



SEO tips and tools for franchise and local businesses

The National Franchise Exhibition NEC, Birmingham 21st February 2015

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Our brands







Paid Media & Search Marketing (SEO, PPC, Analytics, ecommerce)

More leads and sales

Owned & Earned media (SEO, Content, PR, Social, Email, MAS)

Building your brand

Marketing training for business professionals

Educating your team







Some of our clients







































Contents

- 1. The digital marketing landscape
- Maximising your visibility in the local Google search results
- Understanding Search Engine Optimisation (SEO) a beginners' guide
- 4. Recent changes to the Google algorithm and how to avoid getting a Google penalty
- 5. Essential tools and techniques to help you carry out your own SEO





1: The Digital Marketing Landscape





Overview of marketing channels

On-site Sales/Conversions

Search marketing

(PPC, SEO, Merchant Centre)

Traffic to your site from other sources

(email, affiliates, display ads, social, mobile ads, PR, 3rd party sites, shopping comparison, voucher sites, lead generation)

Conversion optimisation

Shopping platforms and market places

(Amazon, eBay)

Other off-site sales/leads

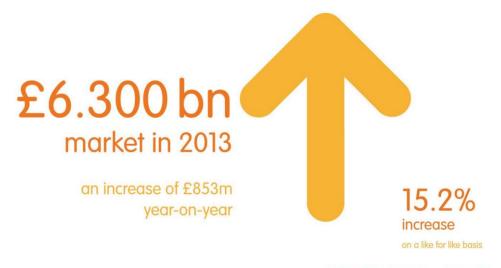
(Social, Mobile Apps, daily deals sites)



Off-site Sales/Conversions



UK online ad spend (2013 vs 2012)



SOURCE: IAB / PwC Digital Adspend Full Year 2013

Mobile (16% of total)



£ 528.5m
Total mobile market 2012



Total mobile market 2012 vs 2013 like-for-like





Growth by format



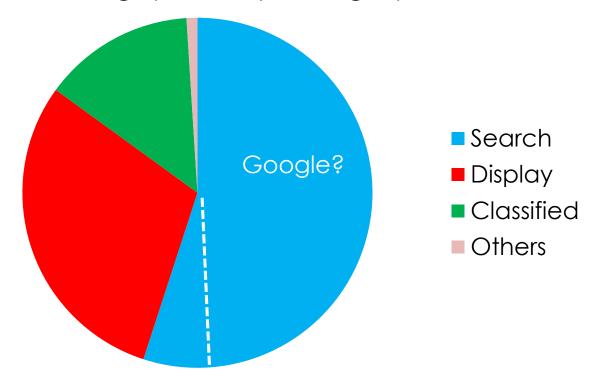
SOURCE: IAB / PwC Digital Adspend Full Year 2013





The importance of search (55% of total)

Advertising spend by category

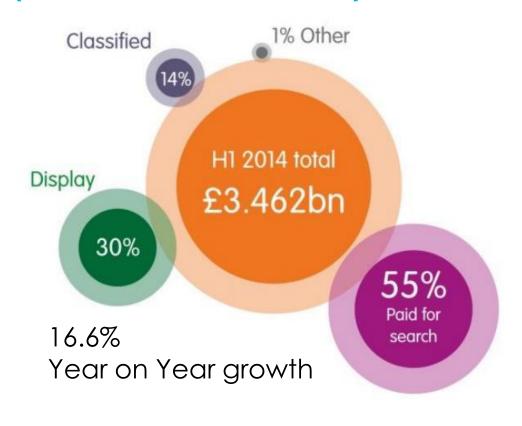


£3.49 billion was spent on search in the UK in 2013 (55% of total)

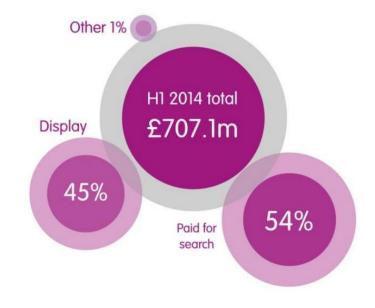




Growth continues in 2014 – (first half results)



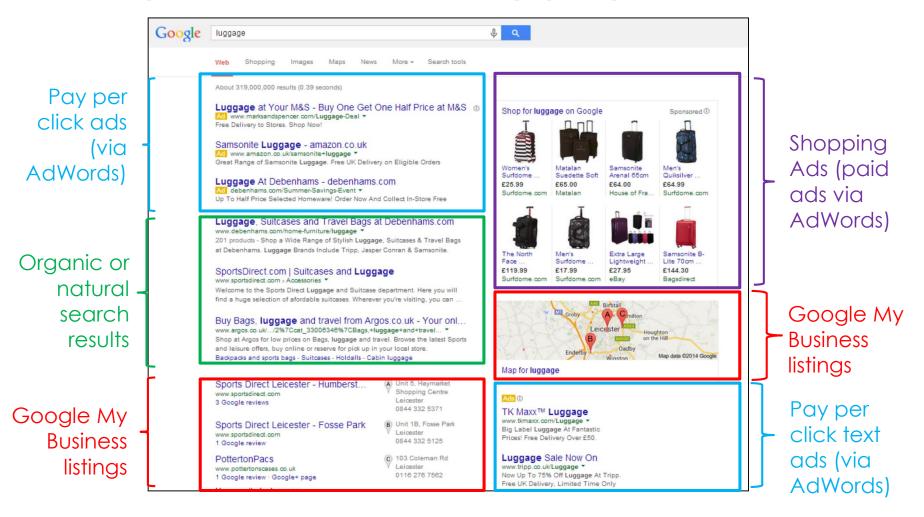
Mobile (20% of total)







Google results for 'luggage'*









How to get into the Google results - free

- Organic or natural listings search engine optimisation of your website i.e. SEO
- Map create a free Google My Business Listing which is part of Google+
- Images and videos make sure these have keyphrases in the file names and tags
- News, blogs and author results create ongoing blog content on your site or via news feed sites (PR)





How to get into the Google results - paid

- Ads set up an AdWords (or Bing Ads) pay per click account(s) – where you bid on relevant phrases and you pay if they click on your ad
- Shopping results feed your ecommerce database into Google Merchant Centre and Shopping ads in AdWords (so you appear in the product image ads)
- Coming soon! Comparison Shopping Engine (CSE) results (e.g. Kelkoo) will have to appear amongst Google ads as "Alternative results"



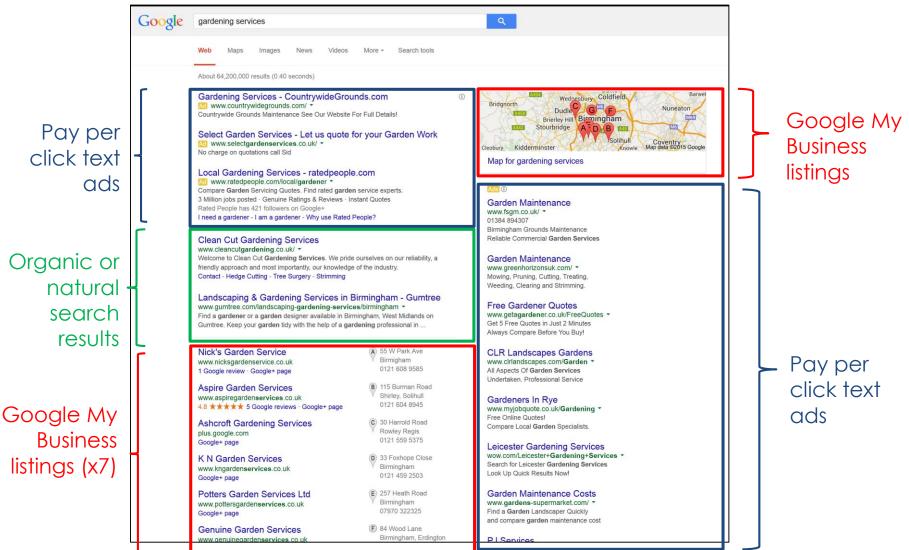


2: Maximising your visibility in the local Google search results





Google results for 'gardening services'*

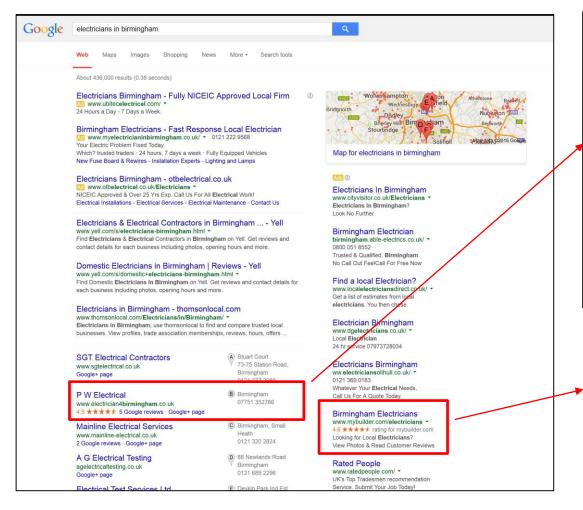




* Uses your current location to deliver results



Searching for local services – Review stars





- Google My Business Page
- Reviews from Google
- Need >5 to show stars

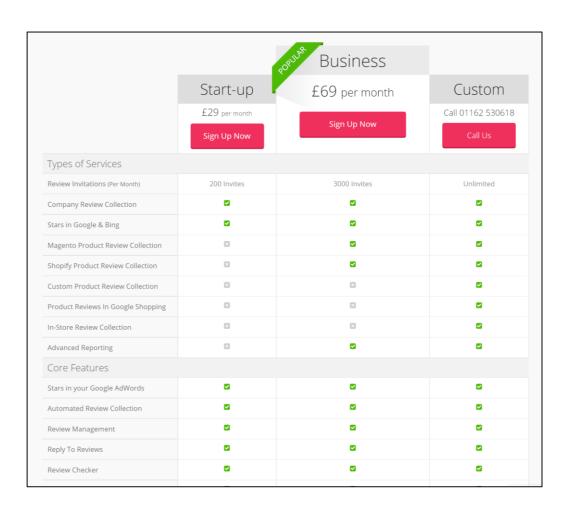


- 3rd party reviews
- Need >30 to show automatically in ads





Reviews.co.uk packages



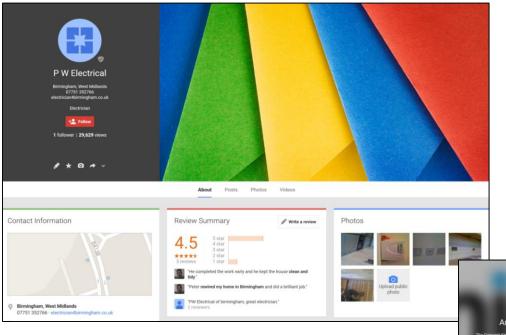
Reviews.co.uk

- Independent reviews of your service and/or products
- Email your customers for reviews
- Right to reply
- Verified results uploaded into Google
- >30 reviews and 3.5 rating will automatically appear in PPC ads
- Use widgets or Schema to appear next to organic result
- Display reviews on your site to increase conversion rate





Google My Business Pages



Enhance your page

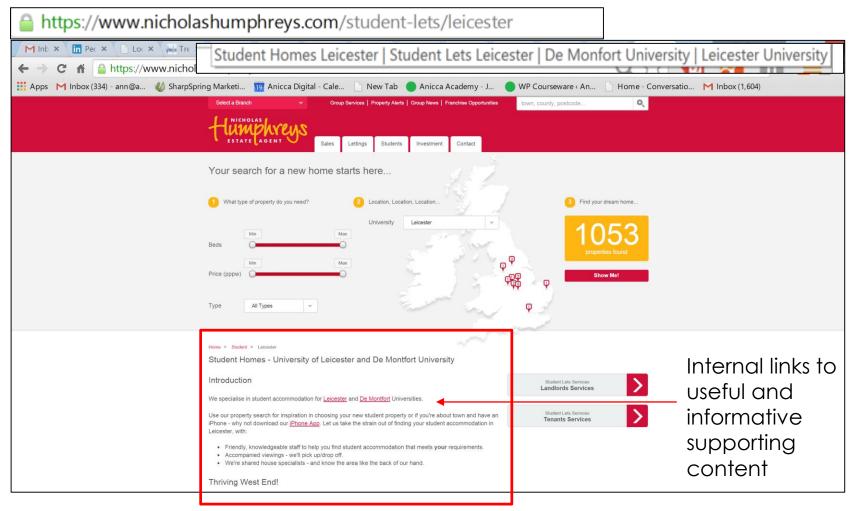
- Upload a header image
- Upload a logo
- Personalise with photos and videos
- Encourage customers to give reviews (they have to be signed in)







Get found for local search phrases - Optimise a page for each city





Dedicated, unique, informative content about the city



How to get in the local search results

Pay (AdWords)

- Use local PPC ads, where you opt to only show your ads in your selected area
- Include your phone number and address in your ads (using ad extensions). This will also give you "click-to-call" on mobiles
- Use independent reviews, so your stars show up in your ads (you need >30 reviews with >3.5 rating)

Google My Business Pages

- Appear in the map and 7 local results by creating a strong Google
 My Business page (via Google+)
- You will need a minimum of 5 Google reviews for your stars to show

Main organic results

 Get found in the local organic results for local search phrases by creating and optimising a page for each city or town (SEO)





3: Understanding Search Engine Optimisation (SEO) – a beginners guide





What is SEO?

SEO stands for "search engine optimisation."

It is the process of getting higher rankings and more traffic from the "free", "organic", "editorial" or "natural" listings on search engines





How Search Engines Work

A search engine is made of three basic components:



An automated browser, it searches the web for new websites and changes to websites then views the web pages and strips out

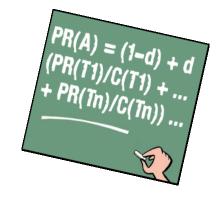
the text content

A Spider or Robot



or Database
A record of all the
pages viewed by the
Spider

A Storage System



Relevancy Algorithm
The rules that tell the search engine how to determine what would be relevant to your search

A Matching Process or





Key aspects of an SEO project

Technical

This aspect of SEO is focused on how well search engine spiders can crawl your site and index your content

Off-Page

This aspect of SEO is concerned primarily with inbound links from other websites to your site.

Natural links from authoritative and relevant websites act as an independent 'vote of confidence', which helps search engines trust your website more

On-Page

This aspect of SEO is concerned primarily with the content on the site and how well it is optimised for relevant keywords, and how it provides a good 'user-experience' for visitors.

There are over 200 factors used in the algorithms of the major search engines!





Technical SEO

This aspect of SEO is focused on how well search engine spiders can crawl your site and index your content





Technical SEO

- Domain length and presence of keyword
- URL structure
- Redirects
- SEO "Roadblocks" Frames, Flash, JavaScript, password protected areas etc.
- Robot.txt file
- Sitemaps
- Internal linking
- Indexing and html errors
- Site speed
- Schema
- SSL certificate





On-page optimisation

This aspect of SEO is concerned primarily with the content on the site and how well it is optimised for relevant keywords, and how it provides a good 'user-experience' for visitors.





On-page factors

- Title Tag
- Meta Tags (e.g. description)
- Content (body text)
- Heading content
- Frequency and density of phrases
- Internal Link structure
- Image tags and file names





Off-page optimisation

This aspect of SEO is concerned primarily with inbound links from other websites to your site. Natural links from authoritative and relevant websites act as an independent 'vote of confidence', which helps search engines trust your website more





Off-site SEO (website authority)

- Link earning
 - Quality of referring site
 - Anchor text mix of text, brand, domain name, service, keyword (penalise if too many exact match keywords)
 - Mix of follow and no-follow links
 - Citation mentions your company name but no link
- Social mentions correlation or causation?
 - Google+
 - Authorship images were recently removed and will only show if your post is in Google+
 - Facebook Shares
 - Reviews





4: Google Algorithm Updates

Google regularly changes its search algorithm to ensure only the most relevant and authoritative websites are shown at the top of the search results.

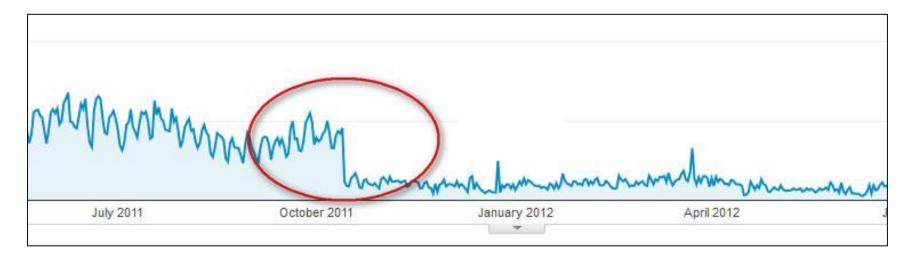
The majority of algorithm updates target spammy techniques and low quality sites.



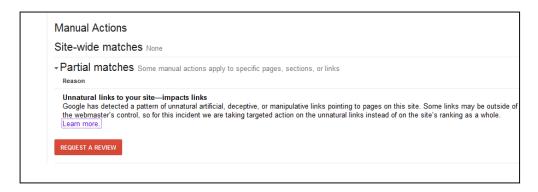


Google Panda Impact





- Sudden drops in traffic on a specific date
- Check search blogs for industry news on Google updates
- Check your Webmaster tools for penalty notices







Penguin



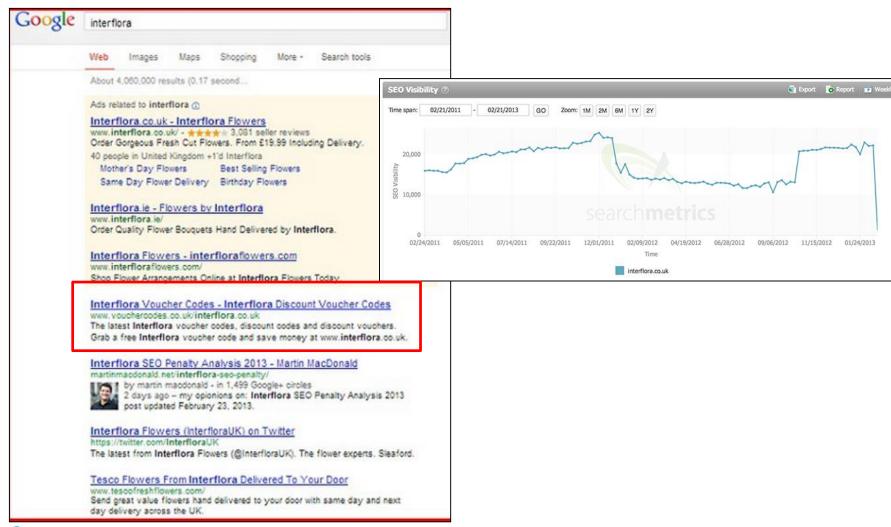
When: April 2012

Target: All forms of 'webspam', predominantly linkspam, techniques like "keyword stuffing" and "link schemes"

Impact: Initially impacted approximately 3% of English searches. Has had a long lasting influence on link building practices

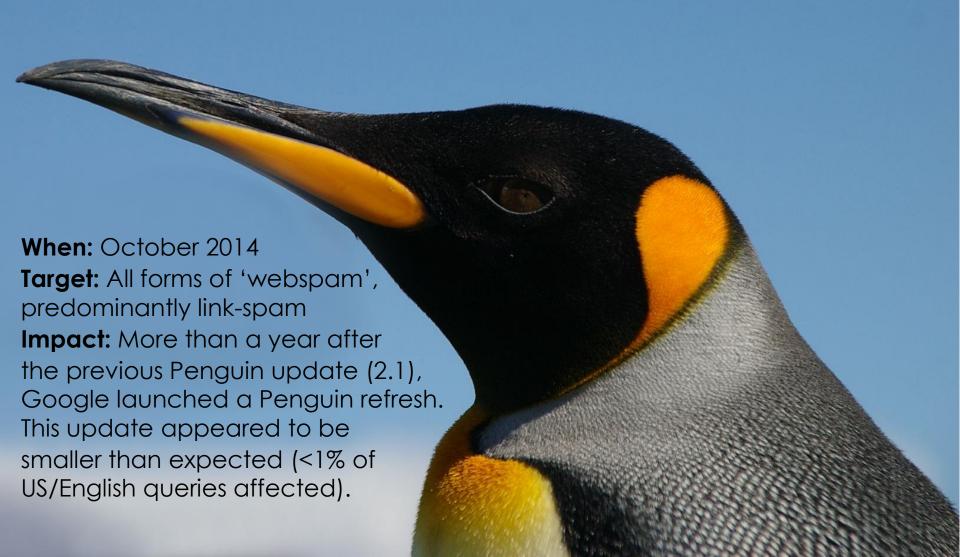


Interflora and Google's Penguin 2.0 Update





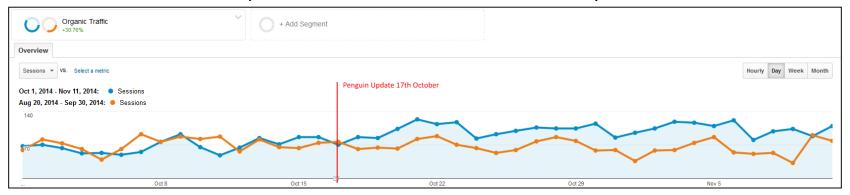




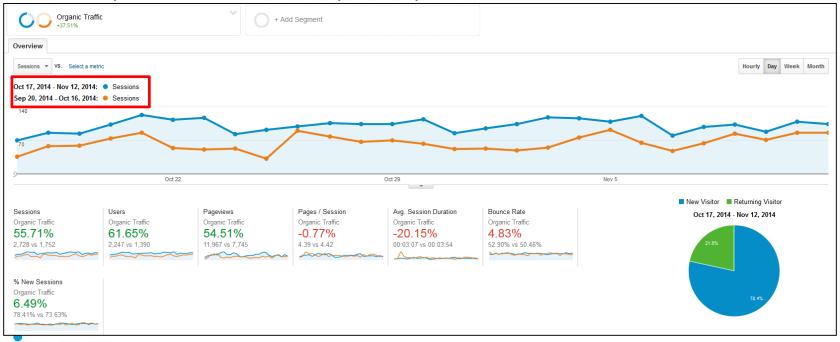
Penguin 3.0 Recovery



Month on month improvement at time of recovery



Year on year increase after penalty recover







What are "unnatural links"

- Unnatural Links are links that you control, create or buy; as compared with natural links which are generated by real users who value your content enough to link to it.
- Typically found in sites where you can upload the link yourself e.g. unedited directories, article sites
- Often contain "exact match keyphrases" in the anchor text of the link or may be present on every page on the site
- Examples of unnatural links already on the "black list"
 - Buying links using exact match anchor text
 - Blog/forum comments (which are done solely for the link)
 - Guest Posts which are posted on irrelevant sites (which are low-quality)
 - Article directories (which are used to create a link)
 - Online PR/syndication (done solely for SEO purposes with no valuable content)
 - Web designers with exactly the same link at the bottom of every site they build





Corrective action (disavow)

- Use Webmaster tools to identify all the links to your site
- Create a spread sheet and click into each link
- Classify each link according to type and grade each link as natural or unnatural
- Collect contact details for each webmaster and contact all webmasters to remove link, keeping copies of all correspondence
- Log removal or feedback, if necessary try again (and possibly a third time)
- Provide all the data to Google with evidence of your attempts to clean up your link profile and requests to "disavow any remaining unnatural links"
- Wait to see their response and if necessary you may have to remove further links and try again
- It takes 1-2 days to review and clean up around 500 links and a couple of weeks to get webmaster tor help you (if at all)
- Takes a number of weeks for Google to review and re-index
- Drop of traffic can only be made up by using AdWords (if affordable)
- Re-build your link profile with good links from reputable sites



Hummingbird

When: Released to coincide with Google's 15th birthday (August 20^{th,} 2013)

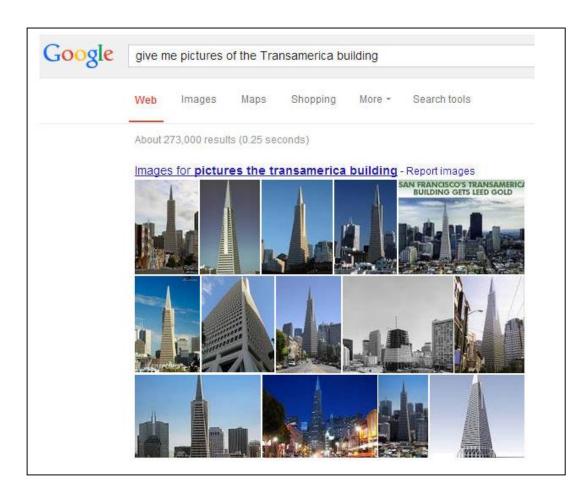
Target: Major change which focuses on the way we ask a series of questions in context ("semantic search"), rather than us searching on a deliberate string of keyphrases

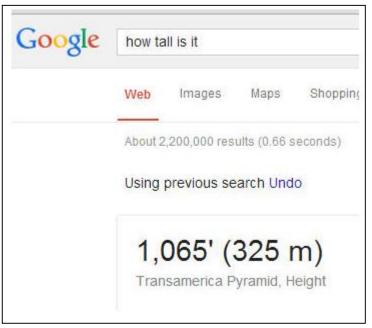
This will help with the use of voice search, as it is similar to the way we speak rather than what we type in

Impact: Results often include the knowledge graph which contains the answers - so users can get what they want to know without leaving Google (especially when using Google Now on a mobile)



Semantic search

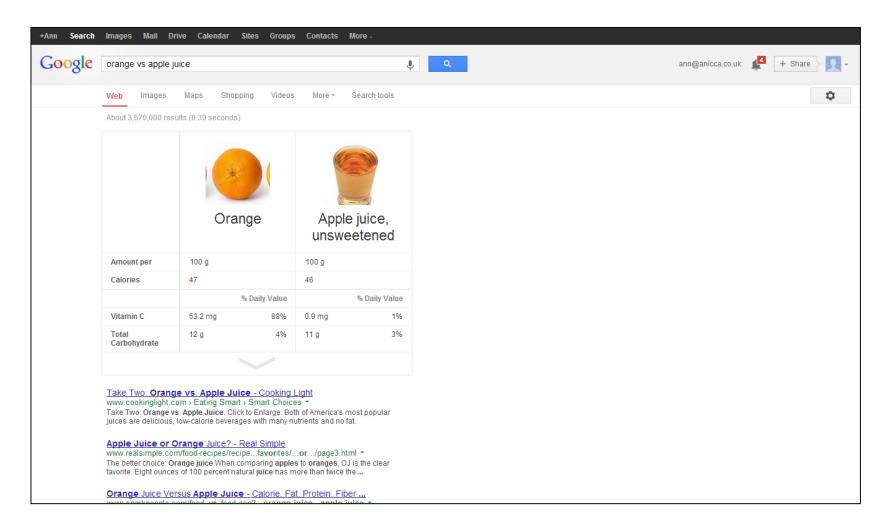








Knowledge graph

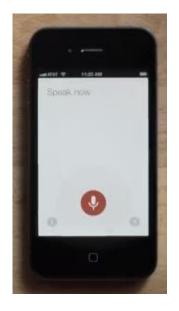






Voice-enabled Search



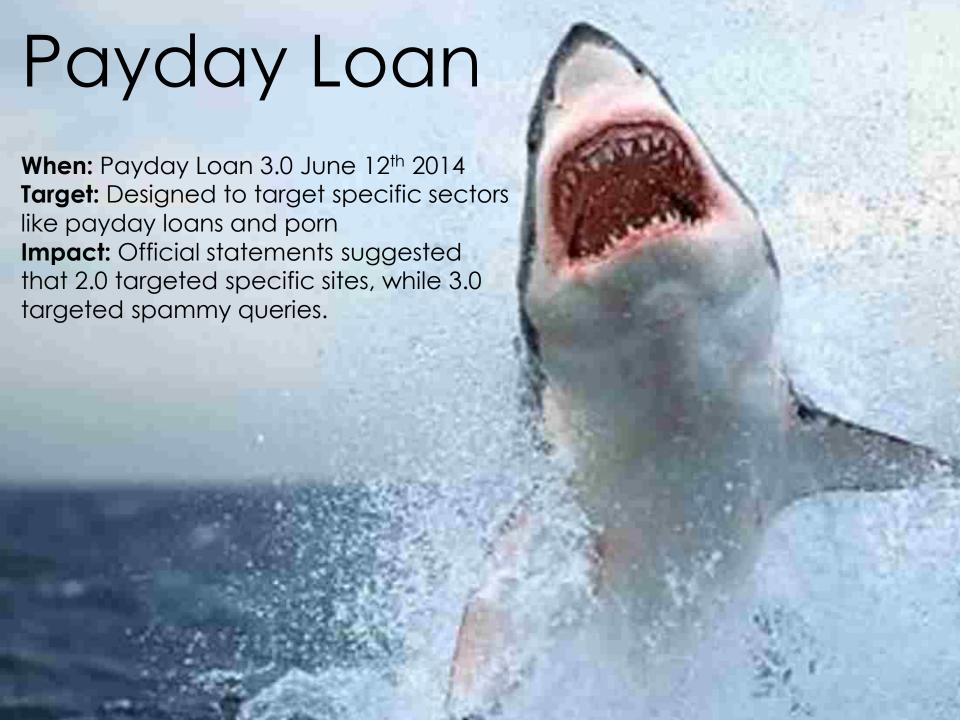












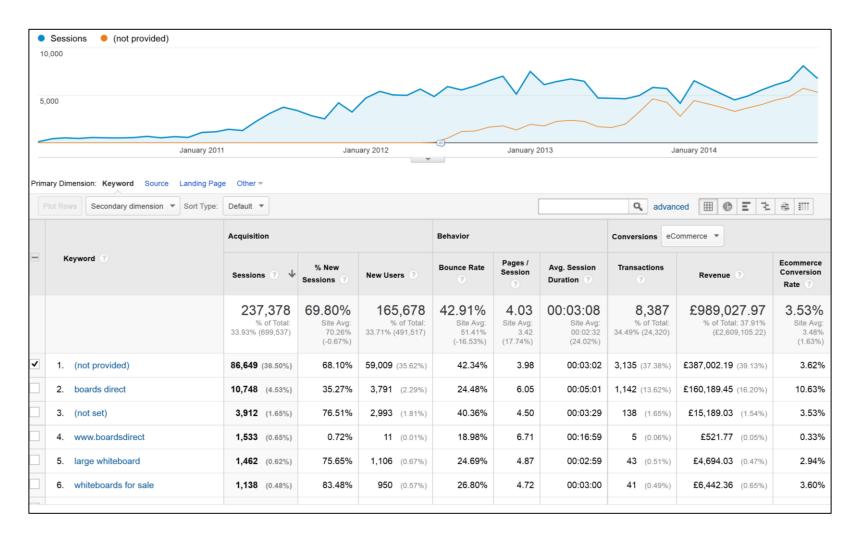


Other Google Changes





Not-provided search phrases



You can get some data from Webmaster Tools but (only 3 months)





Structured data and rich snippets

Argyle Mustache SocksMustacheStuff.com

mustachestuff.com > Shop > Products *

*** ★ Rating: 5 - 1 vote - \$9.00 - In stock

Jun 12, 2012 - Blue argyle awesomeness is about to rock your socks on. These sweet

Argyle Mustache Socks are 75% cotton, 20% polyester, 5% spandex ...

London Theatre Tickets, Reviews and News | WhatsOnStage

www.whatsonstage.com/london-theatre/

Get the latest info on all **London theatre** playing in the West End, Off-West End and Fringe theatres. Read show reviews, and buy **London theatre** tickets.

Sat 11 Apr Bugsy Malone
Thu 16 Apr American Buffalo
Thu 23 Apr Romeo and Juliet

NEC (National Exhibition Centre, Birmingham) | The List https://www.list.co.uk/place/52354-nec/

The busiest and largest **exhibition** centre in the whole of the land, the **National Exhibition Centre** contains the multi-purpose LG Arena and hosts everything from

Fri, Feb 20 Caravan, Camping And Motorhome Show 2015
Sat, Feb 21 Caravan, Camping And Motorhome Show 2015
Sun, Feb 22 Caravan, Camping And Motorhome Show 2015

Ultimate apple pie | BBC Good Food



www.bbcgoodfood.com/recipes/2052/ultimate-apple-pie ▼
★★★★ Rating: 4.6 - 92 votes - 2 hrs 30 mins - 695 cal

Try this sumptuous Bramley apple pie - simple to make and great to

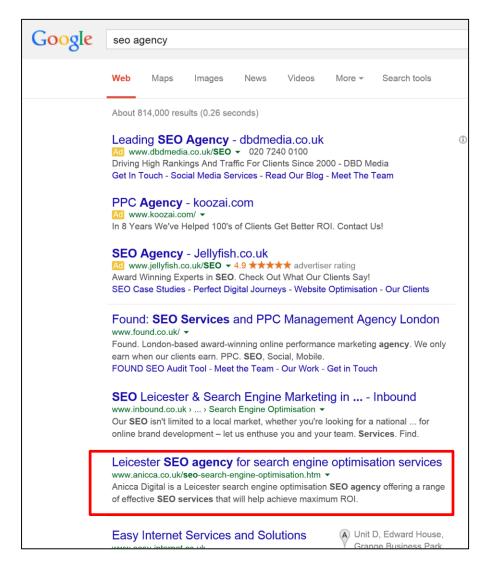
- Less than 1% of site used Schema or structured data
- Identify any elements of the site that can be marked up using schema (refer to schema.org for more information).
- Highlight and additional information that could be marked up.
- Mark up individual elements such as business name, address, phone number, opening times and reviews.





Authorship before and after photo and byeline removal (June 28th/August 28th)









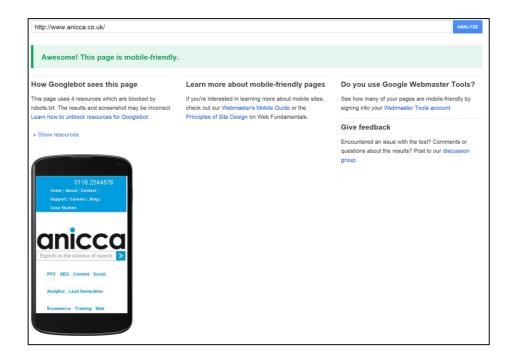
HTTPS/SSL – secure websites – ranking factor?

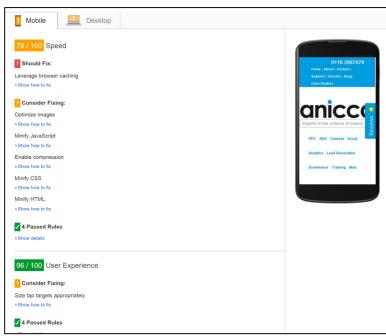
- August 6th 2014
- Google announced that they would be giving preference to secure sites
- Adding encryption would provide a "lightweight" rankings boost!





Google Mobile friendly sites and speed tests









5: Essential tools and techniques to help you carry out your own SEO





Tools for SEO

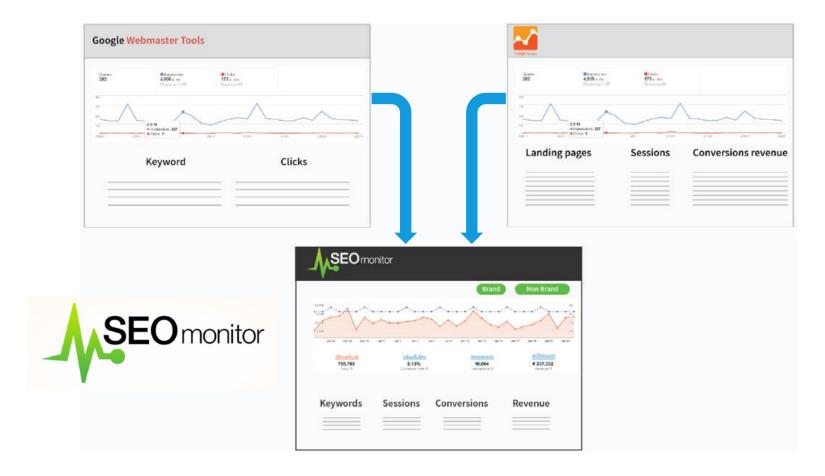
Tool	Purpose	Technical SEO	On- site	Off- site	KPI/ Tracking
Google Analytics	Tracking and user behaviour		✓		✓
Google Webmaster tools (and Bing)	Site information and updating Google/Bing	√	✓	√	✓
AdWords Keyword Planner/Bing Ads	Keyphrase research and search volumes		√		
Moz*	Various – crawl diagnostics, links, authority	√	√	√	✓
Links e.g. AhRefs*/ Majestic*	Links, site authority			✓	
Ranking tools eg. Tools.seobook.com	Ranking positions in search engines		✓		✓
SEO Monitor*	Not-provided keyphrases, keyphrase, site/competitor rankings				√

^{*}Freemium or paid tool





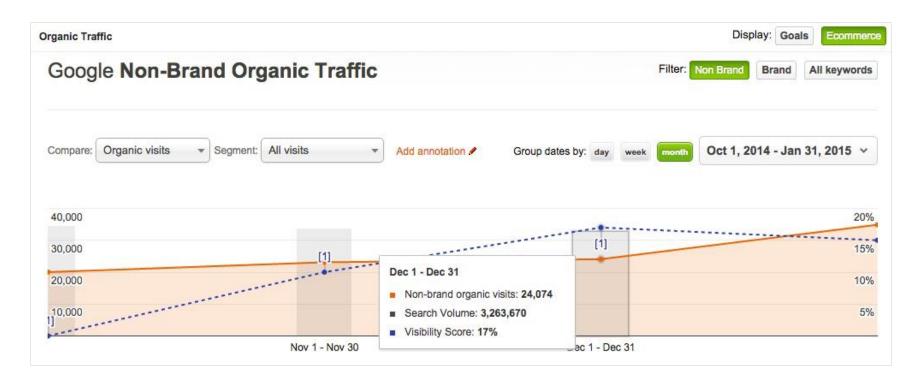
SEO Monitor uses data from Analytics, Webmaster tools and AdWords to estimate Google.xxx
organic traffic and conversions by keyphrase (using the landing page as the common factor)







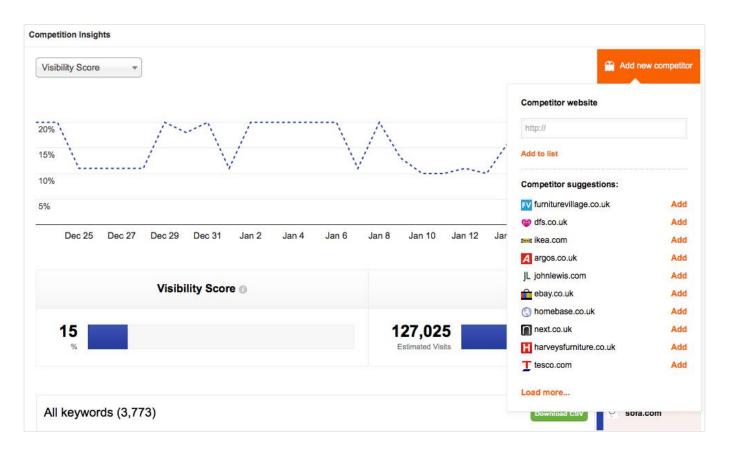
- This gives insights into the performance of not-provided keyphrases (both brand and non-brand).
 Unlike Webmaster tools data, this information is retained and can be viewed months later
- SEO Monitor also calculates a Visibility Score, which is based on your rank and the search volume for the group of keyphrases. Visibility Scores give a true measure of your SEO performance even when organic traffic volumes vary due to seasonal fluctuations







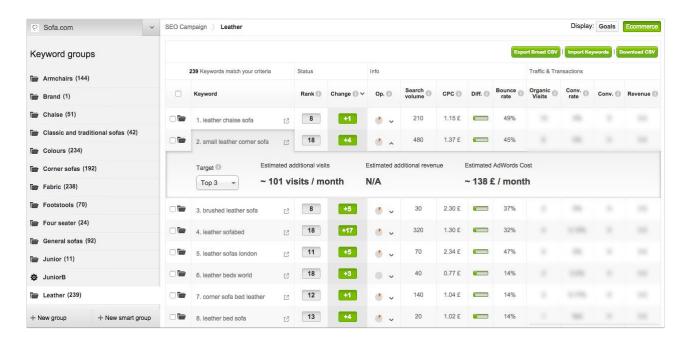
 SEO Monitor also tracks the positions of all the other competitors in the top 20 positions in the search results for your keyphrases, so you can see your rank and Visibility Score against that of your competitor







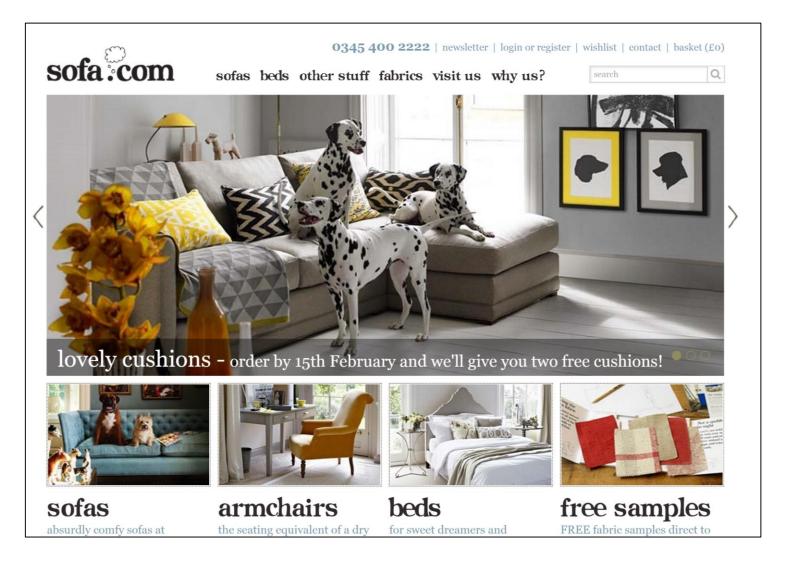
- You can carry out keyphrase research or import keyphrases from AdWords (CSV) or Moz
 Pro, to create groups of keyphrases for tracking during your SEO project
- By having all the data in one place you can see current positions for target keyphrases and calculate the opportunities or additional clicks you will receive if you achieve position 3, 5 or top 10. It also shows the suggested bid in AdWords and a Difficulty score, so you can identify quick wins







Case Study - Sofa.com







Rankings vs competitors (October)

This shows the raw data for 3,764 keyphrases identified before the target keyphrases and groups were agreed

All keywords (3,7	764)		Download CSV	sofa.com furniturevillage.co.uk		dfs.co.uk	scs scs.co.uk
Keyword		Search Volume	Avg. CPC 📵	Rank 🕦	Rank 🕧	Rank 🕧	Rank 🕧
1. sofas	ď	135,000	\$ 2.76	17 -	2 -	1 -	3 -
2. beds	겁	135,000	\$ 2.54	39 -	7 -	11 -	20+
3. jo malone	ď	90,500	\$ 0.50	99+ -	20+ -	20+	20+ -
4. sofa	ď	74,000	\$ 3.10	10 -	2 -	1 -	3 -
5. sofa beds	ď	74,000	\$ 2.13	31 -	3 -	2 -	20+
6. corner sofa	ď	60,500	\$ 1.92	28 -	2 -	1 -	3 -
7. sofa-bed	ď	40,500	\$ 1.99	33 -	8 -	3 -	20+
8. cushions	ď	40,500	\$ 0.58	99+ -	20+ -	20+ -	20+
9. sofa bed	ď	40,500	\$ 1.96	31 -	8 -	3 -	20+
10. sophie thompson	ď	33,100	\$ 0.21	63 -	20+ -	20+ -	20+
11. leather sofas	ď	33,100	\$ 2.50	47 -	1 -	2 -	3 -
12. free samples	ď	33,100	\$ 0.45	86 -	20+ -	20+ -	20+
13. headboards	ď	27,100	\$ 1.26	64 -	13 -	20+	20+





Key aspects of the SEO project

Technical

This aspect of SEO is focused on how well search engine spiders can crawl your site and index your content

Off-Page

This aspect of SEO is concerned primarily with inbound links from other websites to your site.

Natural links from authoritative and relevant websites act as an independent 'vote of confidence', which helps search engines trust your website more

On-Page

This aspect of SEO is concerned primarily with the content on the site and how well it is optimised for relevant keywords, and how it provides a good 'user-experience' for visitors.





Site authority - can sofa.com compete with big budget TV advertisers?

	Moz Domain Authority	Moz Domain Links	Ahrefs Domain Rank	Ahrefs Domain Links
sofa.com	44	1,269	56	11,954
dfs.co.uk	46	803	56	6,713
furniturevillage.co.uk	45	4,452	57	7,253
scs.co.uk	36	1,503	52	4,577
harveysfurniture.co.uk	41	1,703	54	8,338

- Surprisingly the big budget advertisers did not have a significantly higher site authority as compared to sofa.com
- The poorer ranks for some of the target keywords (such as sofa, sofas, corner sofa and sofa bed)
 was likely to be due to technical and on-page issues (identified in the initial site audit)
- SEO Monitor allowed us to determine what keyphrases were driving traffic, which landing pages were found for each keyphrase and which keyphrases would be the best opportunities for an SEO project





Using SEO Monitor to understand "not provided" traffic and conversions (at the start of the project)

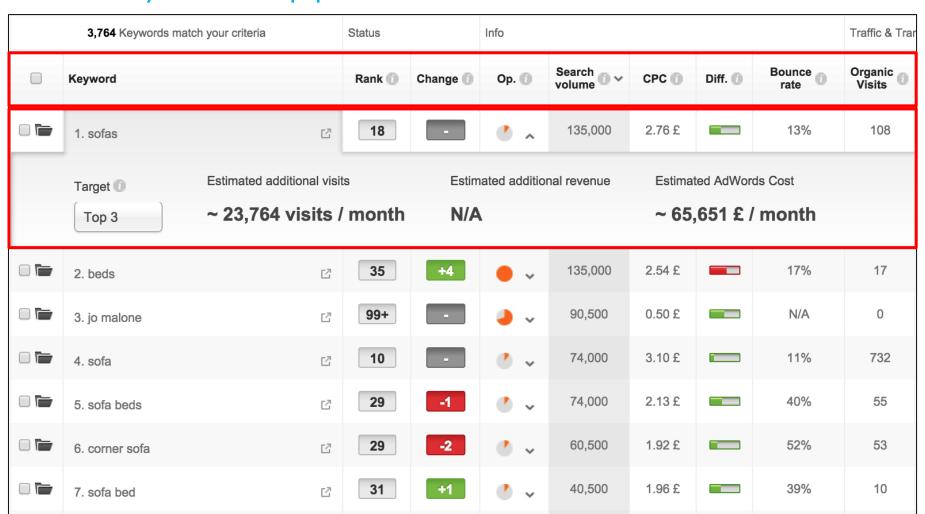
0	Keyword		Visits ✓	Bounce rate	Conv. rate	Transactions	Revenue	Group
	sofa	ď	7,179	14.02%				Junior and 1 more
	sofas	ď	5,597	13.99%				Junior and 1 more
	small corner sofa	ď	124	44.71%				Target - corner sofas and 1 more
	corner sofa	ď	404	30.4%				Junior and 3 more
	sofa beds	ď	367	31.18%				Target - prime and 1 more
	armchairs	ď	277	21.91%				Target - prime and 1 more
	velvet sofa	ď	217	35.93%				Target - prime and 1 more
	corner sofa bed	ď	191	15.31%				Sofa beds
	upholstered beds	ď	181	23.67%				SEO Opportunities
	corner sofas	ď	162	44.84%				Junior and 3 more
	sofa bed	ď	157	31.29%				Junior and 2 more
	velvet sofas	ď	152	35.78%				Junior and 2 more
	armchair	ď	140	21.09%				Junior and 2 more
0	love seat	ď	137	29.26%				Loveseat



Using SEO Monitor to understand Keyword Difficulty and Opportunities

99+

岱



0.58£

19%

1

40,500

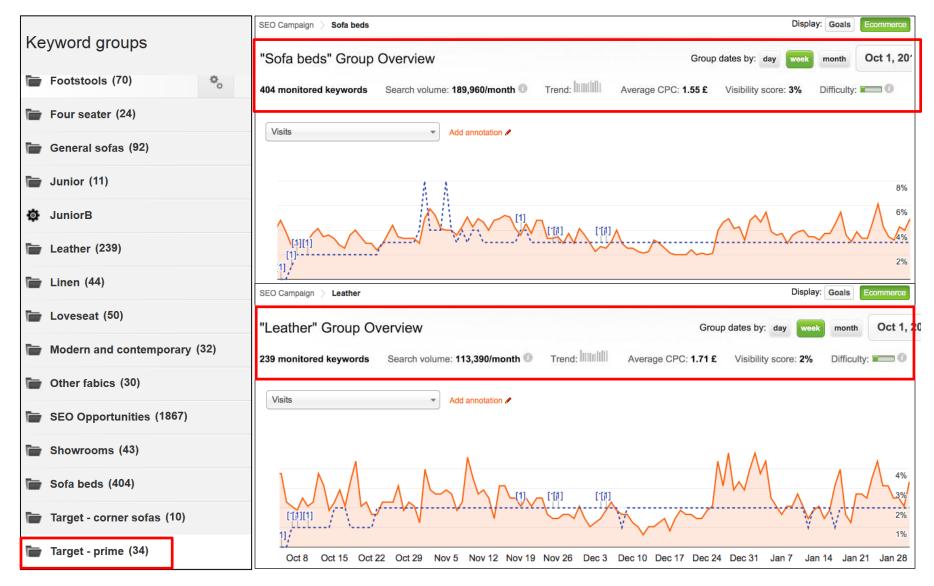
@AnnStanley



8. cushions



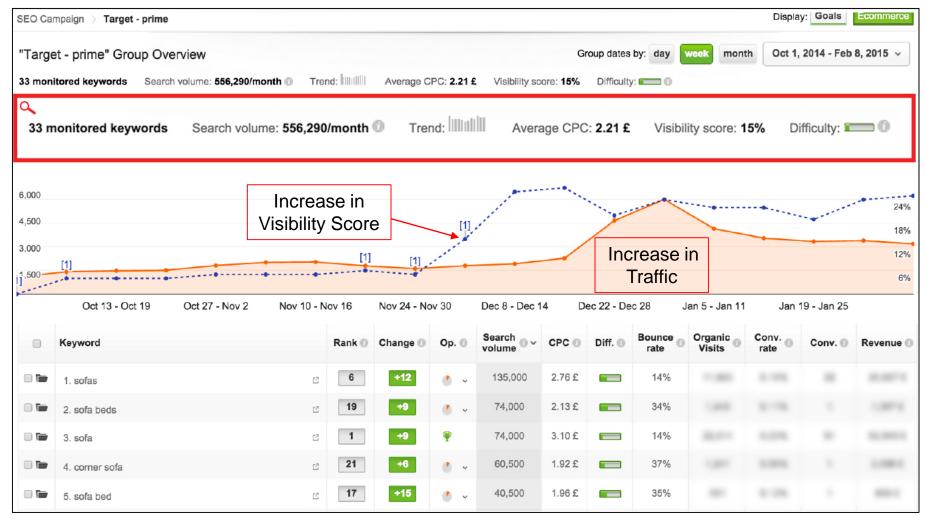
Using topics or groups of keyphrases







5 months of results for 33 target keyphrases



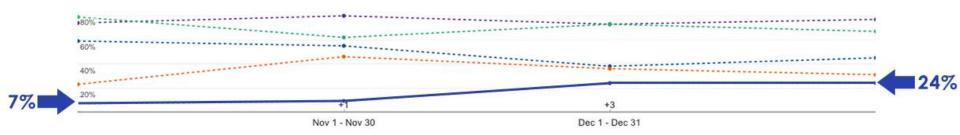
Note: increase in rankings and Visibility Score is due mainly to correction of technical issues, as on-page SEO has only just been implemented





Competitor rankings and Visibility Score (Oct 6th to Feb 9th)

Target - prime (33)		Download CSV	୍ଦ sofa.com	furniturevillage.co.uk	💝 dfs.co.uk	scs scs.co.uk	harveysfurniture.co.uk
Keyword	Search Volume 📵	Avg. CPC 📵	Rank 🕧	Rank 🕧	Rank 📵	Rank 🕦	Rank 🕧
1. sofas	135,000	\$ 2.76	7 +11	1 +1	2 -1	3 -	4 -
2. sofa beds	74,000	\$ 2.13	20 +8	4 +2	2 -	20+ -8	20+ -5
3. sofa	74,000	\$ 3.10	1 +9	3 -1	2 -1	6 -3	4 -
4. corner sofa	60,500	\$ 1.92	21 +6	2 -	1 -	4 -1	5 +1
5. sofa bed	40,500	\$ 1.96	17 +15	4 +4	2 +1	20+ -8	20+ -
7. corner sofas	22,200	\$ 2.11	16 +10	2 -	1 -	6 -2	3 -
8. armchairs	18,100	\$ 1.90	17 +12	12 +1	20+ -	20+ -	20+ -10
9. armchair	12,100	\$ 1.48	15 +11	6 -	20+ -	20+ -	18 -8
10. footstools	12,100	\$ 0.81	20 +1	15 -8	7 +2	20+ -10	20+ -







Performance of an individual keyphrase







Key take-aways



- You don't need to be a big budget TV advertiser to have a similar site authority to your competitors – however it can take a few years to build up such a high site authority
- There are now tools such as SEO Monitor that provide "not provided" keyword data
- Having all the essential data in one dashboard (such as keyphrase positions, search volumes, Difficulty Score and Opportunities); makes the initial process of determining keyword targets and topic groups much faster than traditional SEO techniques
- Performance tracking and reporting is easy with SEO Monitor's Visibility Score and positions (for your own site and your competitors)
- Try it for yourself free 30 day trial and 10% discount using promo code Anicca10





Thank you

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