



### Developing your Business websites by Ann Stanley (Managing Director)







### Anicca Group







Paid Media & Search Marketing (SEO, PPC, Analytics, ecommerce) Owned & Earned media (SEO, Content, PR, Social, Email, MAS) Marketing training for business professionals

More leads and sales

Building your brand

Educating your team





### Some of our clients





### Content

- Introduction to developing or improving your website
- Is your current site performing
- Creating a website scope
- Tine and cost of developing a new website
- Elements of your website
  - Content
    - Case studies
    - Why you must test?
  - Functionality
  - Design



## The Importance of building or improving your business website

- More credibility and trust
- More engagement and interaction
- More leads and contacts
- More revenue for the same spend/effort, so pervisitor value increases
- More return visitors
- More social shares
- More advocates and referrals



### Understanding the customer buying process

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### Factors that effect your conversion <sup>e</sup> <sup>@AnnStanley</sup> rate of your website

#### Attracting buyers not browsers

- use of media channel and choice of keyphrases/targeting
- message, ad or content displayed

#### • Text that is displayed in the search engine - acts as your advert

- knowledge and local panel link with Google+
- meta tag title and description
- rich snippets and use of schema
- PPC ads titles and description

#### Initial impression of site

- speed of download
- design, branding, imagery
- navigation
- quality of information
- quality, price and offer

#### • Prominent "calls for action"

- position and on each page,
- design/text
- incentive

#### Ease of enquiry or buying process

- ease of navigation
- click-throughs
- data collection & buying process
- Logistics, support, follow-up and after sales service to get repeat business





### Visitors intent when arriving at your site?

#### Do they trust you?

		Yes	Νο
Are they ready to buy?	Yes	<b>Calls for action</b> – Forms, phone number, call back, buy box	Trust signals – accreditation, security symbols, case studies, testimonials, reviews, blogs, free trial or consultation
	No	Provide information - to take them nearer to buy – guides, FAQ's, online chat, videos, blogging, emails	All of the these - ongoing content marketing, email, blog – build their trust whilst they are getting ready to buy





### Key Performance Indicators

- Engagement
  - Bounce rates, time on site, page views, returning visits
- Micro-conversions
  - Video plays, downloads of articles/brochures, newsletter or blog sign-ups
- Lead Generation
  - Number of calls, leads, cost per lead, conversion rate
- E-commerce
  - Revenue, orders, conversion rate, average order size
- Content sites (revenue from advertising)
  - Length of visit, pages viewed, pages per visit





### Common reasons to develop a new site?

#### Design

- The site looks dated, images and branding looks tired and it is not attractive to users
- The site has poor "calls for action", so the site gets traffic but no registrations or sales enquiries
- The site has poor navigation and is difficult to use

#### Content

 If the content cannot be easily updated, or you have to go back to the web developer to change the text, incurring additional costs and delays

#### Functionality

- No online sales process (shopping cart) or poor enquiry process
- No or poor customer registration process limiting the number of enquiries to the sales team
- No email functionality to send latest offers or deals to the customers
- No blog or social integration



### Calls for action – the blur test

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### Technical reasons to develop a new site?

#### • Search engine friendly

- Poor visibility in the search engines, poor accessibility or compatibility with different devices/browsers
- The site is built in flash or frames and cannot be spidered by the search engines
- The site has other barriers to the search engine spiders, eg JavaScript navigation, complex web addresses (urls) from pages generated by a database, complex directory and page structure, password protected content, hosted outside of the UK etc
- The site does not have any optimised content or tags (ie they do not contain the keyphrases used by customers) and/or there are no suitable pages or space for the additional text
- The site is not built with new or search engine friendly technology such as CSS, Divs, external JavaScript files
- Mobile friendly
  - Is it not mobile responsive and fails Google's mobile friendly test
- Speed
  - Is it slow and fails Google's speed tests (<80/100)





### What are Cascading Style Sheets (CSS)?

- Enables different style elements to be controlled across the site:
  - Typography
  - Backgrounds
  - Borders/margins
  - Structural elements, e.g. navigation
- Benefits:
  - More control over layout
  - Quicker loading pages
  - Quicker development & updates
  - Easier to support multiple platforms e.g. mobile responsive stylesheet
  - Allows use of different font sizes and colours for accessibility
  - Better for search engines (page layout data stored in CSS not diluting page text)
- <u>www.csszengarden.com</u>



## Zen Garden – example of using cascading style sheets (CSS)



A Demonstration of what can be accomplished visually through css-based design...

Select any style sheet from the list to load it into this page!

S Opininger

Faded Flowers by /

Pretty in Pink by J

Vertigo by Antonio

Vin Rouge by Thon

Pinups by Emiliano

DOWNLOAD THE SAMPLE HTML FILE AND CSS FILE

#### The Road to Bulightenment



Littering a dark and dreary road lay the past relics of browserspecific tags, incompatible **DOMs**, and broken **CSS** support. Today, we must clear the mind of past practices. Web enlightenment has been achieved thanks to the tireless efforts of folk like the **W3C**, **WaSP** and the major browser creators. The css Zen Garden invites you to relax and meditate on the important lessons of the masters. Begin to see with clarity. Learn to use the (yet to be) time-honored techniques in new and

#### en Garden

A demonstration of what can be accomplished visually through CSSbased design. Select any style sheet from the list to load it into this page.

Download the sample html file and css file The Road to Enlightenment Littering a dark and dreary road lay the past relics of browserspecific tags, incompatible DOMs, and broken CSS support.

Today, we must clear the mind of past practices. Web enlightenment has been achieved thanks to the tireless efforts of folk like the W3C, WaSP and the major browser creators.

The css Zen Garden invites you to relax and meditate on the important lessons of the masters. Begin to see with clarity. Learn to use the (yet to be) time-honored techniques in new and invigorating fashion. Become one with the web.

#### So What is This About?

There is clearly a need for CSS to be taken seriously by graphic artists. The Zen Garden aims to excite, inspire, and encourage participation. To begin, view some of the existing designs in the list. Clicking on any one will load the style sheet into this very page. The code remains the same, the only thing that has changed is the external .css file. Yes, really.



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select a design:

Retro Theater by Eric Rogé

Lily Pond by Rose Thorogood

Icicle Outback by Timo Virtanen

Zen Army by Carl Desmond

The Original by Joachim Shotter

Floral Touch by Jadas Jimmy

Elegance in Simplicity by Mani Sheriar

Dazzling Beauty by Deny Sri Supriyono

archives

next designs >>



### Is your current site performing?



### Search for yourself (Knowledge or Local panel)

Google

anicca



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### How much of my content is listed in Google?



This technique also allows you to see how you and/ or your web developer has set-up your urls, titles and descriptions for your site (key for being found in the search engines)

## Example of site built with technology that is not search engine friendly



NICCO

 This site has been constructed in Flash, a technology which can't be indexed (or spidered) by the search engines

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### Is my design competitive and effective?

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#### Score your site as compared to your competitors

- 1-4 = you consider the site poorly designed or unprofessional
- 5 = you would not bother to browse the site
- 6 = you would browse the site
- 8 = you would consider buying or using the service from this site



### Importance of your website vs how<sup>e</sup> <sup>@AnnStanley</sup> your website performs

Plot the importance of your site to your business vs. your performance score





### Creating a website scope



## Example of basic site requirements

	Corporate site	Ecommerce site
New design and branding	Yes	Yes
Navigation and menus	Top menu with drop	Top menus and
Nuviganon and menos	downs	categories on the left
Main page content	Transferred	Transferred
	from existing site	from existing site
Integrated blog	Yes	Possibly
Social integration	Yes on the main site	Yes on the main site
	and blog	and next to products
Image management eg	Not required	Only product images
gallery		
Document management	Brochures	Brochures
eg library		
Contact forms	Yes	Yes

## Database and ecommerce features

	Corporate site	Ecommerce sites
Database content	Database of stockists and resellers	Yes from Sage This may require a lot of work to Sage eg to get product descriptions or variants
Ecommerce	No	Yes
Payment methods	No	SagePay, PayPal, or invoice (on account)
Discounts	No	Account holders able to log-in to get customer-specific discount Promotional codes
Bespoke features	No	No
Integration with other systems – to be specified	No	TBC
Product feeds	No	Google Merchant Centre
Multi-lingual or translation	No	No

### Technical and support

	Corporate site	Ecommerce sites
Choice of	WordPress	Magento, PrestaShop,
technology/platform		WooCommerce
Accessibility level	Minimum	Minimum
Device compatibility	Mobile/print	Mobile/print
301 redirects from old site	Yes	Yes
Hosting	Yes	Yes
Support package	Minimum (half hour per month)	Minimum (half hour per month)
Analytics and webmaster tools	Yes	Yes plus ecommerce tracking in Analytics

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### Marketing



	Corporate site	Ecommerce sites
SEO of content	Recommended	Transfer SEO content
		from current site
		Technical SEO audit
Ongoing SEO, link building,	Recommended	Recommended
social		
PPC	Recommended	Recommended
Call tracking	Recommended	Not required
Email	In-house	In-house
Ecommerce marketing	Not required	Possibly Amazon and
		EBay shops
Other	Not required	Possibly affiliate
		,
		marketing



### Time and cost to develop a new site





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### Project time to develop a new site

- Simple brochure site 3-10 week
- Ecommerce allow at least 3-4 months
- In-house resource could spend a 20+ hours per week for 3-12 weeks (9-32 days)
- External or agency resources
  - Designer typically 1-2 days (unless you purchase a pre-designed Theme or template)
  - Developer -
    - Brochure site minimum 5 days
    - Ecommerce minimum 10 days
  - Content depends on number of products, services and pages that need to be written





### Project documentation and management

- Your requirements document
  - High-level roadmap (objectives, strategy and time scales)
  - Scope of project (deliverables)
  - Design and functional specifications
- **Proposal** with estimated costing's from suppliers (fixed vs. hourly costs)
- Signed contract (with selected supplier), with payment schedule and terms and conditions
- Once contract awarded:
  - Technical specification (after consultation)
  - Final costing's, agreed budget, activities and timescale
  - Change request procedures
  - Record of regular meetings and communication



### Set-up costs

The main costs that businesses will incur when they setup a new website are:

- Design
- Development
- Content creation (text, photography and images)
- Software licenses
- Hosting/technical support





### What effects set-up costs

- Day rates of suppliers
  - DIY>Freelancer>small agency>larger accredited agency
- Functionality simple brochure site vs. complex ecommerce site
- Choice of software open source vs. bespoke
- Bespoke design vs. bought theme (or template)
- Mobile responsive design vs. static design
- Amount of content, product descriptions and images
- 20% for VAT





### What you can get for your budget?

#### • Less than £1,000 -

- DIY build with WordPress or other free open source software
- Monthly DIY subscription site e.g. Big Daddy, Shopify
- Local freelancer building in WordPress or similar but unlikely to have ecommerce at this price

#### • £1,000-£5,000 -

- Freelancer or small agency
- Open source software and template design

#### • £5,000-£10,000 -

- National specialist or local agency
- Open source software may include bespoke design and/or mobile responsive design
- Option to add additional modules

#### • £10,000-£50,000 -

- Accredited agency
- Bespoke design, development and integration
- Costs dependant on customisation



### Running costs

Ongoing costs for running a websites include:

- Hosting
- Technical support
- SSL certificates
- Ecommerce:
  - Payment processing and Merchant accounts
  - Fulfilment (packaging, postage, couriers, returns)
- Maintenance and website upkeep
- Marketing (labour, agency costs and ad spend)
- Third party costs e.g. Reviews/Seller ratings accounts, software and tools
- Further development of site



# Elements of your website





### The key to getting the best website

#### Design

first impressions counts

#### Content

what the site says to the user and search engines

#### Functionality

what the site does for the user and your business We need to get a balance between these elements



## Design




## Design and Branding

- In many circumstances your web site will be the first point of contact
- First Impressions Count! Newcomers, and existing customers, will form an impression very quickly
  - At a subconscious level
  - 8 seconds to stay or leave
  - Only 4 seconds on a mobile
- It has to communicate your brand values, eg What do you want your site to say about you?
  - Target audience and positioning
  - Brand values
  - Corporate image
  - Relevance
  - Consistency





## Design process

- Developing your strategy and brand architecture - this may involve using your existing brand guidelines or building new ones
- Build the brand visuals and identity (colours, logo etc.)
- Create the design:
  - Mock up website creative, including home page, internal pages and hand-crafted pages such as the Gallery
  - Website headers, imagery and calls for action
  - Social profiles and headers
  - Online advertising banners and collateral
  - If required product photography or sourcing images
- Incorporate/build the design within the website (using the eCommerce platform or content management software)



## Ecommerce site aimed at parents and kids





### Ecommerce site aimed at techies





## John Lewis – 2-3 years ago



## John Lewis – May 2015



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## Different Elements of the design



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## B2B sites can still have similar elements







## Case Studies



## Case study – Jane Shilton project

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## Web design process

- 1. Detailed **brief** and **competitor research** undertaken
- 2. Layout/wireframe agreed for homepage
- **3. Template** chosen in order to agree basic layout and website elements
- 4. Bespoke Homepage mocked up (based on agreed layout)
- 5. Homepage agreed by client after minor tweaks
- 6. Photography chosen or created
- 7. Headers/calls for action created
- 8. Layout/wireframe agreed for internal pages
- Style and design recreated for other internal pages and approved – see following slides
   10.CSS (style sheets) and templates coded by developer to recreate your design in HTML





## Example of a wireframe





## Alex Shilton site using same layout





## Mega-menus

Home Ladies	s Shoes M	ens Shoe	s Handbags	Gift Car	ds SALE	News	F 🖻 💱 P
STYLE mothers day (27) new arrivals (68) shoes (35) loafers (19) sandals (60) courts (15) pumps (7) flats (35) heels (39) slippers (3) ankle boots (11) long boots (17)	BRANDS jane shilton cellini (27) pulse (11) joules (6) gabor (6) emu (4) earth spirit fly london (	(8)	COLOUR black (115) brown (77) beige (35) blue (52) green (2) grey (7) white (25) pink (20) purple (5) red (25) metallic (30) yellow (3)	SHOE SIZE 35 (1) 36 (UK 3)(160) 37.5 (UK 4) (166) 37.5 (UK 4) (166) 37.5 (UK 4) (163) 38.5 (UK 5) (172) 38.5 (UK 5) (172) 38.5 (UK 5) (172) 39.5 (UK 6) (168) 39.5 (UK 6) (168) 39.5 (UK 6) (168) 39.5 (UK 6) (161) 40 (UK 7) (161) 40 (UK 7) (161) 40 (UK 9) (154) 42 (UK 9) (1) Medium (1) Small (1)	6) 6) 8)	142) 6)	SEASON new styles (157) on sale (66)
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## Text for SEO – below the fold





#### Jane Shilton, tonnes of tote bags, heeps of heels, piles of pumps and much, much more.

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Jane Shilto	n					
QUESTIONS	LADIES SHOE	5	HANDBAG	35	NEWS	TELL THE GIRLS
about us store locator care instructions nus students customer comments site map help contact us	mothers day new arrivals shoes loafen sandals courts pumps flats heels slippens	ankle boots long boots jare shilton cellini pulse joules gabor emu earth spirit fly london	black brown beige blue green grey white pink purple red metallic yellow	new arrival leather non leather shoulder cross body tote large medium small new styles On sale	own labet latest news discount for nus pr & marketing customer comments newsletter signup	<ul> <li>Join us on facebook</li> <li>follow us on twitter</li> <li>follow us on twitter</li> <li>join our geogle circle</li> <li>pinterest our product</li> </ul>



## One page checkout





## Mobile responsive design







## What is mobile responsive design?







- Same url for all devices rather than a separate mobile site or sub-domain
- User detection agent (distinguishes device)
- Liquid or responsive design suitable for each size device/operating system/browser
- Mobile design often has a single column with most important content/features moved to the top and in some cases some content hidden



## Google mobile friendly test

https://www	.google.com/webmasters/tools/mobile-friendly/?	url=anicca.co.uk		
Inbox (334) - an	. 🙍 Anicca Digital 🔱 SharpSpring M 🔳 St	O/PPC Depar 🚺 2015 Anicca Di 🗧 Online project		
	Mobile-Friendly Test g+1			
	http://anicca.co.uk/		ANALYZE	
	Awesome! This page is mobile-friend	ly.		
	How Googlebot sees this page	Learn more about mobile-friendly pages	Do you use Google Webmaster Tools?	
	This page uses 4 resources which are blocked by robots.txt.	If you're interested in learning more about mobile sites, check out our Webmaster's Mobile Guide or the	See how many of your pages are mobile-friendly by signing into your Webmaster Tools account.	
	Does this screenshot look incorrect? Learn how to let Googlebot view the page correctly.	Principles of Site Design on Web Fundamentals.	Give feedback	
	Show resources		Encountered an issue with the test? Comments or questions about the results? Post to our discussion group.	
	0116 2544876 Home   About   Contact   Support   Careers   Blog   Case Studies			
	PPC SEO Content Social			



## Komodo – old design 2008



#### Online store.

Shopping Cart

Print product data sheet



#### from £ 20,00 incl. 17.5 % Tax excl.Shipping costs

#### You do not have any products in your shopping cart yet. Welcome back !

eMail Address: LOGIN Password forgotten?

This t-shirt has been designed and produced by KOMODO for FREE TIBET CAMPAIGN. This is a premium product at a promotional price which has been produced to support a very worthwhile and neccessary cause. Komodo will donate 20% from the sale of this item to the Free Tibet Campaign.

The unique culture of Tibet and the human rights of its people continue to be brutally crushed under the heavy boot of a Chinese occupation which has lasted nearly 60 years. As the 2008 Beijing Olympics approach under the banner "One World, One Dream", we ask: What about the Tibetans' dream of self determination?

This is an Earth Positive garment. It is 100% organic cotton, was manufactured and distributed through carbon neutral and ethically traded factories and warehouses

It has been printed by Europe's only certified organic textile printer Tag printed on recycled paper.

Joe Komodo says "Please show your support for



## After re-design (2009)



Collection News About us Stockists Agents & Distributors Links Contact Your Account











Collection News About us Stockists Agents & Distributors Links Contact Your account

WOMENSWEAR MENSWEAR FOOTWEAR JOE KOMODO's FAMOUS LAST WORDS





Welcome back !





SUMMER 2009

Hot new ethical designs

inspired by tropical living...

MORE>

BUY NOW!

..... LOGIN

HOULTTOD

0 1 0 1 1 0 1 1 *N* 

#### Bounce Rate for all visitors

Feb 1, 2009 - Apr 30, 2009



Analytics results

## **RF** Training (before and after redesign)





The popularity of our training is such that we are now able to offer plumbing courses with domestic heating and ventilation, and electrical ourses from two locations one in Central Rirmingham and the other in Atherton Greater Mancheste

🔊 Latest News

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DIY mistakes costly to the







Effects of New RF Training Website



## Testing you designs – Why you must test?





### Why You Must Test! Google Website Optimizer Blog: Original







### Why You Must Test! Google Website Optimizer Blog: Alternate Version 1







### Why You Must Test! Google Website Optimizer Blog: Alternate Version 2





## Why You Must Test!



#### Combinations

Analysis for: Oct 16, 2007 1:39:57 PM PT - Oct 30, 2007 10:16:10 AM PT								
View: 🖲 Best 2 Combinations 🔍 Worst 2 Combinations Download: 🔳 🔮 🐴   🖨 Print   @ Preview								
Combination	Estimated Conversion Rate Range [?]	Chance to Beat Orig. [?]	Chance to Beat All [?]	Observed Improvement [?]	Conversions / Visitors [?]			
Original	± 2.9%	—	1.20%	—	229 /			
Combination 1 - Variation 1	± 2.9%	98.8%	98.8%	15.5%	263 /			
Combination 2 - Variation 2	± 2.6%	14.0%	0.02%	-7.08%	255 /			



## Content





## Navigational elements

- Homepage signposting
- "Breadcrumb" trail
- Search function
- Navigation with top and sub-levels
- Structured category and sub-category pages for ecommerce sites





## Site content and navigation

- Create a navigation structure
- Carry out keyphrase research
- Determine a page plan for categories, sub-categories and static pages
- Amalgamate results to create a new page plan
- Agree page plan
- Create new content and optimise for search engines (SEO)
- Use your blog for creating additional pages



## Content management system (CMS)

- Content management system
  - Create new pages with the ability to name the url's for all pages eg for Terms and Conditions or About us

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- Upload and modify the page text and images using a Word-like WYSIWYG editor (ie icons for bold, underline, adding images and links etc)
- Edit page titles, metatags and descriptions for search engine
   optimisation
- Menu manager to change the menus, including the order displayed and any sub-menus
- Upload of pdf's and other files
- Integrated WordPress blog for news and views



# Integrated blog using WordPress with social share buttons

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## WordPress admin interface

ն Dashboard	Posts Add Ne	N								
Posts	All (283)   Publishe	d (272)   Drafts	(10)   Private (1)							Search Posts
All Posts	Bulk Actions	Apply	ll dates 🔹	All categories	<ul> <li>All S</li> </ul>	EO Scores	▼ F	ilter		
Add New								283 items	« < 3	of 15 > »
Categories	Title	Author	Categories	Tags	•	Date	SEO	SEO Title	Meta Desc.	Focus KW
ags Media Links Pages Comments Comments Appearance Plugins	Vote for Ann Stanley: One of the Top 100 Experts in Search	Gayle Brown	Get to Know Us	_	Ģ	2014/06/19 Published	٠	Vote for Ann Stanley: Top 100 Experts in Search   Anicca	Shortlisted as one of the top 100 experts in search, we interviewed Ann Stanley to find out what the future holds and why you should vote for her.	
<ul> <li>Users</li> <li>Tools</li> <li>Settings</li> <li>SEO</li> <li>Collapse menu</li> </ul>	Breaking News: Google Unleash Two New Algorithm Updates	Gayle Brown	SEO	_	Ģ	2014/05/22 Published	۰	Google Unleash Two New Algorithm Updates   Anicca	Breaking news in the world of SEO as two new algorithm updates - namely Panda 4.0 and Payday Loan 2.0 - have been	





## Creating a blog post

🕅 📸 anicca.co.uk/blog 😌 1	10 🛡 3 🕂 New View Post SEO	Howdy, Ann Stanley
Dashboard	ordPress 4.2.2 is available! <u>Please update now</u> .	Screen Options 🔻 Help 🔻
Posts I Posts	t Post Add New	
ategories	AX London - Google Shopping Ads: top tips & what's new! malink: http://anicca.co.uk/blog/2015/05/smx-london-goog-ads-top-tips/ Edit View Post Get Shortlink	Publish A
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Appearance Slid	opping Ads - Top Tips, avoiding disapprovals and what's new. You can link through to the deShare of the workshop, or download the presentation from this blog.	SEO: OK <u>Check</u> Move to Trash Update
Tools	e presentation included practical tips on: Top tips and methods to improve your results	Format 🔺
Settings	Enhance your ads with promotions, product reviews and Certified Shopping	Standard      Video      Video
Collapse menu	<ul> <li>Bid management and other strategies to ensure your ads get seen (but without <u>cannibalisation</u>)</li> <li>Strategies for dealing with poor performance on mobiles</li> </ul>	Gallery
P Wor	rd count: 186 Last edited by Ann Stanley on May 21, 2015 at 8:59 am	Categories 🔺





# Functionality



# Type of website and choice of *Censtanley* technology

Туре	Suitable for	Popular Features	Technology used	Required
Standard	First website	Bespoke design	WordPress	No
brochure site	Small businesses	10-20 pages		
		Form with details emailed to you		
Premium brochure	Replacement website	Bespoke design	integrated	Yes
site	Professional services	20+ pages	WordPress	
		Integrated blog		
		Forms and stored customer details		
		Optional features such as gallery		
		or library		
Database driven	Property website	As above, plus relevant databases	Drupal/WordPress	No
website	Recruitment website	Search facility		
	B2B products	Members login		
	Training websites (no	(and bespoke features as		
	online sales)	required)		
Database driven	Product sales	As above with shopping cart and	Magento/	Yes
website with	Training or workshops	online payments (and bespoke	PrestaShop	
Ecommerce	sales	ecommerce features as required)		
Multi-country and	International	Brochure or ecommerce site in	Global	No
multi-lingual	companies with	multiple languages and countries,	Management	
websites	separate county	fed from central admin interface	System	
	domains			





# Thank You

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