



Deliver modern, relevant commerce experiences

Digital-first imperative

Buying enters a new era of digital adoption

250%

Increase in mobile orders since before the pandemic (McKinsey)

100%

of buyers want self-service options, up 13% from 2021 (TrustRadius)

70%

of B2B decision makers are willing to make highvalue purchases through self-service (McKinsey)

Consistent challenges facing B2C brands

Challenges

- Increased market expectation for personalized and seamless digital purchasing
- Lack of resources and staff to scale buyer personalization
- □ Difficult to utilize eCommerce logic; integrated shipping providers, single/multi-page checkout.

Consequences

- X Outdated customer experiences lead to minimal retention and low acquisition of digital-native buyers
- Limited revenue from inability to deliver robust product search and recommendation
- Unhappy, unengaged shoppers
 - × Inefficient and confusing customer experience





Introducing Customized Commerce

Customized Commerce at a glance

- Developer-ready to build a custom, branded eCommerce site and deploy scalable end-to-end commerce experiences
- Improved customer engagement using intelligent analytics and insights to identify and act on user behavior
- Grow customer retention using Al-driven personalization and product search

Why customers choose Customized Commerce



Robust Product and Purchasing Deployment

Minimize commerce complexity by managing your Catalogs, Check-Out, Orders and Commerce in one system; while using integrated search to streamline purchasing



Centralized Commerce and Content Management

Manage content and commerce within the same interface and use multisite support to reduce launch cost and complexity



Streamlined Platform Experience

Intuitive interfaces for marketers and merchandisers to work in a WYSIWYG environment

Drag & Drop components on your canvas, preview across multiple environments



Built to Integrate

Minimize integration complexity with access to marketplace connectors and business critical solutions to ensure a single source of truth and reduce risk

Which of these are you interested in learning more about?

Multichannel Commerce

Targeting, Analytics, & Optimization

Personalized Commerce

Extensibility & Scale

Integrated System

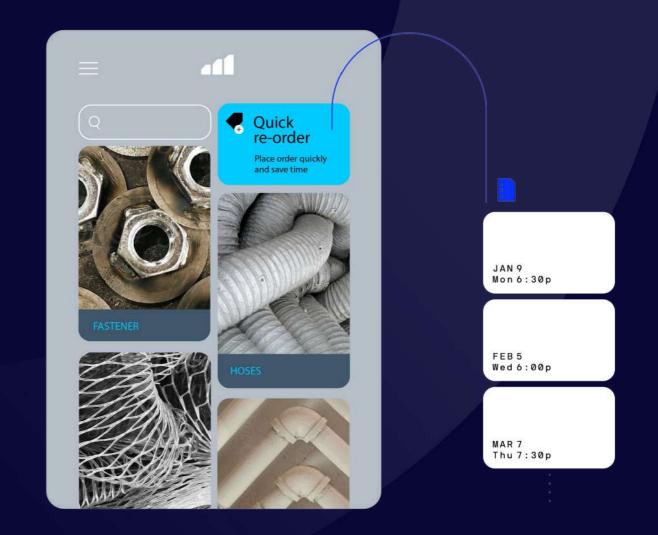
Digital Self-Service

Multichannel Commerce

Seamlessly connect your ordering experiences.

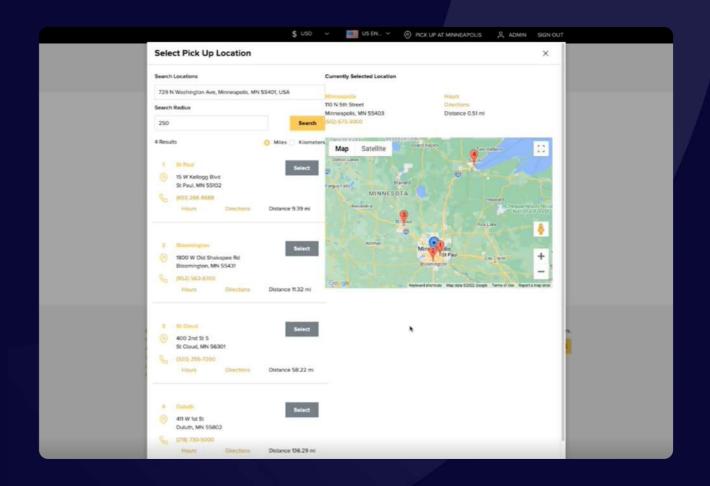
Empower customers with self-service and streamline systems for a frictionless experience.

- Go B2B, B2C, and B2X
- Checkout & cart
- Mobile commerce
- Multisite, language, currency
- Headless management



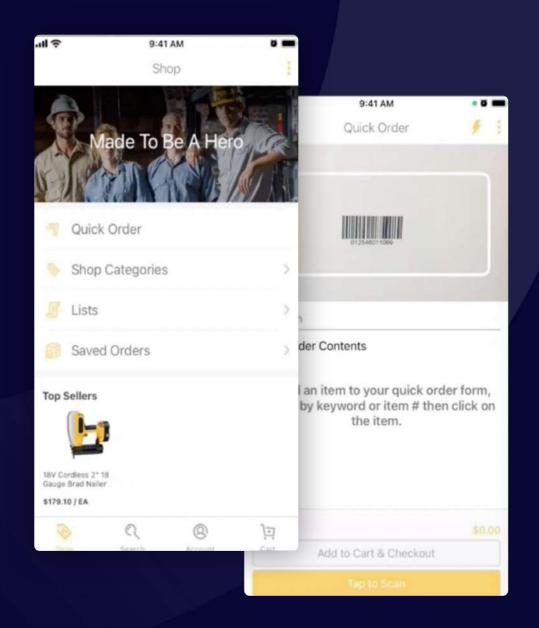
Drive business and modernize interactions with robust and integrated payment.

- Go B2B, B2C, and B2X
- Checkout & cart
- Mobile commerce
- Multisite, language, currency
- Headless management



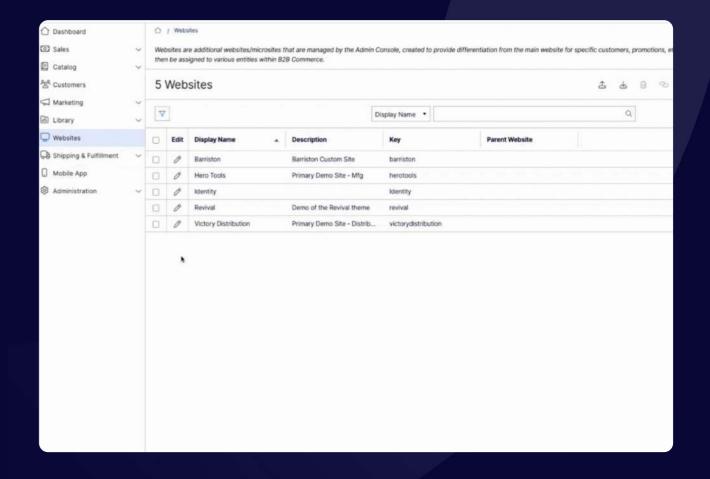
Capture the order in the moment and replenish at the point of need.

- Go B2B, B2C, and B2X
- Checkout & cart
- Mobile commerce
- Multisite, language, currency
- Headless management



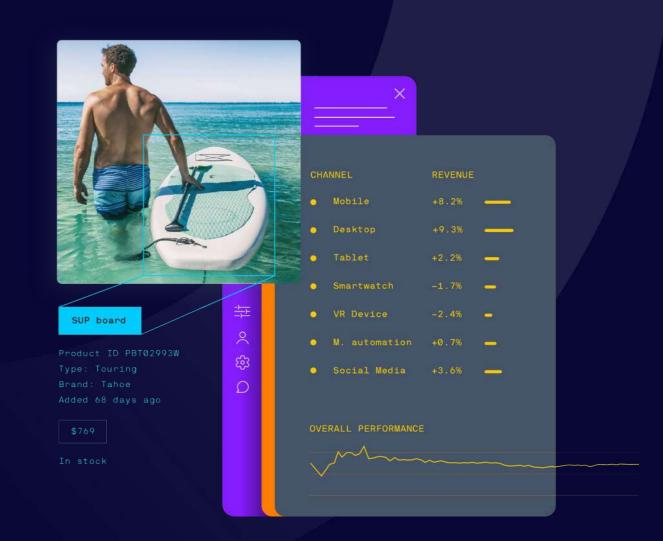
Configure in multiple languages, and drive consistency across multiple currencies

- Go B2B, B2C, and B2X
- Checkout & cart
- Mobile commerce
- Multisite, language, currency
- Headless management



Separate backend from frontend for speed, control, and complete customization without limits.

- Go B2B, B2C, and B2X
- Checkout & cart
- Mobile commerce
- Multisite, language, currency
- Headless management



Go beyond what's expected with new ways to grow

13%

increase in conversions

27%

increase in email database size

300k

new SMS subscribers

Read the full story \rightarrow

Scotts Miracle Gro



We knew Optimizely would be the best partner because they have the existing technology: All our existing customer data is stored in the Optimizely Data Platform, and so are all the channels we need."

Amanda Scarnechia

CRM Marketing Manager

Open your doors to more business

17

united number of sites before migration

8

rapid ROI, payback within eight months

50%

call-center volume reduction

Read the full story \rightarrow





Four years' ago, we had 17 different unmanaged sales sites that have now been streamlined into one single platform. It's changed the way the business operates, and we now offer a seamless digital experience for the entire network of dealers and our own internal staff. Optimizely has been an integral partner in making this happen and we very much look forward to working closely with the team to further improve upon our offering in the next four years."

Jean-Louis Marin

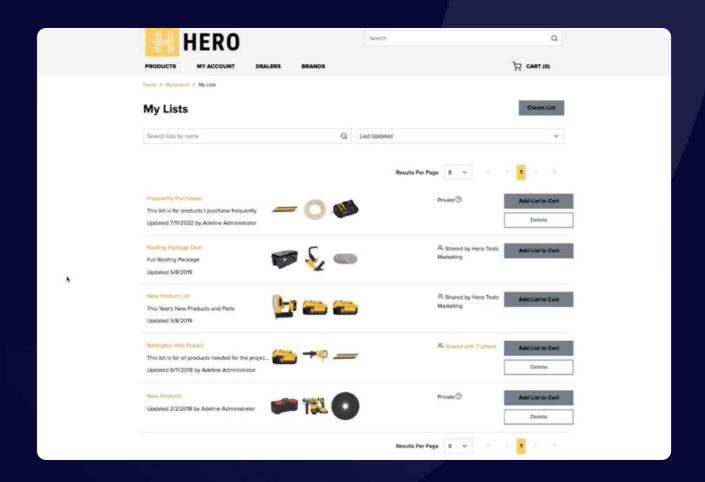
Vice President Information Technology

Personalized Commerce

Deepen customer relationships.

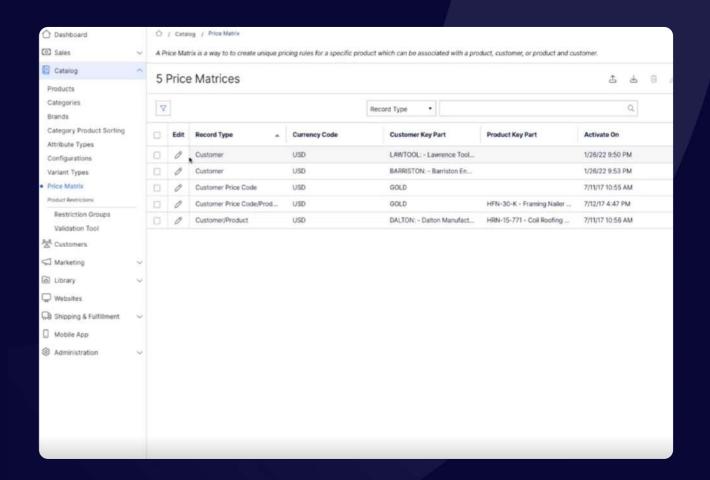
Empower customers with self-service and streamline systems for a frictionless experience.

- List management with quick order
- Customer-specific pricing
- Search & navigation
- Promotions & boosting
- 1:1 recommendations



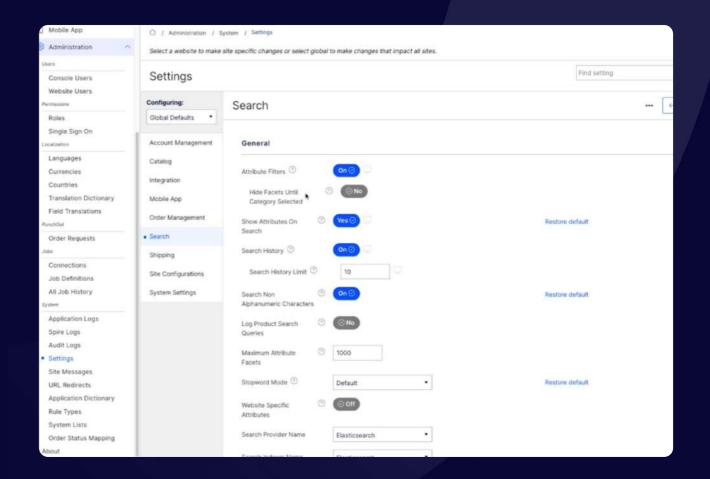
Leverage your ERP or build a model to ensure accuracy. Simplify calculations, and control pricing.

- · List management with quick order
- Customer-specific pricing
- Search & navigation
- Promotions & boosting
- 1:1 recommendations



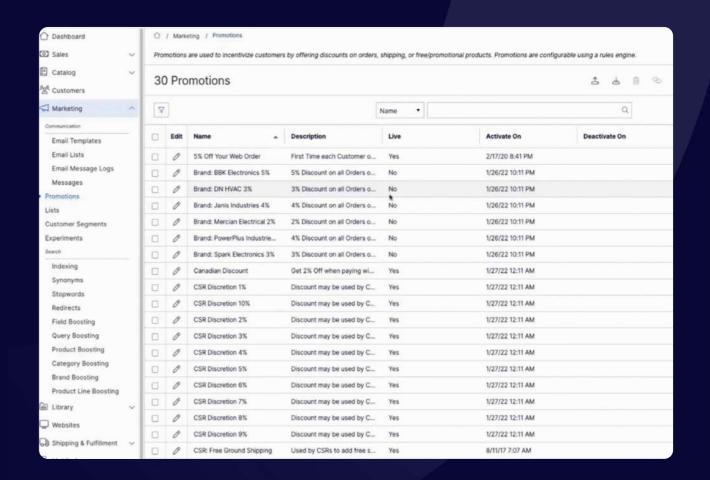
Give customers an adaptable search experience that learns from their questions and adds relevance.

- List management with quick order
- · Customer-specific pricing
- Search & navigation
- Promotions & boosting
- 1:1 recommendations



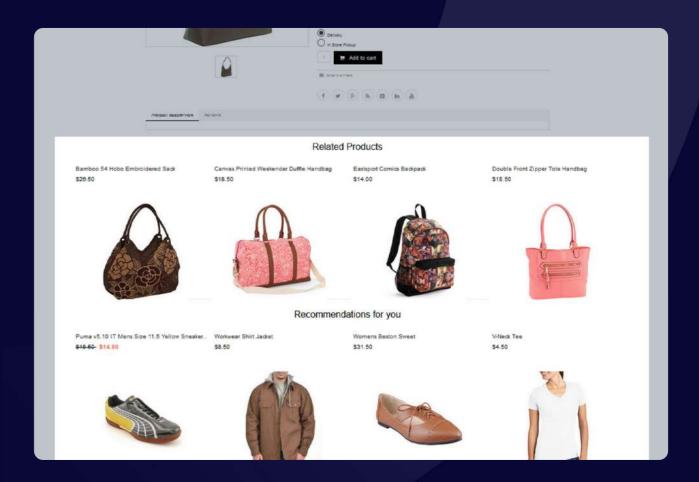
Increase orders, recover carts, maximize value, connect campaigns and more.

- · List management with quick order
- · Customer-specific pricing
- Search & navigation
- Promotions & boosting
- 1:1 recommendations



Adapt experiences for how each customer thinks with painless 1:1 marketing and built-in Al.

- List management with quick order
- Customer-specific pricing
- Search & navigation
- Promotions & boosting
- 1:1 recommendations



Personalized digital commerce for 40 markets

70%

increase in add to cart/basket

9%

increase in orders when digitally engaged

64%

increase in conversion rate







We have seen a 51% increase in product views, a 70% increase in add to basket and a 9% increase in returning users which is absolutely fantastic! We're over the moon with the outcome."

Michael Nong

Head of E-Commerce

Merchandize for customer-centric experiences

12.5%

orders supplied through recommendations

25k

products online with automated sorting

100 m

pricing combinations

Read the full story \rightarrow





Personalization began to produce results for us on the very first day - we immediately noticed that there was amazing potential here with Optimizely."

Henri Ström

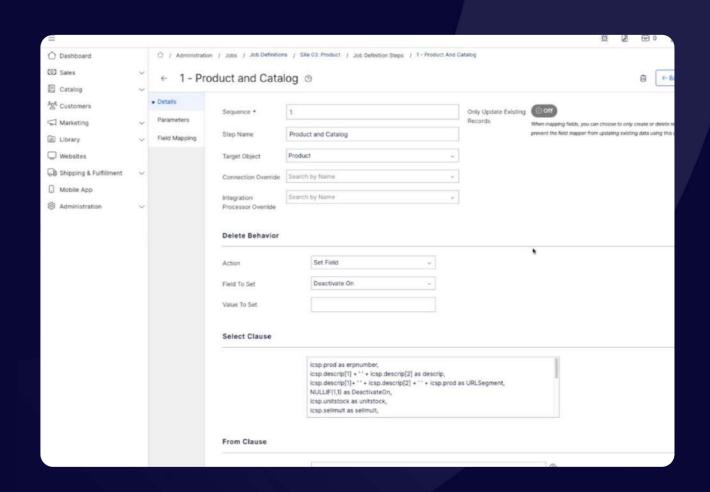
Development Manager

Integrated System

Everything commerce in one place.

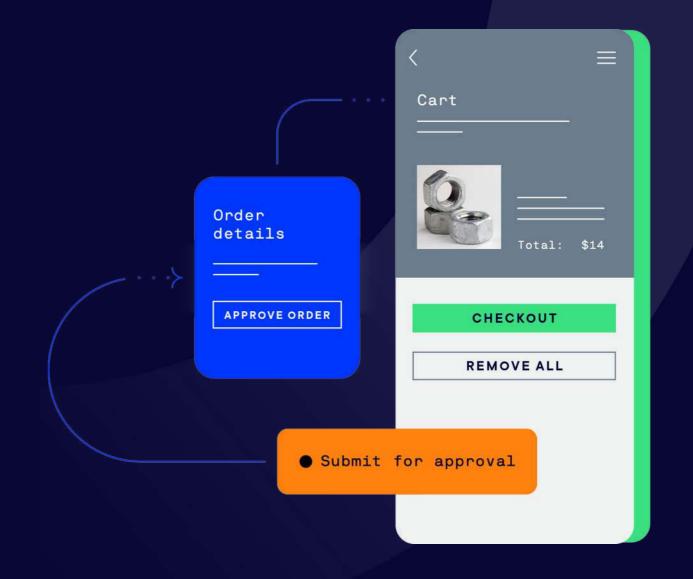
Integrate with systems like CRM, ERP, PIM and streamline operations with automated jobs.

- Integrations and job automation
- Enhanced workflows
- Shipping & fulfillment
- Global administration roles and permissions
- Purchase approval rules



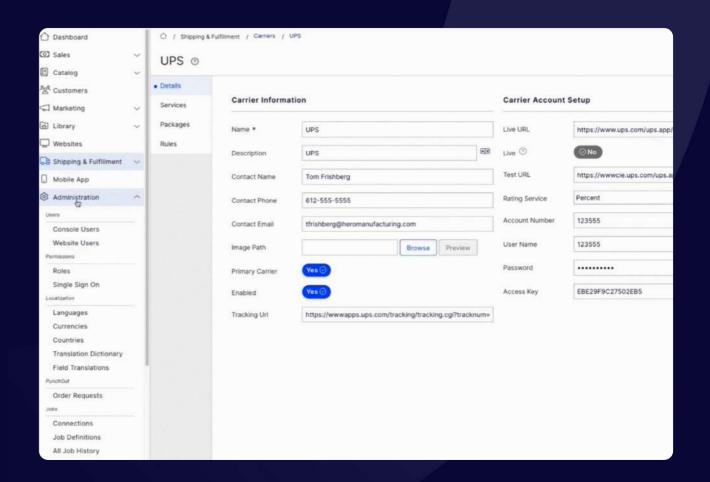
Purpose-built for the people of B2B with the flexibility to enhance and extend the way you do business.

- Integrations and job automation
- Enhanced workflows
- Shipping & fulfillment
- Global administration roles and permissions
- Purchase approval rules



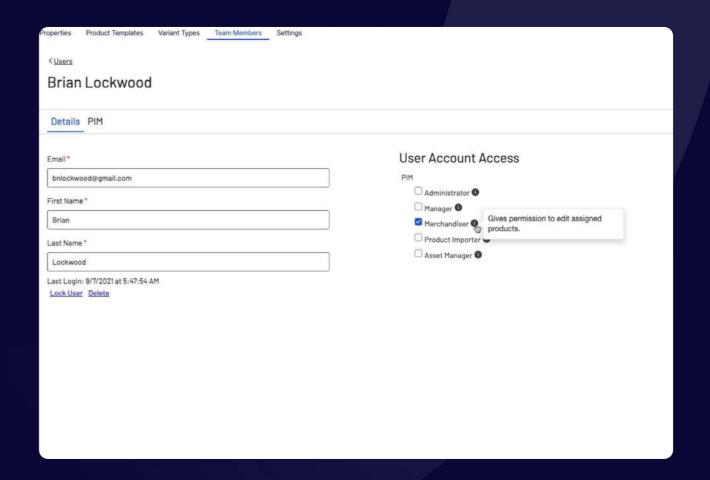
Convert more quotes to orders and empower customers to do business anytime, anywhere.

- Integrations and job automation
- Enhanced workflows
- Shipping & fulfillment
- Global administration roles and permissions
- Purchase approval rules



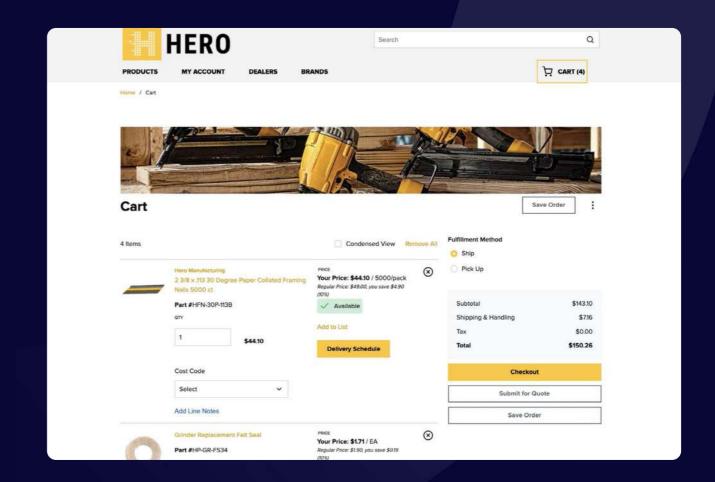
Get everyone working together with visibility and reporting into the work that's getting done.

- Integrations and job automation
- Enhanced workflows
- Shipping & fulfillment
- Global administration roles and permissions
- Purchase approval rules



Combine default workflows with custom sequences for maximum flexibility into your process.

- Integrations and job automation
- Enhanced workflows
- Shipping & fulfillment
- Global administration roles and permissions
- Purchase approval rules



Streamline business operations to unlock growth

2x

order count when customers use product lists

30%

increase in orders when digitally engaged

4k

registered users on amerhart.com

Read the full story \rightarrow





I've been in both sides of eCommerce – B2B and B2C. I can tell you from my experience that B2C is simpler. Pricing, inventory levels and deliveries are all straight forward in B2C. B2B is far more complex with factors like customer contracts, special pricing, promotion, personalization, and deliveries to multiple branches. We needed to partner with a company that was in the B2B space and understood its complexities."

Nate Wotruba

Director of IT Services

Get business done right, right out of the box

1,100

registered users one week after national launch

15%

addressable orders online one week after national launch

10k

product SKUs represented online

Read the full story \rightarrow





We had talked to a lot of other providers that met some of our requirements. It seemed like they could maybe get where we needed them to be, but we didn't really have confidence. But with Optimizely [Configured Commerce], the functionality we needed was all there. It wasn't some customization we had to build. Our requirements were met right out of the box."

Jeffrey Runnalls

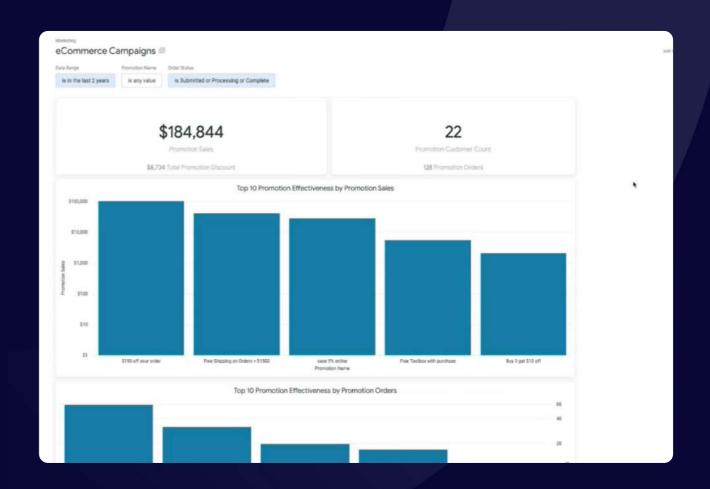
Director of Finance and Operations

Targeting, Analytics, & Optimization

Get better, faster.

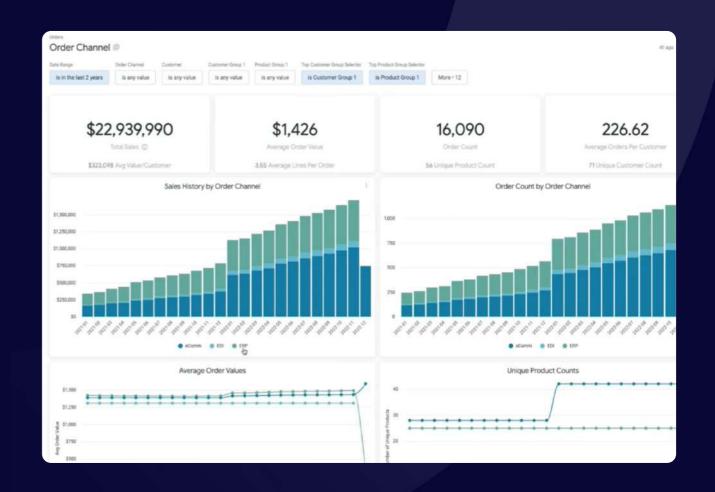
Evaluate your performance and share your success.

- Campaign reporting
- Multichannel analytics
- Segmentation
- Propensity and churn
- Bespoke data science



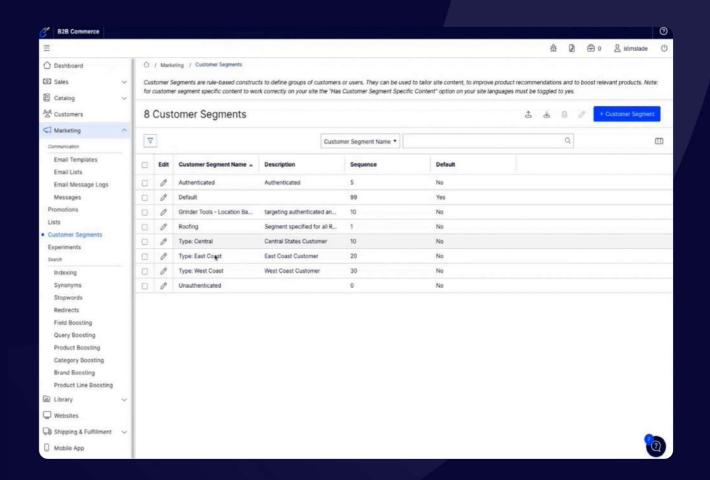
Gather a holistic understanding of how digital performs alongside your traditional sales.

- Campaign reporting
- Multichannel analytics
- Segmentation
- Propensity and churn
- Bespoke data science



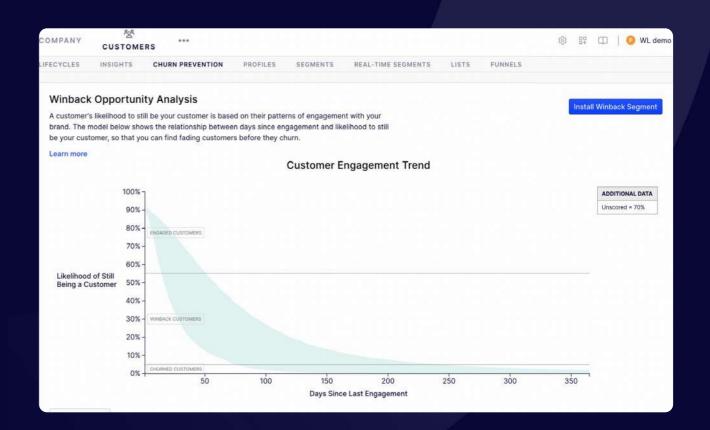
Segment customers in real time and unlock behavior-based targeting for outsized outcomes.

- Campaign reporting
- Multichannel analytics
- Segmentation
- Propensity and churn
- Bespoke data science



Empower customers with self-service and streamline systems for a frictionless experience.

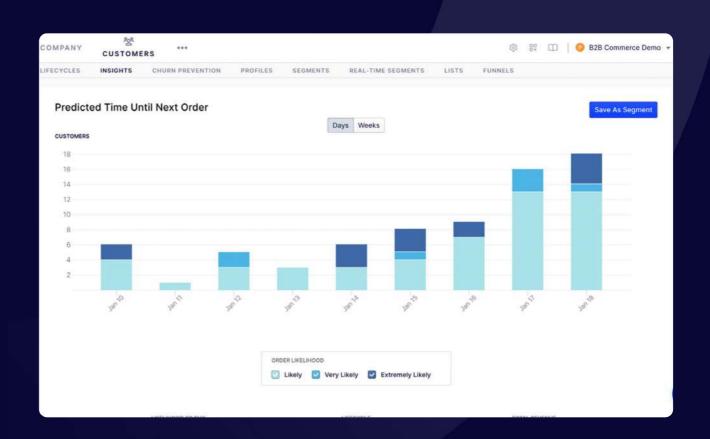
- Campaign reporting
- Multichannel analytics
- Segmentation
- Propensity and churn
- Bespoke data science



Get better, faster.

Act on insights tailored to your brand with machine learning that adapts to your audience.

- Campaign reporting
- Multichannel analytics
- Segmentation
- Propensity and churn
- Bespoke data science



Grow your brand faster with data at every touchpoint

2x

increase in daily quote requests

2x

increase in average order value

10k

active product SKUs

Read the full story \rightarrow





TestEquity chose Optimizely [Configured Commerce] to enable them to quickly serve the needs of their customer and provide a better online experience."

Jeff Hileman

Director eCommerce

Increase customer lifetime value with every interaction

20x

return on ad spend

25%

increase in CLTV

1

day saved from data analysis and SQL queries

Read the full story \rightarrow

Tea Forte



It's rare to find a platform that allows you to take a customer-centric view rather than a campaign-centric one. We do not have to deal with complex workflow diagrams or flowcharts for multi-touchpoint campaigns. We can understand the conversion and revenue impact of each touchpoint and put the customer, rather than the channel, first."

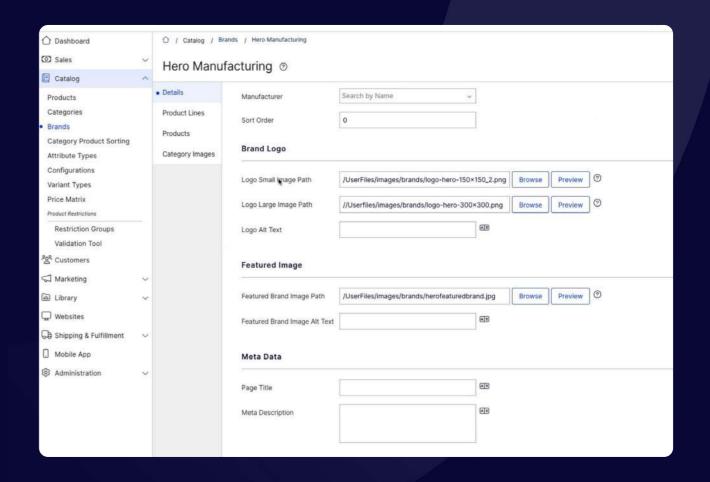
Jeff Hileman
Director eCommerce

Extensibility & Scale

Flexible, scalable, and connected commerce platform.

All your brands under one roof. All the tools and commerce logic to lead the market.

- Global brand management
- Experience-driven
- Al-powered
- Hybrid architecture
- Azure hosting



Content and commerce in one place. Create engaging experiences that grow revenue.

- Global brand management
- Experience-driven
- Al-powered
- Hybrid architecture
- Azure hosting



Personalization at scale with datadriven insights to make better decisions.

- Global brand management
- Experience-driven
- Al-powered
- Hybrid architecture
- Azure hosting



Grow your commerce business your way with headless and feature-rich composability.

- Global brand management
- Experience-driven
- Al-powered
- Hybrid architecture
- Azure hosting



Industry-leading security to keep costs low and enable agility for whatever comes your way.

- Global brand management
- Experience-driven
- Al-powered
- Hybrid architecture
- Azure hosting

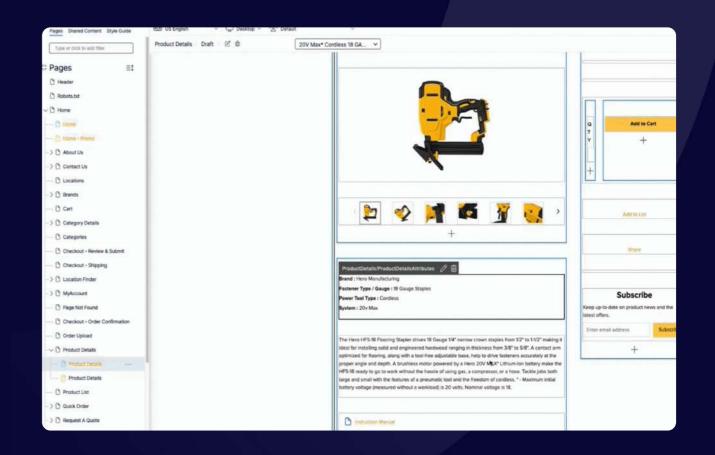


Digital Self-Service

Effortlessly manage commerce end-to-end.

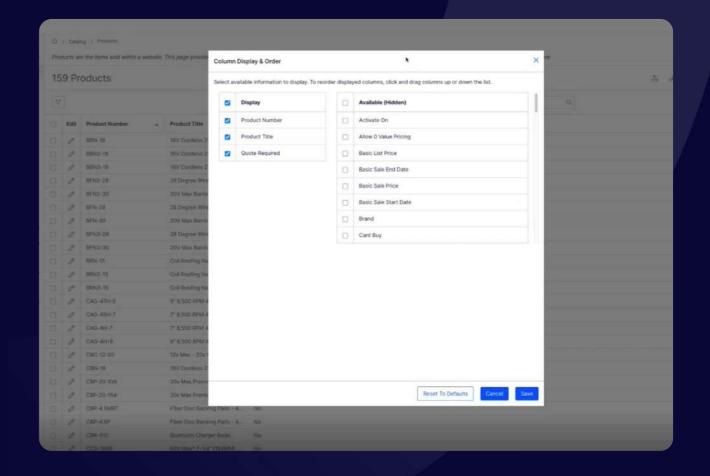
Enhance the experience with contentdriven commerce in one place, with marketing in control.

- Content management
- Catalog management
- Product information management
- Order management



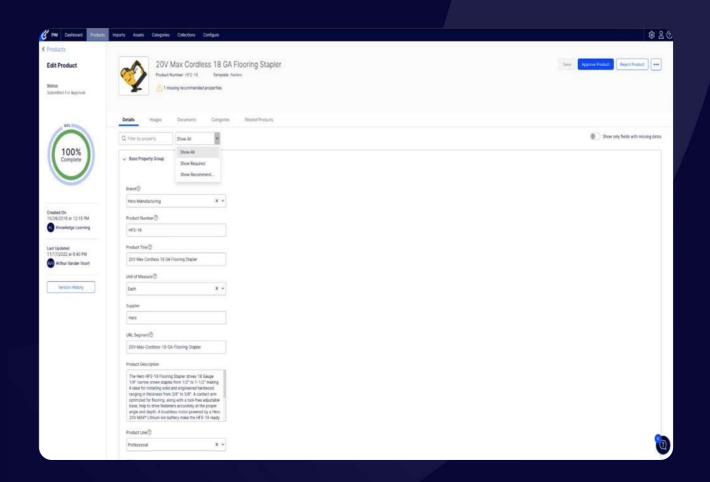
Optimize your merchandising for greater profitability and dial in the precise science of pricing.

- Content management
- Catalog management
- Product information management
- Order management



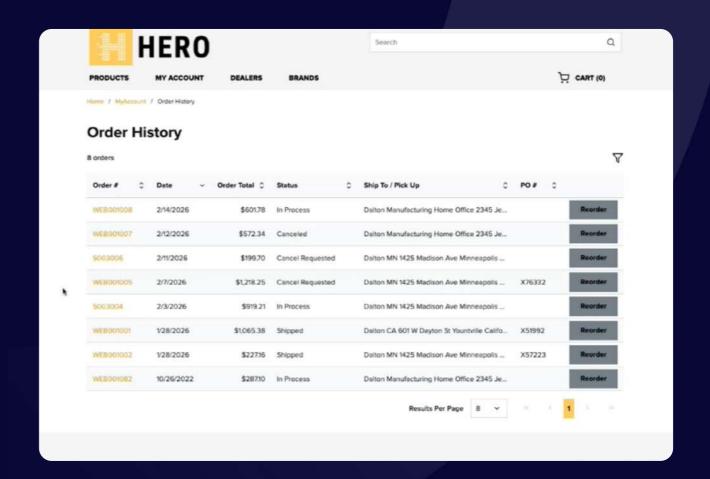
Fly through updates with in-browser tools and automation to identify and deliver relevance.

- Content management
- Catalog management
- Product information management
- Order management



Empower customers with self-service and streamline systems for a frictionless experience.

- Content management
- Catalog management
- Product information management
- Order management



Foster digitally engaged customers and drive value

13x

growth in online sales

4x

increase in orders when digitally engaged

25%

increase in line items







At DSG, there's nothing more important right now than digital acceleration. It's all about improving the customer experience. We want it to be faster, simpler and easier for our customers to interact with DSG. With Optimizely, all of that is possible."

Integration, B2B Commerce Search, and Product Recommendations.

The best time was yesterday, the next best time is now

20%

business growth over four years, best in 90 years

25%

TAM without a digital presence

<1

First ever go-live in less than one year







Optimizely [Configured Commerce] was a clear winner from a business-to-business standpoint. Optimizely [Configured Commerce] met more eCommerce requirements than the competition with features that came right out-of-the-box."

Maxwell King

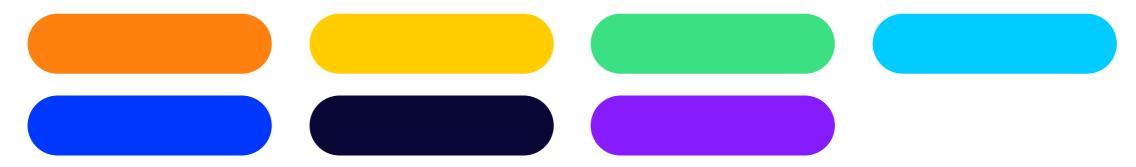
Vice President of Aftermarket Sales

Thank you!

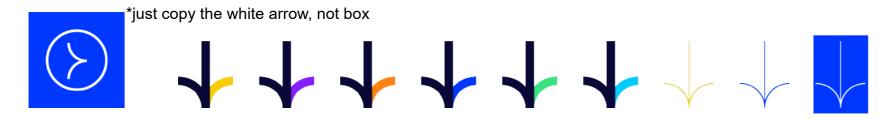
Quotations



Pills for Headlines / Flowcharts – fully scalable and sizable now!



Arrows for Flow / Points







Deliver modern, relevant commerce experiences

Resource Links

Illustrations: https://brand.optimizely.com/document/108

Presentation Illustrations: https://brand.optimizely.com/document/118

Icons: https://brand.optimizely.com/document/110

Product Icons: https://brand.optimizely.com/document/115
Photography: https://brand.optimizely.com/document/85

Macaronis for #'s



Numbers for COOL Stats



0123456789+%.
0123456789+%.

TOP

BOTTOM

High-quality customer logos – scale as needed









Xerox™ VISA

Uber































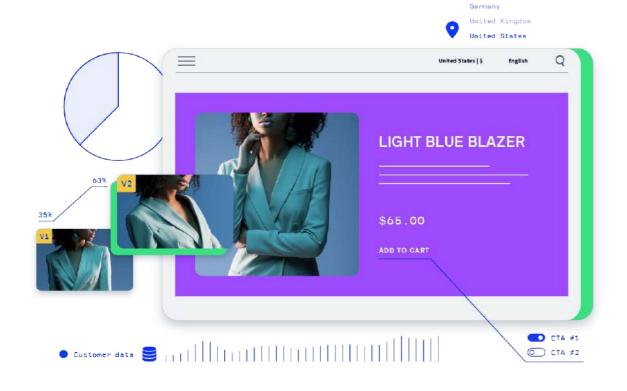
Scotts Miracle Gro



*Note: These are simply examples. If you have another way you can use the slide design, PLEASE FEEL FREE.

There are also additional slide layouts & colors available via Insert > New Slide.





What is A/B testing?

Kadie Kohls

Owner of Gerald and Morty / Good Dogs, LLC

Agenda

1 Get it done together

Focus on customer outcomes

2 Stay bold. Stay humble.

5 Embrace inclusion

3 Never stop improving

6 Optimizers rock!



1)

Did you know sweata weatha is the best season?

All the reasons why "Sweata Weatha" is the best:

You can be cozy.

It's additionally PSL season.

Pumpkins, hot cocoa, corn mazes, haunted houses, etc.

"Sweata Weatha" is a magical time of year—end of story.

Best autumn recipe

Camper's Chili*

1lb. Ground beef

1 can Campbell's tomato soup

1 can Chili beans

1 Red onion, chopped

1T Chili powder

1T Cumin

1T Paprika

1t Cayenne pepper

Brown beef on med-high, drain all but 1T of grease. Sautee chopped onions in grease until semitranslucent. Add all ingredients and browned beef. Simmer on low until hot. Skip the cornbread, and serve with cinnamon rolls:)

^{*}Don't you even think about serving this recipe with macaroni noodles. Shame.



Gerald, the one-eyed wonder

Gerald Kohls

Happiness Generator / CEO of Drama King

Pupperino

Doggo ipsum corgo puggorino you are doing me the shock snoot shibe, heckin many pats most angery pupper I have ever seen.

Thicc big ol borkdrive what a nice floof wow very biscit, what a nice floof stop it fren long bois the neighborhood pupper shooberino, doggorino borking doggo shooberino.

Doggo

Very jealous pupper borkdrive boofers ruff smol, super chub ruff borking doggo, floofs bork borkdrive.

Sub woofer lotsa pats pats long doggo snoot shibe, heckin angery woofer blep big ol pupper shoob.

Long woofer fluffer lotsa pats super chub very taste wow thicc, borkdrive heckin good boys and girls puggorino.

Floofer

Snoot lotsa pats corgo long doggo corgo

Smol I am bekom fat long water shoob puggo, smol.

Doge ur givin me a spook wow very biscit heck, very good spot.



It's anything but sweet...

Especially in agricultural communities, CCD (Colony Collapse Disorder) is seeing higher numbers YOY. With more pesticides being used, and harsher crops—like almonds—generating high demand, it's like sending bees out to war.

How can I help?

Though having your own bees would help local populations, simple amenities like a BEE bath can help your neighborhood bees. Some travel up to FIVE miles just in search of food and water!



The human has been working from home the last couple days. And every so often. They let me participate in the video calls. All the other humans cheer when they see me. I am the only thing holding their company together.

@dog_feelings / Twitter

This week's top deals



\$300,083

Upsell

Commerce

2 years

CSM generated

Great efforts by team members Gerald, Morty, Audrey, Marissa, Kadie and Benjamin.



\$23,324

Upsell

Commerce

3 years

Partner generated

Great efforts by team members Gerald, Morty, Audrey, Marissa, Kadie and Benjamin.



\$240,848

Upsell

Commerce

2 years

CSM generated

Great efforts by team members Gerald, Morty, Audrey, Marissa, Kadie and Benjamin.

Editable table

Jerod	Greenisen	Rocks	At Building	Tables
Field Alert / WIN Call	Complete	April 11 th	May 2nd	X
FAQ	Complete	March 25 th	April 1 st	X
HighSpot Page	Complete	April 1st	April 1st	X
CS Email template	Pending	May 1 st		
Partner materials	Pending	May 1 st		
Overview deck update	In progress	April 5 th		
Stories deck update	In progress	April 5 th		X
Language support	Pending	TBD		X
CS Webinar	Pending	May 1 st		X
Glossary update	In progress	May 1st		Χ

Buildable table

Feature	About	
Thing 1		Description goes here about Thing 1.
Thing 2		Description goes here about Thing 2. Maybe you need another sentence.
Thing 3		Description goes here about Thing 3.
Thing 4		Description goes here about Thing 4. Maybe you need another sentence.
Thing 5		Description goes here about Thing 5.

Buildable complex table

Offering	Usage	Price (annual)	
Optimizely Content Cloud Content Management System	m (Enhanced Services)	Year 1: 10M annual page views	\$120K
Optimizely Content Cloud Acc Content Management Syster Optimizely Content Recomm Optimizely Web Experimenta	n (Enhanced Services) endations & Intelligence	Year 1: 10M annual page views & 5M monthly Active users	\$235K
Optimizely Content Cloud Sca Content Management Syster Optimizely Content Recomm Optimizely Web Experimenta Optimizely Data Platform	n (Enhanced Services) endations & Intelligence	Year 1: 10M annual page views & 5M monthly Active users	\$350K
Expert Services	Price (on	e-time)	
Content Cloud (CMS) Onboard Web Experimentation Onboard Personalization Onboarding	_	\$18k \$35k \$12k	

Container slide

Headline goes here

Here's some words if you wanted to write a paragraph about Container Yellow.

Big Point Here:

- Mini point goes here
- Maybe you have more

points

- Another mini point
- And another

Headline goes here

Here's some words if you wanted to write a paragraph about Container Orange.

Big Point Here:

- Mini point goes here
- Maybe you have more

points

- Another mini point
- And another

Headline goes here

Here's some words if you wanted to write a paragraph about Container Green.

Big Point Here:

- Mini point goes here
- Maybe you have more

points

- Another mini point
- And another

Headline goes here

Here's some words if you wanted to write a paragraph about Container Blue. Blue has a lot to say, not really any points. So perhaps this one is just a paragraph.

Just keep the end length the same for all the containers, even if one isn't filled up all the way.