

USING SOCIAL MEDIA TO
INCREASE BRAND
AWARENESS AND
EXPOSURE IN DO-IT-
YOURSELF MARKET



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THE CLIENT

[Bondera Tile MatSet](#) was introduced in 2009 into one of the largest Big Box retailers in the U.S. as an easy-to-use alternative to traditional tile setting materials. Capitalizing on the explosion of the Do-It-Yourself movement, Bondera Tile MatSet gave homeowners a fast, clean and easy way to apply tile, thus, making kitchen and bathroom upgrades an affordable DIY project. Additionally, remodelers realized the productivity and value of Bondera's peel and stick adhesive because a tile job could be completed in one day with Bondera versus two or more days with traditional tile setting materials. They could now do more jobs in a week, use fewer workers per job and reduce travel expenses.

Bondera Tile MatSet is available nationwide in the **U.S and Canada**.

CHALLENGES

The client chose NNC Services through our referral network. They wanted – a company able to support and promote its products and events by managing the social media activity and to increase interactivity and visibility in the online environment.

Also, the client wanted to be positioned as a brand leader in peel and stick adhesives that simplify the installation of tile, decorative wood trim and molding.

OBJECTIVES

- Drive brand awareness as the premier brand in peel and stick adhesives
- Increase online presence, visibility and interaction on company's social media account
- Identify and interact with influencers in the do it yourself and crafts area, particularly those that include mosaic type crafts with tiles, broken glass, plates, buttons etc.

SOLUTIONS



Our team analyzed the US and Canada market in terms of competition and industry trends. Together with the client, the NNC Team clearly identified the solutions that work best for Bondera.

Based on NNC Services' best practices on similar projects, we suggest focusing on the following, detailed below:

- Monitoring and research (online intelligence)
- Facebook
- Pinterest
- Twitter
- Influencers research and outreach

Also, within this project we found it useful to organize contests on Facebook and Twitter, for user generated content. Particularly, we focused on the do it yourself and crafts markets, rewarding innovative uses of the product, and also encouraging interactions with Bondera's customers

RESULTS

The collaboration between Bondera and NNC Services began in January 2013 and is still going on.

The NNC Team managed to generate visible results for the client:

- As a result of social media marketing, the traffic on website increases constantly
- In four months, the number of followers on Twitter increased with almost 10%
- The number of followers on Pinterest increased with 18%
- Product visibility increased among target audience
- The number of mentions and interactions on Twitter and Facebook increased constantly with approximately 5% each week
- Bondera was mentioned by bloggers and influencers in social media. The number of mentions tripled in almost 4 months.



TESTIMONIAL

„Social Media is a key component to our marketing and branding strategy. Engaging customers and potential customers in unique and meaningful ways directly impacts our bottom line. We had been using a traditional PR firm to execute our social media strategy with good results, but knew that there was untapped potential that they just couldn't reach. In the first three months, NNC grew our engagement level by more than 30%! The team is top-notch. They have the ability to think beyond the typical and develop strategies that deliver results that exceed expectations. The execution is flawless. They constantly strive to find new tools tactics to take our program to the next level. I learn something new everyday!”

Christine L. Welby

Global Marketing Director

Bondera Brands, LLC