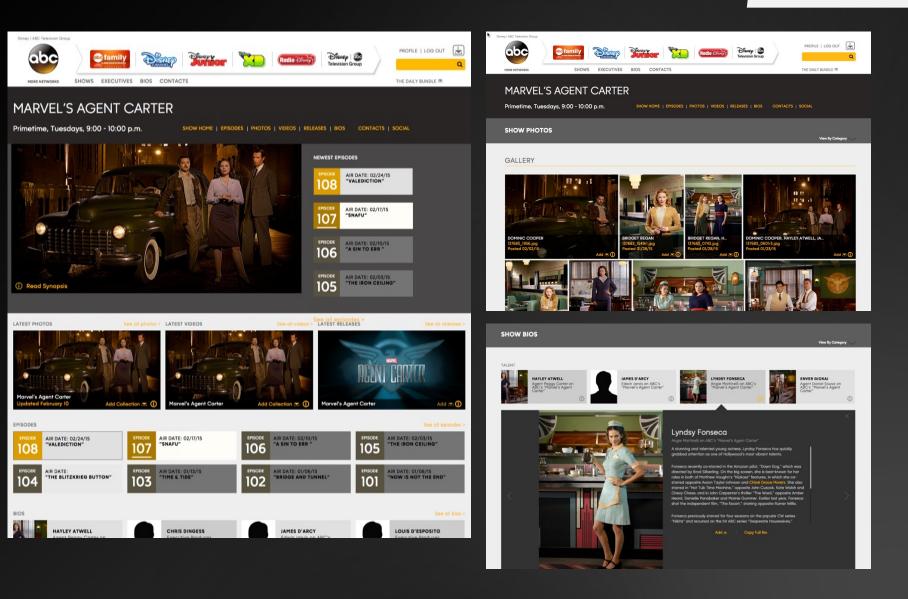
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Disney ABC Press

A Press Targeted Digital Experience For Multiple Business Units Handling Over 14 Million Media Assets Over 10 Brands with Unique Country Based Rights.





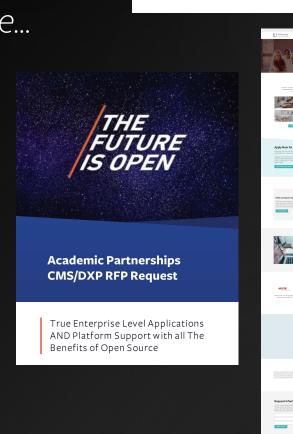


Academic Partnerships

You have successfully beaten Adobe at their own game...

Karmela Gaffney CMO - Academic Partnerships

Fully Customized Digital Experience Platform With Unified Customer Relationship Management & Customer Service Workflow Integration For Sales & Marketing

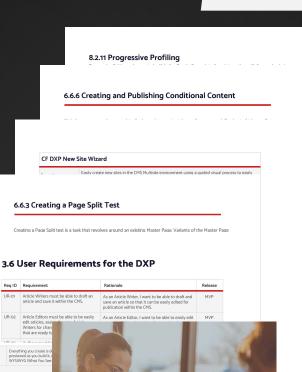


demic Partnerships

Admin User Flows: Creating and Publishing Conditional Co









Open Source CMS/DXP Strategic Technology Plan

Academic Partnerships

MAY 3, 2019

Switch to mob on any device.

Tablet

Mobile Favorite & Paralympic

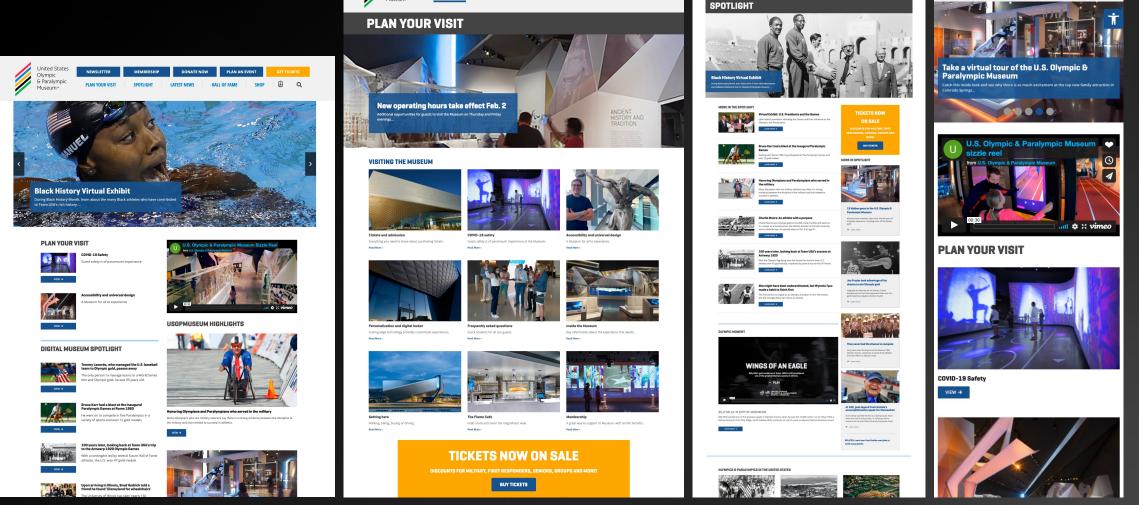


United States Olympic & Paralympic Museum®



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USOPM



<u>usopm.org</u>

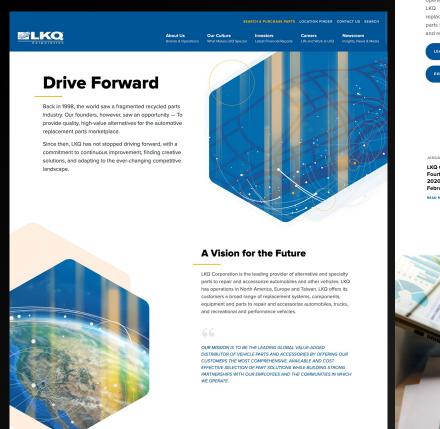
Orchestrating The Ultimate Individualized User Experience From Before, During, and After The Visit.



Map Satellit



LKQ Corporation



Overview

LKQ Corporation is a leading provider of alternative and specialty parts to repair and accessorize automobiles and other vehicles. LKQ has operations in North America, Europe and Taiwan. LKQ offers its customers a broad range of replacement systems, components, equipment and parts to repair and accessorize automobiles, trucks, and recreational and performance vehicles.





IEW ALL EVENTS

人 2019 Annual Report

ト 2020 Proxy Statement

(PDE 128 MB)

(PDF 2.42 MB)

Latest News & Events

JANUARY 12, 2021 OCTOBER 29, 2020 LKO Corporation to Release LKO Corporation Appounces Fourth Quarter and Full Year Results for Third Quarter 2020 Results on Thursday. 2020 February 18, 2021 READ MORE -

FEBRUARY 18, 2021 07:00 AM CT OCTOBER 29, 2020 07:00 AM CDT Fourth Quarter and Full Year IKO Corporations Third 2020 Earnings Conference Quarter 2020 Earnings Call Call PRESENTATION -> ADD TO CALENDAR -+ WEBCAST --





Location Finder POSTAL CODE OR STREET ADDRES No Limit All Locations United States 700 matches fou 1 Keystone Automotive 2 PGW Auto Glass - Odess Justries - Abilene (34.02mi) 933 S Treadaway Boulevard 14000 West Highway 80 East, Suite Abilene, TX 79602-2749 A, Odessa, TX 79765-9404 (432) 563-2918 DIRECTIONS DIRECTIONS 4 LKQ Auto Parts of West 3 Keystone Automotive ndustries - Lubbock (156.30mi) Lubbock (156.30mi) 1411 South Loop 289, Lubbock, TX 411 South Loop 289, Lubbock, TX (806) 745-7002 DIRECTIONS DIRECTIONS

Explore LKQ's Global Presence



lkgcorp.com

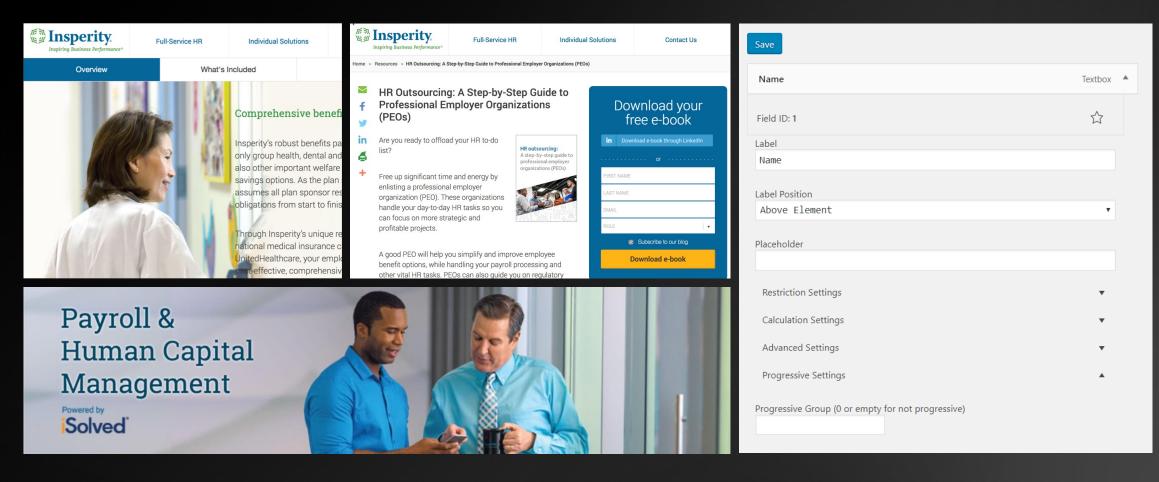
Managing The Digital Transformation of 30 Brands, Over 25 Countries in 1,600 Locations.





Insperity

Same features with lower Total Cost of Ownership than AEM or Sitecore



Deepening Customer Personalization & Progressive Profiling By Migrating From a Closed CMS





SHOW LOBBY WINNERS GALLERIES INSIDER HOME EMMY FOR THE 46th ANNUAL DAYTIME EMMY®AWARDS Digital Drama Series Pre-- February 19, 2019 - The National Academy of Television Art Nominations for the 46th & Sciences (NATAS) today announced the Digital Drama Seri Pre-Nominations for the 46th Annual Davtime Emmy@ Annual Davtime (UPDATED) Drama Series follows: An online judging ballot Outstanding Lead Actress in a Drama Serie The 46th Annual Daytime Call for Entries Now Open THE DAYTIME MEDIA GALLERY **Creative Arts Creative** Arts Ceremony **#DaytimeEmmys Red Carpet** Backstage Ceremony

Emmy Online

Building A Unified

Digital Experience That Manages The Entire Event, from Awards Submission To Walking The Red Carpet For Both The Emmys Team & Award Nominees.





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Now Let's Look At What We Are Delivering Once We Look at:

Marrying Open Source & MarTech Stacks









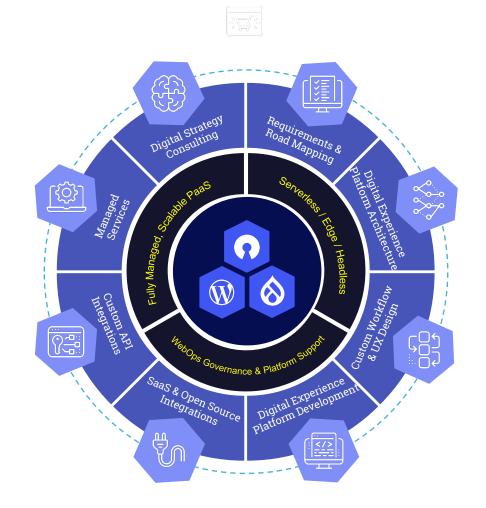






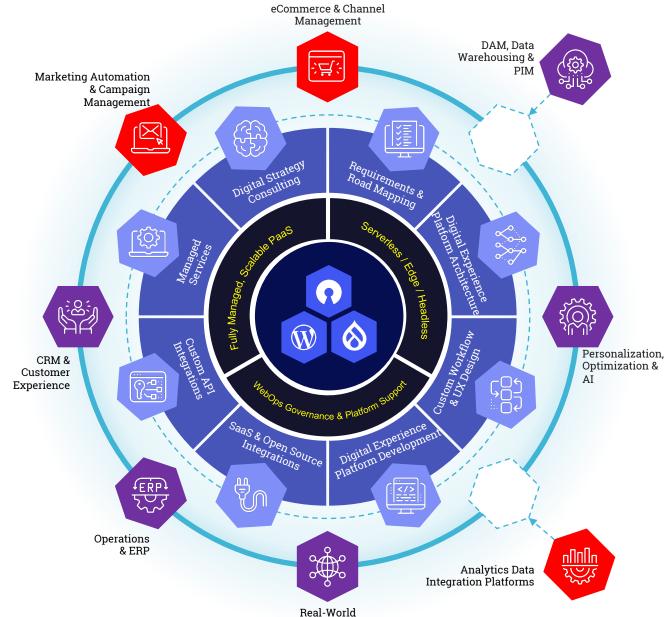


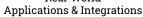


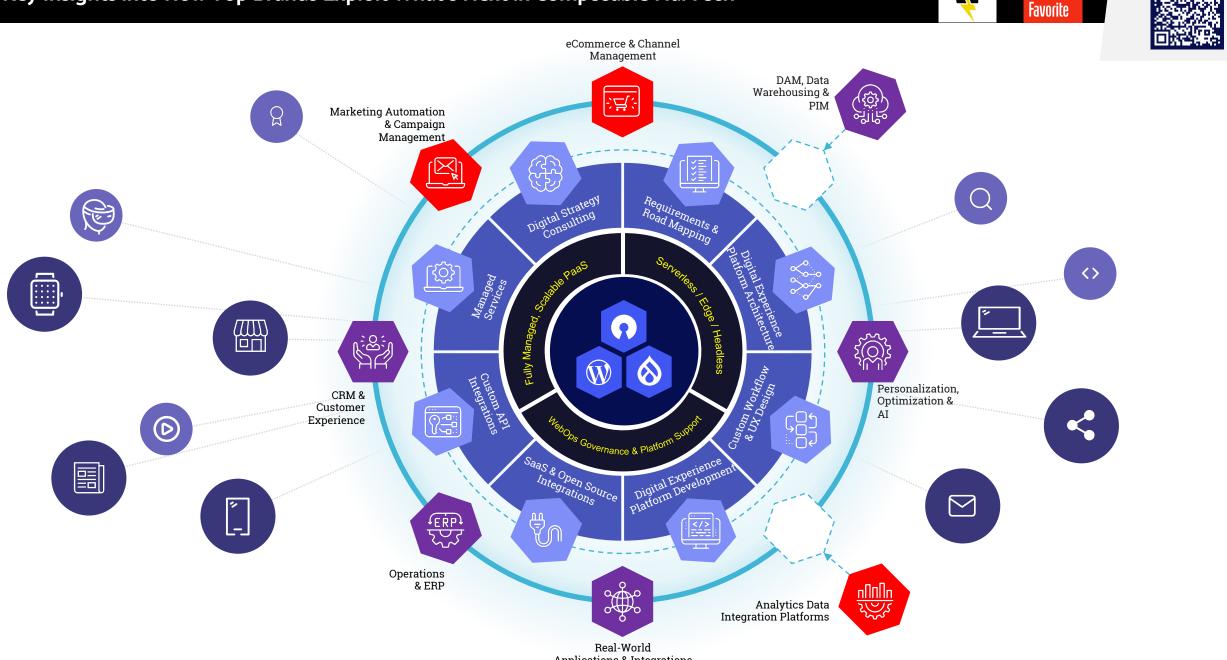












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Applications & Integrations





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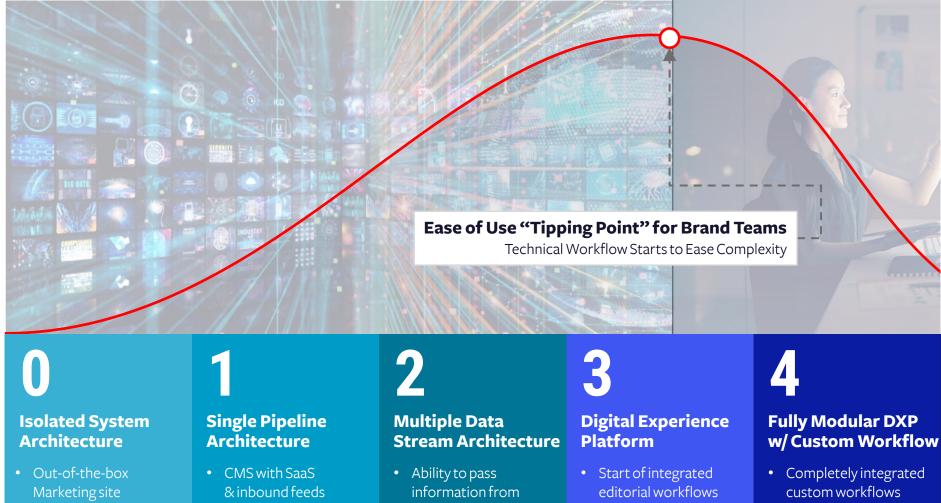


So What Will This Achieve For Brands In the Enterprise?





Marketing Editorial Workflow Level of Effort



• Complex data

administration

- Brochureware CMS sites with no connections or data sharing
- Simple Marketing sites with one direction of data
- CRM etc. back & forth
 - Complex data integrations for CX
- Data centralization & Edge Processing







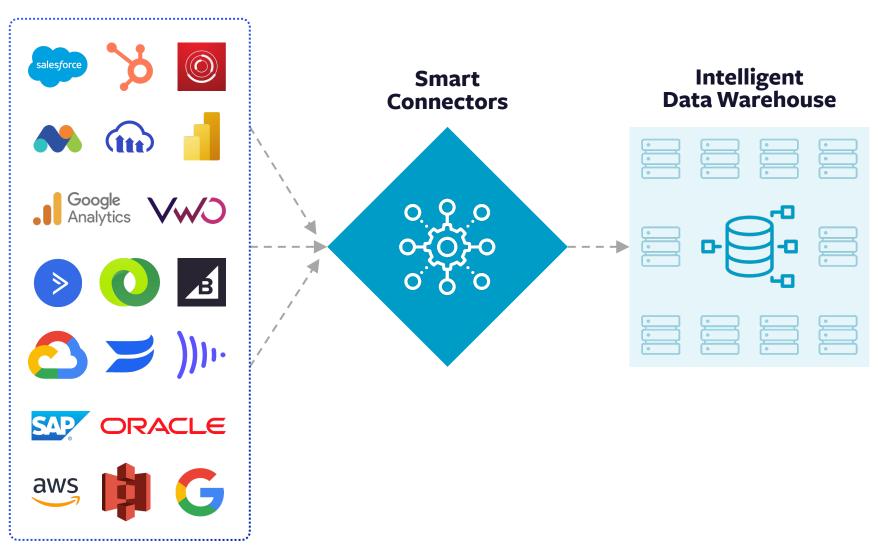
What Are The Challenges We Are Solving Now, As Brands See The Potential?





Data Architecture At A Glance

250+ Data Sources

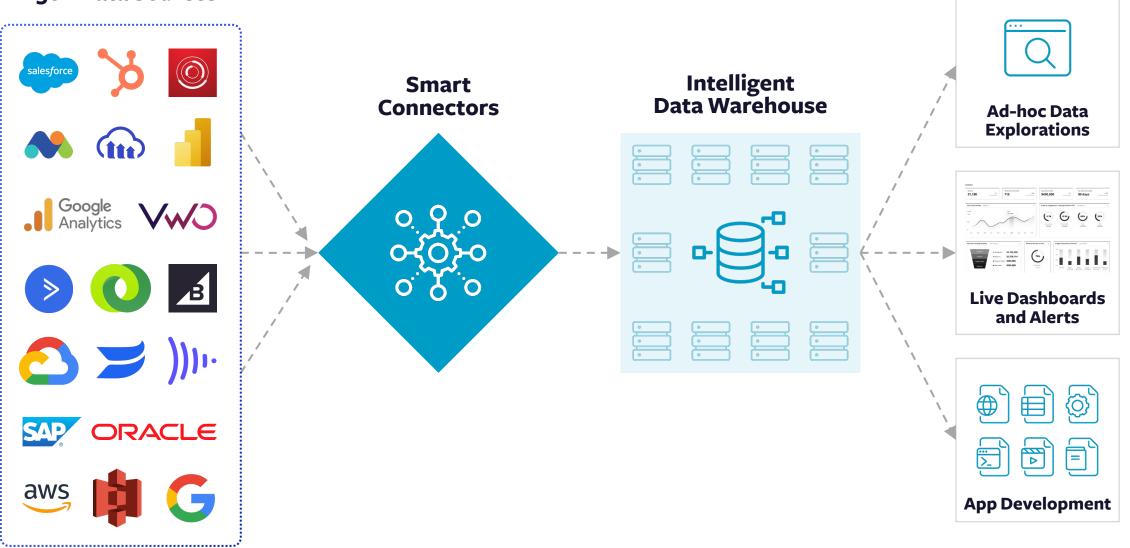


Crowd Favorite



Data Journey

250+ Data Sources





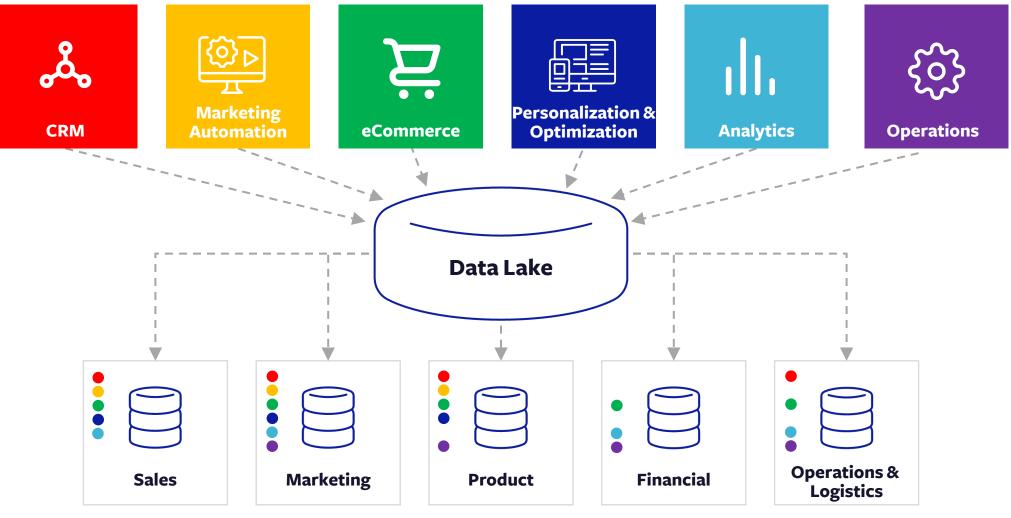


This Is Leading To A New Opportunity



Data Mart Infrastructure

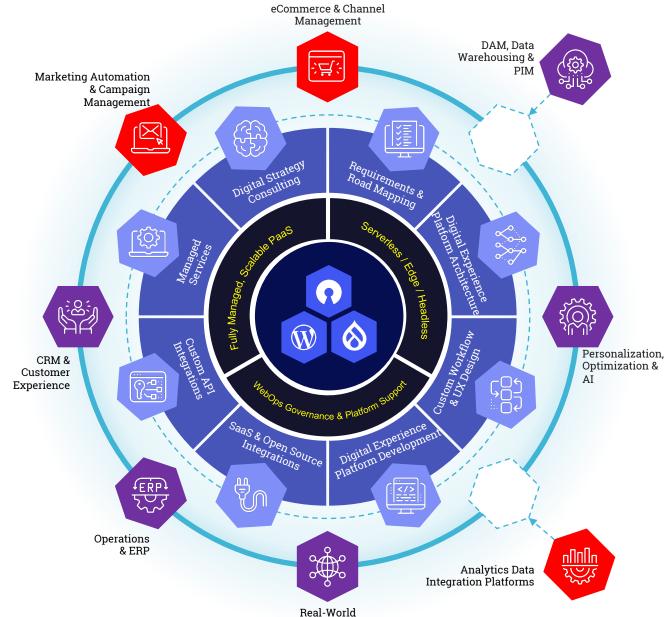
SaaS or Legacy Data Sources

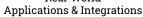


Business Unit Based Data Marts





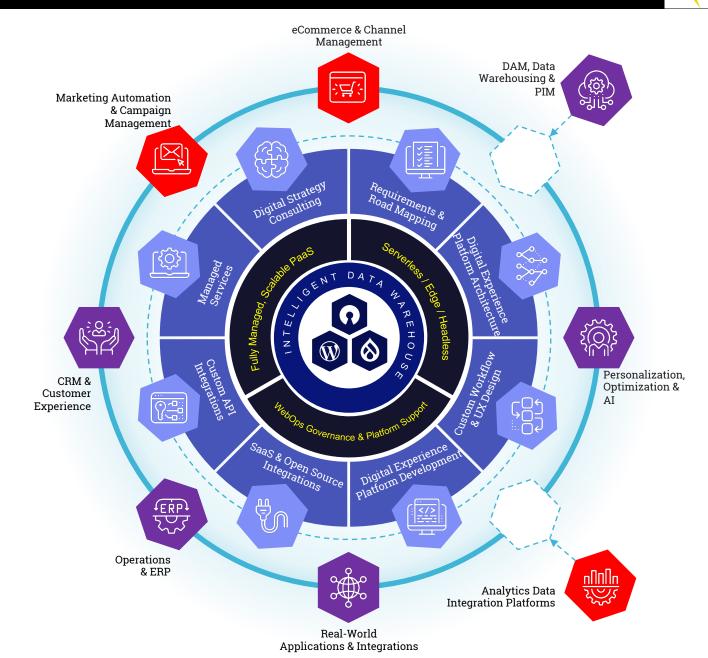






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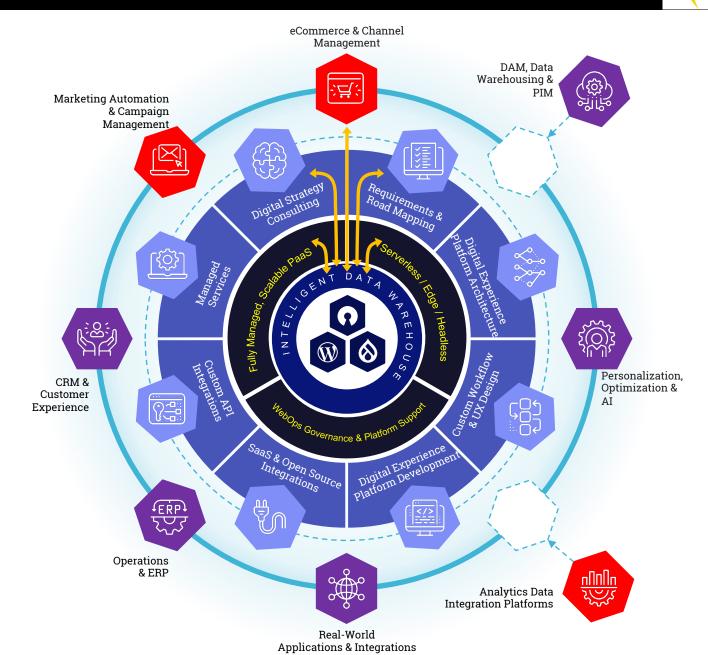






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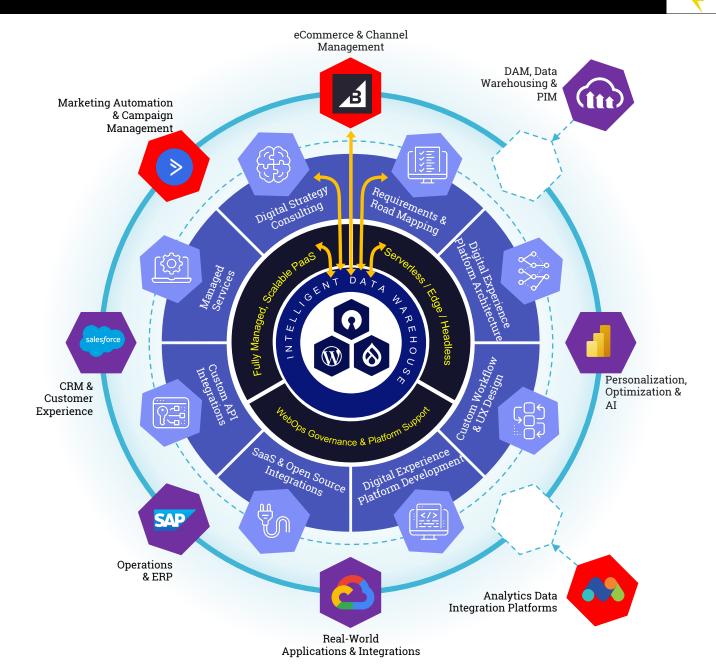


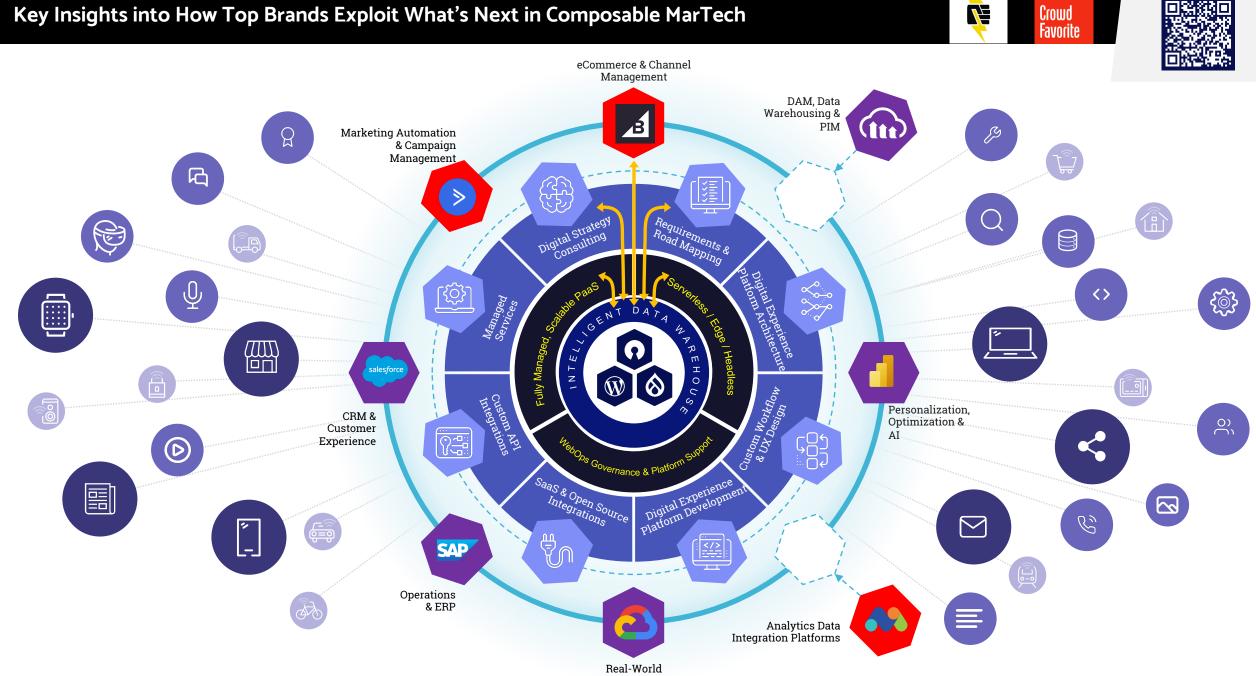




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Real-World Applications & Integrations

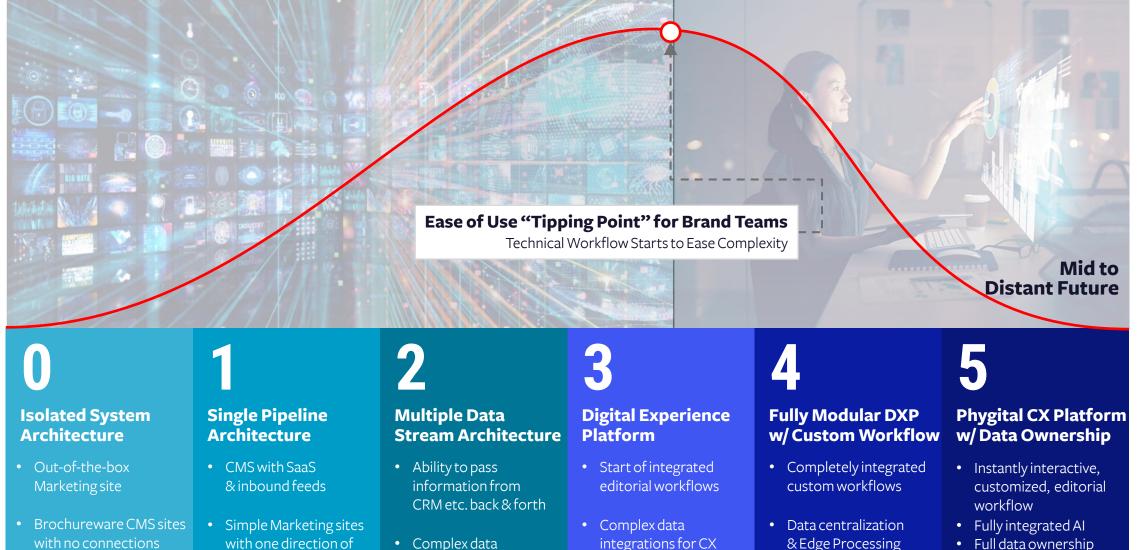
data

or data sharing





Marketing Editorial Workflow Level of Effort



administration

• Full data ownership





Thank you

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