

J. BOYE – AARHUS 15 USING LINKEDIN FOR CONTENT MARKETING AND THOUGHT LEADERSHIP



ME



Peter Nissen

Web Manager at Ramboll Group

Copenhagen Area, Capital Region, Denmark | Civil Engineering

Current Ramboll

> J. Boye, A.P. Moller - Maersk, Maersk Line / Maersk Sealand Dansk Systempartner

https://dk.linkedin.com/in/peterebnissen

Previous Education Send a message

• Responsible for social media in the Ramboll Group

Peter Nissen

• Part of Corporate Communications

• Web Manager at Ramboll

• Previously a consultant, analyst & facilitator at J. Boye



RAMBOLL IN BRIEF

- Independent engineering and design consultancy and provider of management consultancy
- Founded 1945 in Denmark
- 13,000 experts
- Over 300 offices in 35 countries
- Significant presence in the Nordics,
 North America, the UK, Continental Europe, Middle East, Asia, Australia,
 South America and Sub-Saharan Africa
- EUR 1.1 billion revenue
- Owned by Ramboll Foundation

Services across the markets:

- Buildings
- Transport
- Planning & Urban Design
- Environment & Health
- Water
- Energy
- Oil & Gas
- Management Consulting

CHALLENGES IN A B2B CONTEXT

90 % of the buying process is over before customers reach out directly

> Source: Forrester: "Buyer Behavior Helps B2B Marketers Guide the Buyer's Journey," October 2012

10

pieces of content are consumed before a purchasing decision is made

Source: Google:"Zero Moment of Truth Study"



OUR LINKEDIN COMPANY PAGE: 1ST STEPS - GOVERNANCE

Image: ljvdbos0, Pixabay

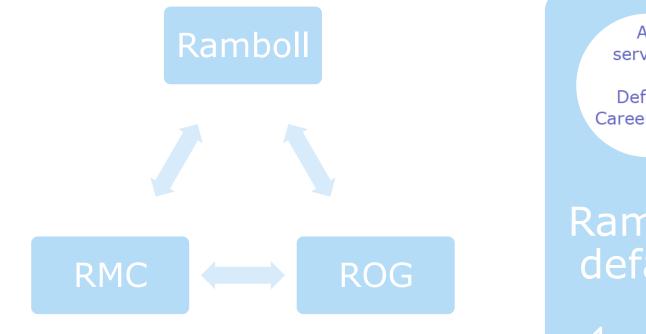
WE WERE DOING NOTHING, YET SOMETHING WAS GOING ON

Company Page	Followers (approx. per 1 May 2013)
Ramboll (corporate)	8,400
Ramboll Management Consulting	3,500
Ramboll Oil & Gas	3,400
Ramboll UK	1,800
Ramböll Sweden	1,400
Ramboll Finland	550
Ramboll Engineering Consultants (U.A.E.)	1,800
Ramboll IMISoft	300
Total	21,150

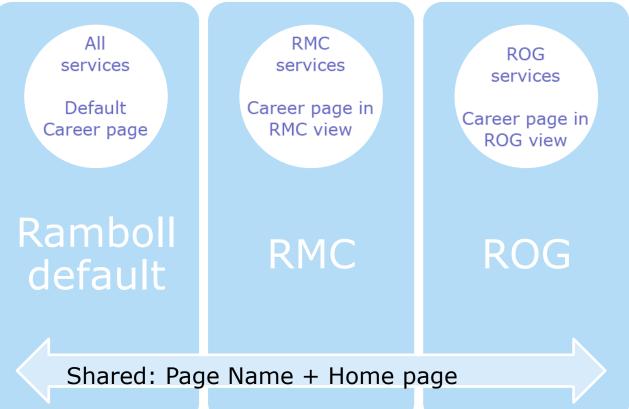


OPTIONS FOR A BETTER SET-UP

Option 1: Affiliated companies



Option 2: One Brand





IT WAS A TIME OF MEMOS... Linkedin Company Pages recommendation - JPS Sep 2013-final.ppbx Linkedin Company Pages recommendation - JPS Sep-2013-final-local2.pptx Linkedin Company Pages recommendation - JPS Sep-2013-final-local2.pptx Linkedin Company Pages recommendation-draft netw Linkedin Company Danee recommendation-draft netw

Linkedin Company Pages recommendation draft.ppt

E LinkedIn conversation calendar.xlsx LinkedIn editor guidelines - vs.2.doox

LinkedIn editorial plan.docx

Linkedin Company Pages recommendation-vsl.pptx

Linkedin Company Pages recommendation-vs2.ppbx

Linkedin Company Pages recommendation-VSL ppox Linkedin contract HR needs for job slots and recruiter profiles. MSX

Linkedin Marketing Solutions - presentation Q2 2015 by Jan Moebius.pdf Linkedin Marketing Solutions - presentation Q2 2015 by Jan Moebius.pdf I Linkedin merner communication nlan view

Linkedin talent connect london 2013 - take-aways-final.pptx

Linkedin total tollowers - all company pages, wsx Linkedin updates - max antal karakterer i status updates, docx

LinkedIn-campaign-personal-profile-update.xlsx

Linkedin workshop - Apr2013 - agenda.docx Linkedin workshop - Apr2013 - Tentative agenda 2013-04-05 kl. 12.docx I Linkedin workshop - Apr2013 - Tentative agenda 2013-04-05 kl. 12.docx

Linkedin-company-page-urar-uuucx Linkedin-company-page-set-up-decision-memo.docx

Linkedin-company-page-set-up-decision-memo-dock Linkedin-company-page-set-up-decision-memo-for-CMF-final.dock

Unkedin-company-page-set-up-decision-memo-tor-ODF-final.docx Linkedin-company-page-set-up-decision-memo-for-ODF-final.docx White-to-company-page-set-up-decision-memo-for-MTD Ancy

Linkedin-company-page-set-up-decision-memo-for-MTP.docx Linkedin-company-page-set-up-decision-memo-larat-hark-in-d

Linkedin-company-page-set-up-decision-memo-local-back-up.docx Linkedin-company-page-set-up-decision-memo-local-back-up.docx

Linkedin-company-page-set-up-decision-memo-regarding-RMC.docx Linkedin-company-page-set-up-decision-memo-regarding-RMC.docx

LinkedIn-company-page-set-up-decision-memo-regarding-RMC-PETNvs2... LinkedIn-company-page-set-up-decision-memo-regarding-RMC-PETNvs3...

UnkedIn-company-page-set-up-decision-memo-regarding-RNK-PETNvs3....

The same set up-decision-memo-regarding-RMC-vs5.docx

Linkedin-company-page-set-up-decision-memo-fortAGN.docx Linkedin-company-page-set-up-decision-memo-fortAGN.docx Millinkedin-company-page-set-up-decision-memo-fortAGN.docx

Linkedin talent connect london 2013 - take aways.pptx

LinkedIn total followers - all company pages xisx

LinkedIn workshop - Apr2013 - agenda.docx

LinkedIn-Careers-page-draft.docx

LinkedIn-biz-case-memo.docx

LinkedIn merger communication planxlsx

Date modified 25-09-2013 12:55 02-10-2013 08:25

24-04-2013 16:13

07-05-2013 17:28 08-05-2013 09:59 19-12-2013 11:30 19-06-2012 12:16

10-04-2014 11:42

04-10-2013 14:34

04-06-2015 10:55 18-03-2014 16:25 21-11-2013 13:59

29-11-2013 11:15

27-11-2013 17:05 14-12-2012 10:23 08-04-2013 11:43

05-04-2013 12:39 19-09-2013 22:00

02-08-2012 15:54

29-01-2014 17:06 20-08-2013 16:55

29-08-2013 15:58 29-08-2013 10:41

10-09-2013 08:41

29-08-2013 14:26

28-08-2013 13:06

09-12-2013 15:23

17-12-2013 17:41

10-12-2013 16:42

11-12-2013 09:42

12-12-2013 11:27

13-12-2013 15:20 03-04-2014 22:58

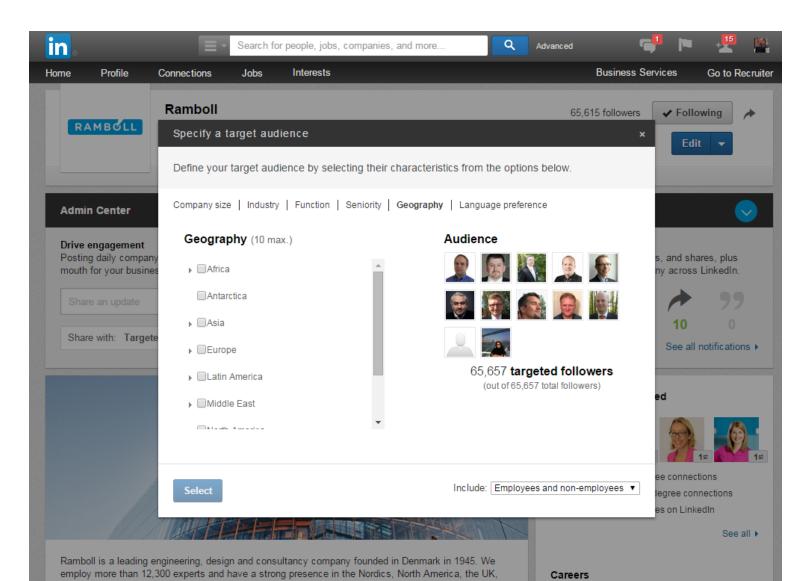
Image: VinnyCiro, Pixabay



BIGGEST PAIN OF MERGING: LOSS OF FOLLOWERS

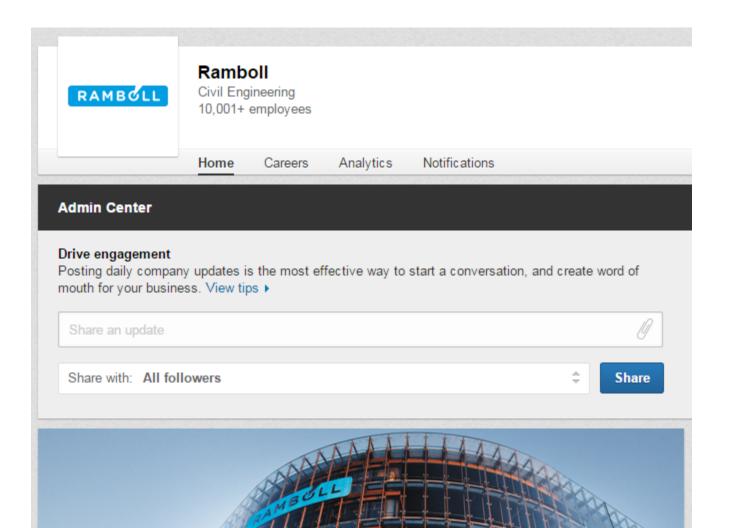
Image: Alexa_Fotos, Pixabay

TARGET AUDIENCES WERE KEY TO SELECTING THE ONE BRAND SOLUTION





HOORAY: MERGER INTO ONE PAGE! JUNE 2014



Affiliated Company Pages



TARGET AUDIENCES – THE GOOD & THE BAD

THE GOOD

Targeted updates get better engagement rates

THE BAD

- Audience categories don't necessarily fit your need e.g. Industry categories
- Many uncategorised members:
 - Geography: almost no uncategorised
 - Industry: 8%
 - Function: 25%
 - Seniority: 50%



WHAT IT TOOK TO SPEED UP

- Manpower with focus
- Structured editorial planning
- A strategic fragework & approach

5555

SOCIAL MEDIA FRAMEWORK

TO GET CLOSER TO STAKEHOLDERS BY BRINGING OUR EXPERTISE & CULTURE INTO LIFE THROUGH RELEVANT, BALANCED AND ENGAGING CONTENT AT EYE-LEVEL WITH USERS

KEY PRIORITIES & RELATED LINKEDIN KPIS

Awareness: # of followers, # of posts

Brand & reputation: % engagement per post

Employer branding: Talent Brand Index compared to peers

Thought leadership: # of click-throughs & downloads



CONTENT PLATFORM: LET'S TALK MEGATRENDS

Platform to:

- Share knowledge & insights with users
- Set and reflect on agendas
- Promote thought leadership expertise & experts
- Unique content & reuse

Challenge:

Plenty of megatrends – less talk



. .

CLIMATE CHANGES | ARTICLES

Call for action: Cities stepping up

The UN and nation states are taking the lead in tackling climate change and resource scarcity, but they cannot carry the burden alone. Cities are stepping up to support the cross-national efforts as the pivotal COP21 in Paris approaches.

O and A: Cities can move

Director for C40 Cities Climate

in the green transition.

In this Q&A, Mark Watts, Executive

Leadership Group, presents his view

on the role of the world's megacities

quicker

RESOURCE SCARCITY | ARTICLES



The necessary balance The green transition should ultimately lead to a fossil-free society. Meanwhile, fossil fuels will remain a vital part of our energy mix in the coming decades. Striking the right balance is a matter of combining renewals and fossil fuels in smart and efficient ways.

RESOURCE SCARCITY | ARTICLES



Browse:

By megatrend

Climate changes (37) Demographic changes (24) Environmental issues (42) Globalisation (38) Innovation and technology (53) Resource scarcity (31) Sustainability (51) Urbanisation (48)

By section

Articles (55) Blogs (6) Expert columns (5) Videos (33)

Expert's column

RESOURCE SCARCITY | EXPERT COLUMNS



Efficient bioconversion

Without wind, the majestic wind turbine cannot turn. Though not as iconic, combined heat and power plants (CHP) represent a reliable alternative that can push for a green





The world is facing new challenges – heavy pollution, higher carbon emissions and lack of natural resources. However, for every problem, there is a long term solution.

RESOURCE SCARCITY | ARTICLES





EXAMPLE OF REPURPOSING

Web project

Response magazine

Lets talk megatrends

IBÓRL LETS TAK HEATRENS Are ur offend form white term of HOME ONE SERVICES YOUR MAKETS PROJECTS WORLDWID PEDIA CAREES

POLARLED: RECORD-BREAKING SUBSEA PIPELINE CROSSES THE ARCTIC CIRCLE



Rough, uneven seabed terrain The project, heads by Statoli, will involve pipeline installation at water depths reaching 1265 metres, setting a world record for dees water installation of a 36° pipeline. The pipeline will be liab through venuneven terrain where anonei tebergs has been assuring the sea bed leaving behind numerous of the spans of up to 250 metres. The pipeline will be installed metry on the uneven seabed and flooded shor

Rectifying free spans

Detailed analyses of the entire route have revealed approximately R5 locations where the pipeline is very of access disturbed book due to free spanning. For these locations where severe enter intervention could mode thicken the made - either removal of peaks and shoulders by deciging, or installation of rock spapert in the free spans. The result is that a large number of both supports and deciging of peak and shoulders is required.

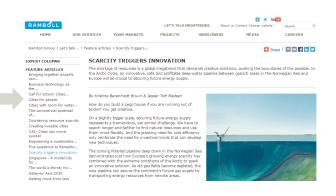
Ramboli will provide offshore engineering assistance onboard a specialized vessel rectifying the seabed. The offshore work will be performed in water depths ranging from 87 m to 460 m.

The pipeline installation will commence in 2015 where one of the largest pipelay vessels Solitaire will install the Polarisd pipeline starting at the Nyhamna terminal. For the initial section in Bjernsundet counteracts will be installed enabling laying in curves with low by radi (1.0 – 2.5 km).

Route optimisation

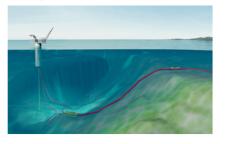
The Polarised pipeline's route lies within the narrow strait of Bjernsundet, parallel to existing subsea pipel This requires specialised route designs, including the use of turn points allowing the route to follow the overall contours of the strait. Some of the temporary installed turn points have to be installed on pre-lar ionnations.





LinkedIn

Ramboll Running on the bottom of the Norwegian Sea, the 481 km Polarled pipeline will become the world's largest to be built at water depths reaching 1,300 m. The combination of extreme depths and an uneven seabed makes it difficult to ensure a cost-effective transportation of gas. Lea how advanced technology and innovative thinking have paved the way for remote resources of the Arctic: http://lnkd.in/d3kDVSV/less



Organic 📀

Targeted to: All Followers

60,4488932191.84%impressionsclicksinteractionsengagement

Sponsor update

Like (213) · Comment (1) · Pin to top · 2 months ago

Leonor Gullberg, Keir B. Nunez, PA +211

kishorelivic Kishorebalu79 Good creative and challenging works to engineers 1 month ago

Web front page



Scarcity triggers innovation

The shortage of resources is a global megatrend that demands creative solutions, pushing the boundaries of the possible. In the Arctic Circle, an innovative, safe and profitable deepwater pipeline between gasrich areas in the Norwegian Sea and Europe will be crucial to securing future energy supply.

MORE ABOUT THE WORLD'S LARGEST PIPELINE PROJECT

RAMBOLL

USERS FIRST, COMPANY SECOND

Finding the sweet spot between customer pains and strategic objectives - but <u>users</u> first

Credible, personal, professional

FROM THE LAB: DO SOME SOCIAL ON THIS

Image: geralt, Pixabay

ALSO FROM THE LAB: LACK OF CONTROL

- Incorrect targeting
- Poor use of teasers
- Lack of image or image too small
- Posting individual jobs as company updates





Results & momentum

BIRGIT KINDER

9

 $NOV \cdot 9 - 89$

FS

- 11111

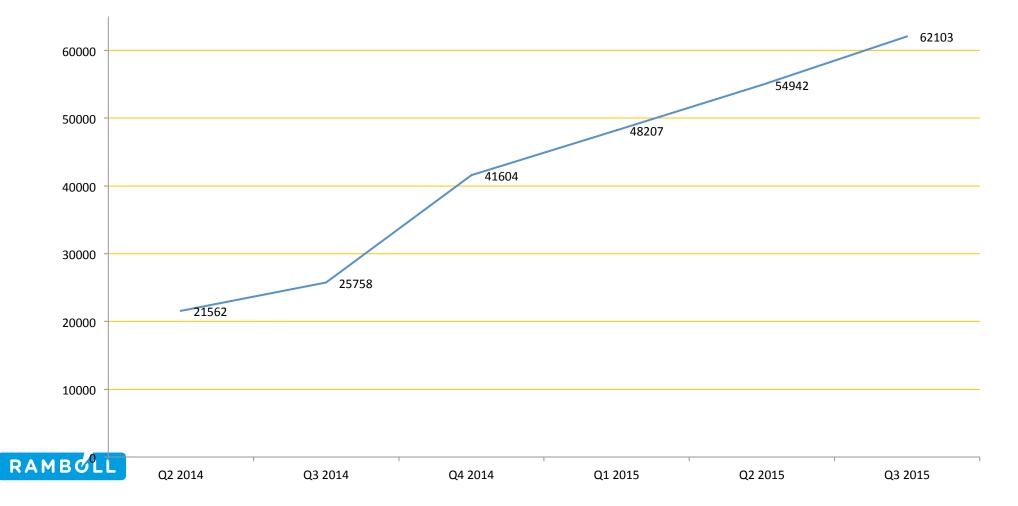
VII. 1990 1x, 1995 1x, 1998 V. 2009 VII. 2009

- 1111

Birgit K. 09.07.09

STARTED FOCUSING DURING Q3 2014

No. of followers by end of Q



TRAFFIC DRIVER ADS = DOUBLE FOLLOWER GROWTH

Picture Yourself at Nordea









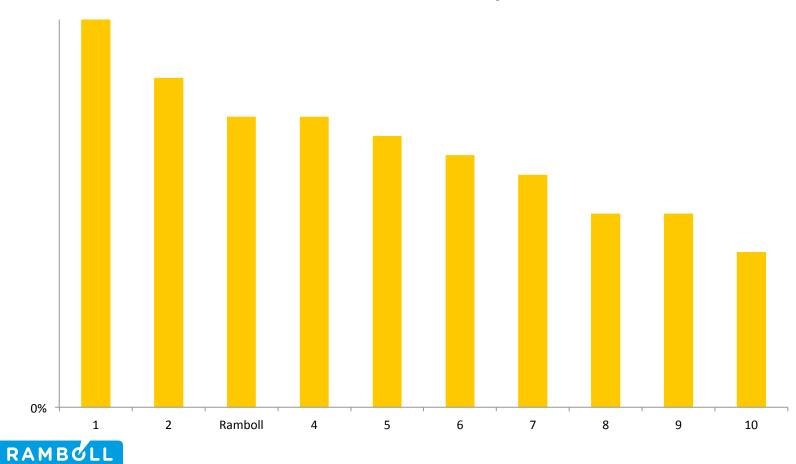
AND IN MAY 2015...

50,000 FOLLOWERS (THE MORE, THE MERRIER)

RAMBOLL



TALENT BRAND INDEX - PEER BENCHMARK: 3 OF 10

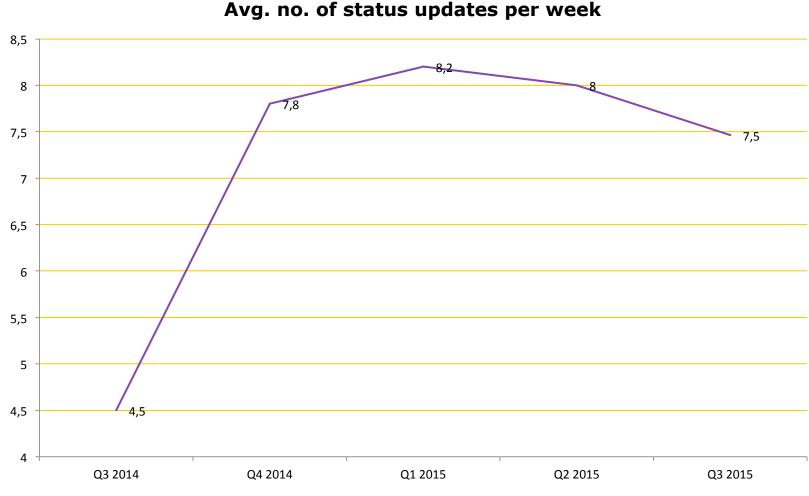


Talent Brand Index vs. peers

TBI development:

Ranked 8th by end Q3 2014 Ranked 6th by end Q4 2014 Ranked 4th by end Q1 2015 Ranked 4th by end Q2 2015 Ranked 3rd by end Q3 2015

AVG. NO. OF STATUS UPDATES PER WEEK



LinkedIn recommendation:

 At least 1 update per day

 averaging 20-30 per month (source:
 <u>LinkedIn Marketing</u>
 <u>Solutions blog</u> 30 Aug
 2014)



OUR AVG. ENGAGEMENT RATE: CONSISTENTLY OVER 1%

- "... the average LinkedIn engagement rate (is) 0.3-0.5%". Source: <u>case study from Aug 2014 on LinkedIn's business site</u>
- Our own scale:





?

Your experiences with:

- sales (support) on SoMe?
- stage-managing expert staff as thought leaders?

CONTENT MARKETING

What we've learned about LinkedIn stories

APPEAL TO PASSION

- Personality
- Enjoyment
- Human touch

Ramboll Big congratulations to our 27-year-old construction engineer Luca Cargnino (pictured), who just won FIB's talent award for his stellar work on Northern Europe's largest bridge project, Queensferry Crossing in Scotland: https://lnkd.in/eT4RfPX. As a nice bonus, 34-year-old Kåre Flindt Jørgensen garnered "Special Mention" for his calculations on the Bella Sky Hotel. Well done, guys! less



Organic
 Organic
 Targeted to: All Followers

66,703	727	200	1.39%
impressions	clicks	interactions	engagement

Ramboll Just another day at the office for Senior Project Manager Kaare K.B. Dahl aka. Spiderman. We're supervising the fastening of bolts for new signs at Hotel Bella Sky in sunny Copenhagen. More on the twisting towers: https://lnkd.in/ba5HPyd



■ Organic Targeted to: All Followers

82,922	727	209	1.13%
impressions	clicks	interactions	engagement

Sponsor update

Like (214) · Comment (6) · Pin to top · 15 days ago

- Christina Kjær Nielsen, Poul Ingstrup Laustsen +212
 Vladimir Popovic Just don't look down ;)
 - 15 days ago
 - Chris Rollins Petzl Petzl Petzl. 15 days ago
 - Graham H Stewart Its an amazing hotel and looking for to staying there when I visit Ramboll HQ 15 days ago
 - Peter Lund Christensen Well done Kaare
 - Stig Andre Kolstad Awesome pictures! 14 days ago

Bjarne Ravn Cool 14 days ago

VISUAL WOW-EFFECT

- Fascinating and inspiring projects
- Wow-factor
- Visuals
- Nerdy factor
- Professional interest

Ramboll In the heart of Oslo, Norway, the work has started on the new National Museum. The 54,600 square meter structure is not your average metropolitan construction site, and all concrete has to be moulded on site. We have literally sought concrete inspiration from on-shore projects in the oil and gas industry to shape what will become one of the capital's most breathtaking buildings. Learn how: http://lnkd.in/esA7SHX less

Ramboll Great projects. That's what makes engineering exciting. Check out these images of our projects: http://ow.ly/L20UL

Ramboll Attended by curious locals, the Polarled pipeline has crossed the Arctic Circle. 400 m below sea level, this fascinating photo shows a pipe joint at seabed where it became the first of its kind to cross the circle on Friday morning: https://lnkd.in/e9MT3Tt. The record-setting subsea connection will gain access to vital resources by opening a new gas highway from the Norwegian Sea to Europe. less



th	Organic Ø Targeted to: All	Followers		
	96,312	705	260	1.00%
	impressions	clicks	interactions	engagement

Sponsor update

Like (169) · Comment (9) · Pin to top · 15 days ago

Tobias Carlsson, Carl Esben Poulsen +167



SHARE WHAT YOU KNOW

- Share relevant knowledge (giveaways) to position Ramboll as a thought leader
- Timeliness: utilise presence at high-profile conferences

Ramboll What does it take to develop the Arctic region? Get our three enablers for growth, presented at this week's Arctic Frontiers conference. https://lnkd.in/b9Zdi-t



h	Organic Organic Image Control All Image Control Contro Control Control Control Control Control Control Control Con	Followers		
	44,397 impressions	219 clicks	46 interactions	0.60% engagement
	Sponsor upda	te		
ike	e (45) • Comme	ent (2) •	Pin to top •	2 days ago

Li



THOUGHT LEADERSHIP: LET'S TALK MEGATRENDS

Ramboll To get to the bottom of things, you must begin from the top: https://lnkd.in/eK8AQe6. The green transition should ultimately lead to a fossil-free society. Meanwhile, fossil fuels will remain a vital part of our energy mix in the coming decades. Striking the right balance is a matter of combining renewables and fossil fuels in smart, efficient ways. Learn how in this megatrend article. less



Organic 🔞 Targeted to: All Followers

68,756 impressions

0.93% interactions engagement

Sponsor update

Like (174) · Comment (3) · Pin to top · 2 months ago

183

Greg Irvine, SHRIKANT SHINDE +172

457

clicks





🗱 🙀 Rob Norris 🖈 This is a fantastic idea for places that are lucky enough to have all that space. 20 days ago

Niels Donkervoort Hi Rob, I agree that this is a fantastic idea. In Korea they have brought this idea to the next level by upgrading the public transport system the opportunity was created to demolish a two-story highway and create a park and allowing space for the ... more 20 days ago



Jim Etherington Great reading ! Interesting with a great outcome. 20 days ago

Didem Ergin, P.E. very nice. This design can help the cities with seasonal heavy rain such as Houston, Texas. Great application in Seoul. It changed the whole look of city. thanks for posting these innovative ideas. 20 days ago



Chibi Moku - Architectural Video Journalism 🍝 20 days ago

Blair Hibbs Great article! 20 days ago



- Lasse Kramp The costs of climate mitigation and moving towards a sustainable and society are thought of as money out the window. In reality, it also buys us beautiful outdoor areas that increase the quality of life. 19 days ago



Roeland Smit A very good and innovative system to solve the problem of heavy rainfall, keep up the good work! 19 days ago



Roeland Smit Still one question left, where is the water going to if there's is a heavy rain shower for hours. I'm curious 19 days ago



Kathrine Breindahl Take a look at the first climateadapted part of Copenhagen, at Klimakvarter.dk . It handels the massive cloudbursts and create liveable green

EARNED MEDIA

- Systematic media monitoring
- Farned media enhances credibility

Ramboll "Opkøbene, som både Rambøll og COWI har foretaget i 2014, understreger den udvikling, der er i branchen herhjemme og internationalt, hvor rådgivende ingeniørvirksomheder, i tillæg til en fortsat stærk organisk vækst, også har foretaget flere strategiske opkøb. Hvis opkøbene i phen G. Tomicki, MBA PMP, YOGESH JOSHI +103 2014 medregnes, vil Rambøll lige nu være på en 7.-8. plads. COWI vil med deres opkøb rykke to pladser op til en 20. plads," siger Henrik Garver, adm. direktør i FRI. less



Travlhed rykker rådgivende ingeniører op ad europæisk top 300

frinet.dk · Syv danske FRI-ingeniørvirksomheder er repræsenteret på årets rangliste over Europas 300 største rådgivervirksomheder.

Organic 🔞 Targeted to: 13,910 followers (Denmark)

15,385	442	51	3.20%
impressions	clicks	interactions	engagement

Sponsor update

Like (42) · Comment (1) · Pin to top · 1 month ago

Thomas Brink Laursen, Per Hansen +40

Per Bjergager Winkel Henrik Krogh 1 month ago

Ramboll This shortlist for 'Building Of The Year' features stunning creations that represent some Deler of the most boundary-pushing, awe-inspiring buildings popping up all over the world. And luckily, Arch Daily has noticed our design of Pulkovo Airport in St Petersburg, Russia: less

25 Of The Most Beautiful Buildings Designed Or Created Last Year

huffingtonpost.com · From a pool of over 3,000 buildings designed and created in the past year, the folks over at Arch Daily have narrowed down their annual Building of the Year nominations. The shortlist contains five buildings per category -- which range from house ..

Organic 🔞

46,340

Targeted to: All Followers

441 117 impressions clicks

interactions engagement

Sponsor update

i) · Comment (6) · Pin to top · 22 days ago

Ezra Rémy 2 ud af 25 er danske. Godt gået! 22 davs ago

Monika Sysiak And one for Poland :) Have to say: there is something magica 22 days ago

1.20%

Pawan Maini Great to see Ramboll's work on the list; and also other Danish v Interesting to also see many projects from Vietnam. 21 days ago

Bruce Johnson Godt arbejde ... godt gået danske arkitekter 20 days ado

YOGESH JOSHI Great synchronization of creativity and engineering.... and of proud to be a part of Ramboll group :) 19 days ago

Stephen G. Tomicki, MBA PMP Amazing, Amazing, Amazing. 18 days ado

Ramboll TV 2 Lorry var i går forbi en byggeplads ved Jagtvej. Årsag? Niels Bohr Bygningen, det kommende Natur- og Biovidenskabelige Fakultet, kan se frem til arbeidsro pga, landets mest vibrationsdæmpende betonplade, som bliver anlagt i disse dage.

Cementblandere i rutefart mod København tv2lorry.dk · I et døgn er cementblandere ankommet til København i rutefart for at støbe en kæmpe betonplade til Niels Bohr-bygningen.

I Organic 🛛 Targeted to: 13,910 followers (Denmark)

18,141	285	36	1.77%
impressions	clicks	interactions	engagement

Sponsor update

Like (33) · Comment (2) · Pin to top · 1 month ago

	John	Flørning, Marianne Winther +31	
I	10	Steffen von Holstein MQ i action ③	

1 month ago

Bo Olsson De kan selv være cementblandere 29 days ago

Add a comment

Ramboll Sådan kan en bro også se ud.



Video: Nu kommer Olafur Eliassons særprægede cirkelbro

ing.dk · Den verdensberømte islandske kunstner Olafur Eliasson har tegnet et usædvanligt forløb bestående af fem cirkulære forskudte platforme toppet med fem 'master' som reference til havnens historie.

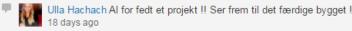
Organic 🔞 Targeted to: 13,909 followers (Denmark)

20,089	306	58	1.81%
impressions	clicks	interactions	engagement

Sponsor update

Like (57) · Comment (1) · Pin to top · 18 days ago

Mustafa Makhukhi, Karen Møller Marker +55



Add a comment.



design. Godt job!

OUR NEXT TEST

- Pilots: using social media for sales support through
 - building relationships
 - positioning as thought leaders





TO SUM UP WHAT WORKED IN OUR LAB TESTS

Identify promising platform	Sort out governance	Get focus, resources, content
	Users first – keep fighting company- centricity	
Appeal to passion and tasks	Challenge corporate language	
Measure	Build on momentum – communicate success	



Peter Nissen

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