

'You're in until you opt-out' will cost you money in 2013. So, ask for opt-ins. Be specific about what people are opting into and then don't overstep your permissions. (Latest in the US: US\$1bn class action suit for spam SMS. Valuation? US\$500 per SMS sent.)

## 7. Real mobile ROI

Mobile is less about page visits and exit points and *more about real results*. Clicking the 'call now' button on a mobisite logs the direct inbound messaging generated by the ad, while the hits on your mobisite's store location map indicate the 'walk-ins' generated by the ad. Social media interaction initiated on a mobisite measures how many people are promoting your product.

## 8. Predictive personalisation

In 2013, we'll hear more about dynamic data analysis and data-adapted content as *context becomes increasingly important* in any [inbound marketing](#) strategy. Dynamic content enables marketers to predict behaviour and serve highly personalised messages to the right audience at the right time. So, content, context and customer's proclivities (know thy customer) should generate inbound messaging.

## 9. Mobile vouchers, loyalty systems, NFC and QR codes

"SA has never been into vouchers..."? Really? Make it relevant, make it easy and then hold onto your hat! *Deliver personally-focused value* to my handset and I'll be in your store or on your mobisite if you deliver. Vouchers, loyalty points, [NFC](#) and [QR codes](#) are all tools in mobile marketing and you need to start using them.

## 10. Marketing gamification

Brands will develop *games with point rewards* for achievement, as well as the ability to challenge other players for prizes. The brand awareness is huge and scores can be Facebooked and tweeted to attract non-gamers. Which brand are you going to support: the one that entertains and offers you a benefit or the other one - 'whatsitsnameagain?'

## 11. A picture worth R1000

Increasing broadband will allow for *mobile visual marketing* that creates shopper familiarity with a brand. Whether this is driven by the brand to your handset or by individuals on media such as Pinterest, expect to see a lot more brand visuals in 2013. Apps such as Snapchat allow a sender to determine the period for which an image is viewable: 'Show [this voucher] to the cashier in the next 20 minutes to receive...' creates real pressure not to miss out!

## 12. Showrooming on the rise

Brick retailers need to combat online price comparisons in their stores by using the same tech to leverage their position. Some US retailers *offer in-store scanning* that allows shoppers to check out and bag their purchases. Others, such as Starbucks, facilitate mobile ordering and payment for their frequent customers and reward them for using it. So, retailers can start with *mobile vouchers, special offers, shopping services, free delivery and loyalty points* to combat the online discounters. But don't turn the lights off - *offer free Wi-Fi* in your store and track who your real competitors are.

## 13. The mobile fingerprint

Phones are *on the verge of being wallets* (Standard Bank has recently announced NFC credit cards) and soon they will be keys, health consultants and maybe even ID.

Embrace the challenge. Earn some stripes. Turn your mobile moth into a butterfly.

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## ABOUT KEVIN BASSETT

Kevin Bassett, a mobile communications specialist, is the founder and CEO of Floodgate Communications (2004). Floodgate ([www.floodgate.co.za](http://www.floodgate.co.za)) specialises in mobile communication strategies that deliver solutions for marketing and advertising, corporate internal communications, call centres and customer queries. Call Kevin on cell +27 (0)82 652 0530, email [kevin@floodgate.co.za](mailto:kevin@floodgate.co.za), follow @KevBassett and @FloodgateComms on Twitter or SMS kevin to 34007 (R2), and he'll call you right back.

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