ADVANTAGES OF WEB 2.0 IN BUSINESS AND MARKETING

(SHORT VERSION)





Agenda

- 1. Introduction
- Feeds (RSS feed; XML feed)
- Weblog (Blog)
- 4. Social software
- 5. Risks of web 2.0
- 6. Web 3.0?





1. Introduction

- In the EU, 51% of all households have access to the internet
- In the EU, approximately 93% of all companies have access to the internet
- An exact separation of Web 1.0 and Web 2.0 is not impossible
- The term "Web 2.0" implies a change of version, which has not taken place
- □ The term "Web 2.0" was created during a conference (Tim O'Reilly)





Basic changes in Web 2.0

- Web 2.0 is an electronic platform. In Web 1.0 only very few people had the opportunity to publish information.
- The "power" is in the hands of a large number of users and not exclusively in the hands of a few dominant users
- Only by the input of many users great benefit can be created (e.g. Wikipedia Web 2.0 – Britannica Online Web 1.0)
- New business models arise (e.g. eBay as an exchange service)
- Use of collective intelligence





1.2 Attempt of a Web 2.0 definition

■ Web 2.0 describes the current transformation of the World Wide Web from a collection of websites to a complete computer platform which offers web applications for the users.





1.3 What made Web 2.0 possible?

- Improvement of computer networks
- Prices of provider services dropped
- Web 2.0 applications are often based on
 - Extensive databases





2. RSS-Feed (Statements)

- Problem: Websites are being changed regularly
- RSS feeds mark the areas of a website which have been changed
- RSS feeds are part of the website via a hyperlink
- RSS feeds indicate what has been changed
- RSS feeds can be subscribed to
- Subscribers are automatically notified by e-mail of changes on the website





How is a RSS feed indicated on a website?

Feed icon SPIEGEL ONLINE - Nachrichten - Windows Internet Explorer http://www.spiegel.de/ Datei Bearbeiten Ansicht Favoriten Extras ? SPIEGEL ONLINE - Nachrichten





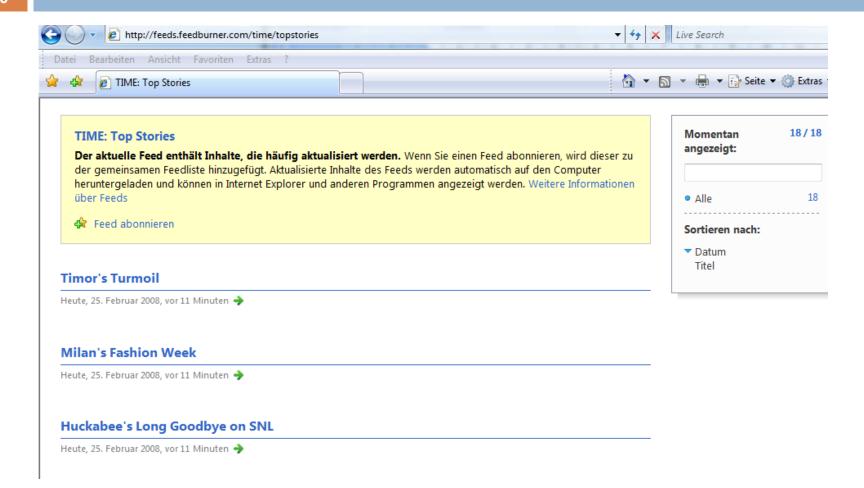
2.1 Difference between feeds display and web display

Web display





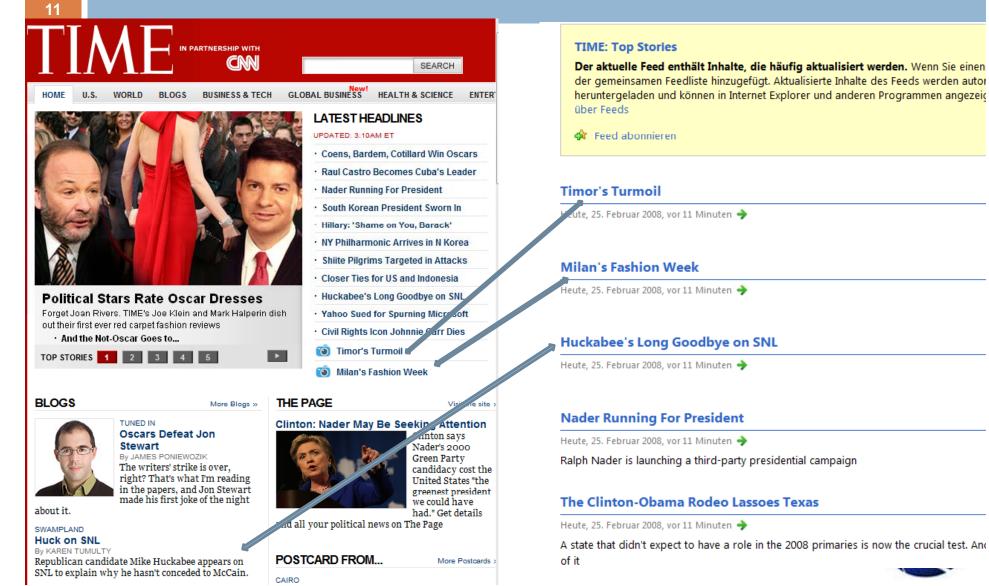
Feed display



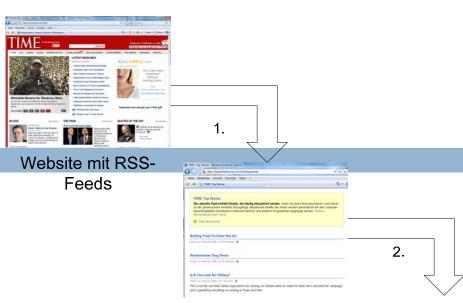




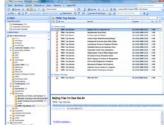
Comparison: web display and feed display



ψ·



Feed abonnieren



Darstellung der Änderungen als E-Mail

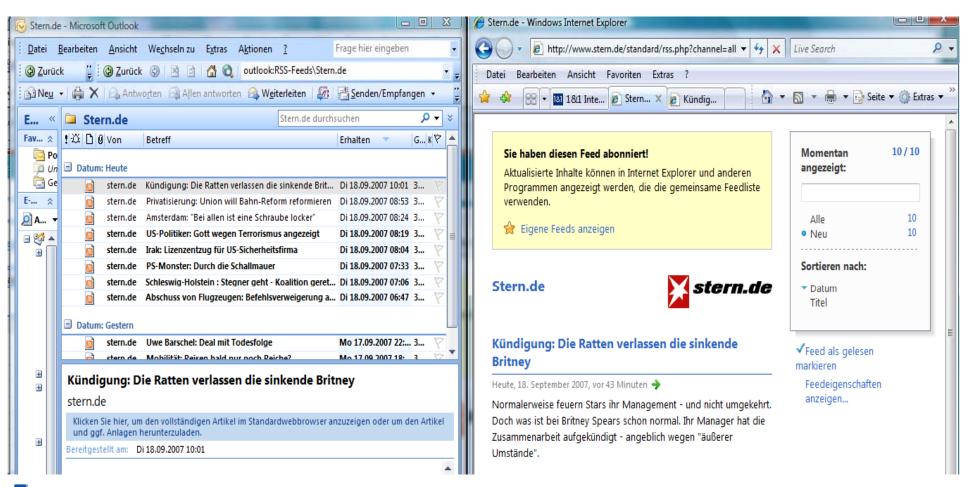


Link in E-Mail verzweigt zur geänderten Website



Outlook as a feed reader

13

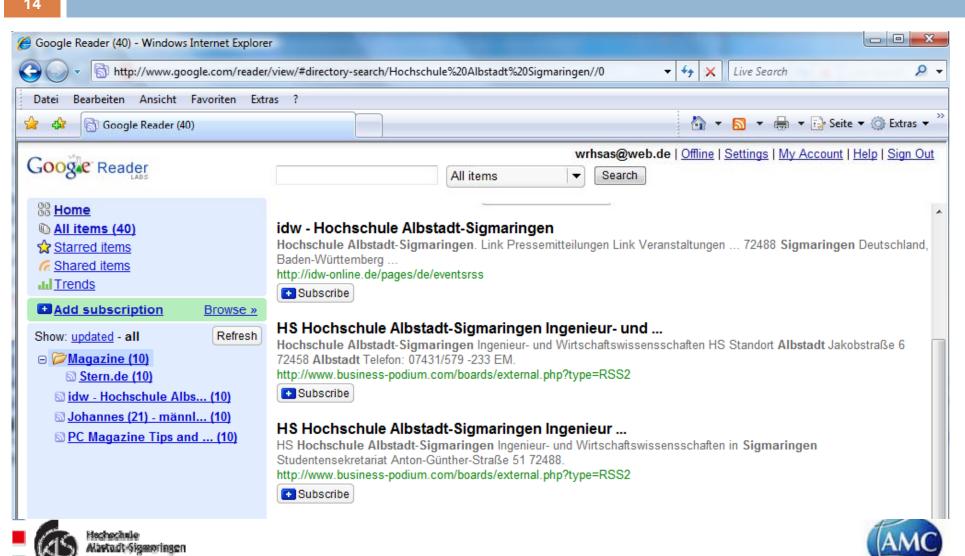






Google as a feed reader

**



3. Weblog (Blog)

- □ 3.1 Blogs as a new communication phenomenon
- 3.2 Companies and blogs
- 3.3 How to find a blog on the internet?
- □ 3.4 How to create a blog?





3. What is a blog?

- "A blog is a personal diary. A daily pulpit. A collaborative space. A political soapbox. A breaking-news outlet. A collection of links. Your own private thoughts. Memos to the world.
- Your blog is whatever you want it to be. There are millions of them, in all shapes and sizes, and there are no real rules."





3.1 Blogs as a communication phenomenon

- approx. 30 million blogs existed in the US in 2006
- approx. 75.000 new blog entries are created every day
- The number of blogs doubles every 6 months
- Germany:
 - approx. 880.000 internet users write blogs
 - approx. 1.600.000 internet users comment on blogs

Source:

Zerfaß, Ansgar; Swaran, Sandhu: CEO-Blogs: Personalisierung der Onliene-Kommunikation als Herausforderung für die Unternehmensführung Alby, Tom: Web 2.0, Klein, A.: Blogs im Unternehmenseinsatz



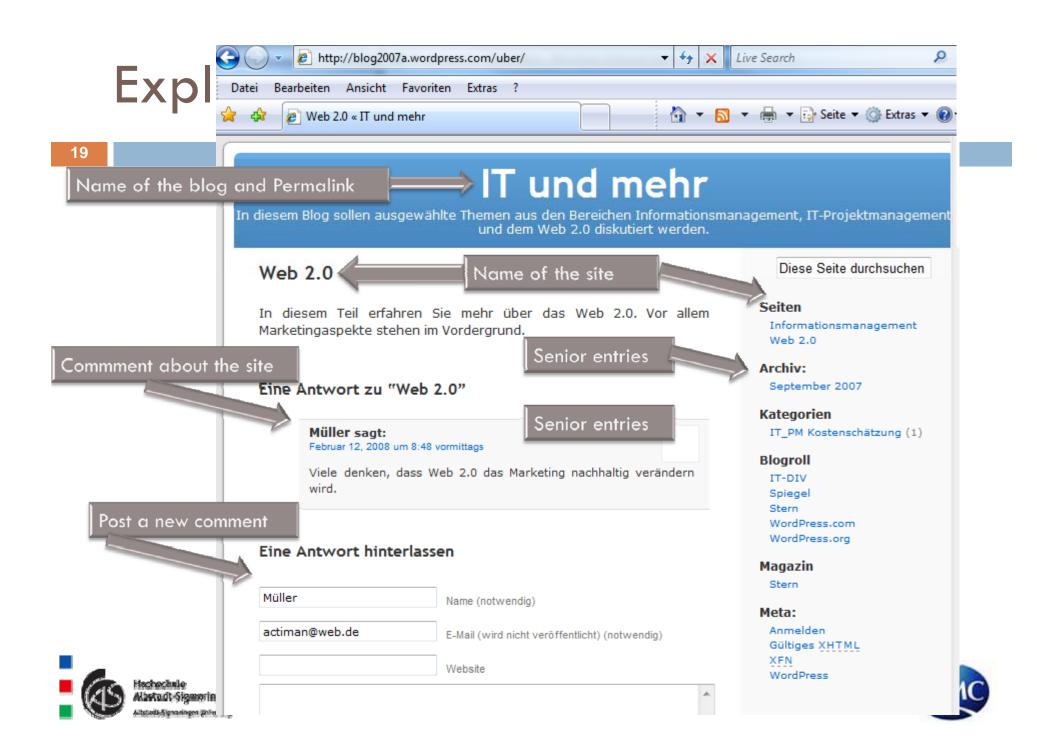


3.1.1 Terms and functions of blogs

- Blogger
- Blogoshpere
- Blogroll
- Creation of entries (Posts)
- Categories
- Comment function
- RSS feeds in blogs
- Permalink
- Calender/ storage (filing)









Edit View Go Bookmarks Tools





A conversation about the future of journalism "by the people, for the people" -- and occasional other thoughts

header

sidebai



ABOUT

Email Me

post

Powered by TypePad

CATEGORIES

RECENT COMMENTS

Scott on Backfence Launches

Dan Gillmor on Pure Speculation Makes 'News'

Wangden Kelsang on Operating Systems and Recent History

« Pure Speculation Makes 'News' | Main

May 05, 2005

USA Today and Churchill Club Put Public in Dark

om Foremski, over at Silicon Valley Watcher, notes that the Churchill Club teamed up with USA oday on an event about the future of media -- and barred the press. I enjoyed Tom's humorous call or assistance (I LOL at the picture he posted), but unfortunately found out about this travesty too ate to weigh in before the event.

As Tom put it, "How quaintly dictatorial. No press, no lunch, no questions."

JSA Today calls itself the "nation's newspaper." It should be embarrassed to be a part of such a hing. I hope Kevin Maney, the moderator of the program (and someone I like and admire), isn't lanning to write a story or column off of this no-press-allowed event.

The Churchill Club expansively tells us its mission is about information, individuals, ideas -- and then pulls an absurd move like this.

Absurd how? Here's how. If there was a non-journalist blogger in the room, he or she is under no bligation to keep what was said a secret.

he Wall Street Journal learned about the new world two years ago, at the first "D: All Things Digital" conference. The gathering was officially off the record (and working journalists were asked o agree to this in advance), but that didn't stop bloggers from ably covering the thing. The Journal hanged its policy the next year.

Back to the Churchill Club silliness: I'm hoping that we'll see a report soon on a blog. And if anyone who was attending wishes to be a quest blogger here, I'll be happy to accommodate you.

12:23 PM | Permalink



HIGHLIGHTS

The Gathering Storms Over Speech How an arrogant Apple Computer, cynical election law enforcers and well-meaning legislators are threatening tomorrow's iournalists.

Where Newspapers Can Start the Conversation On the Editorial Page, of course...

Newspapers: Open Your Archives Maybe there's more money in "free" search than paid archives. There's certainly more community value.

The End of Objectivity If objectivity is unattainable, let's replace it with something better.

RECENT POSTS

USA Today and Churchill Club Put Public in Dark

Pure Speculation Makes 'News'

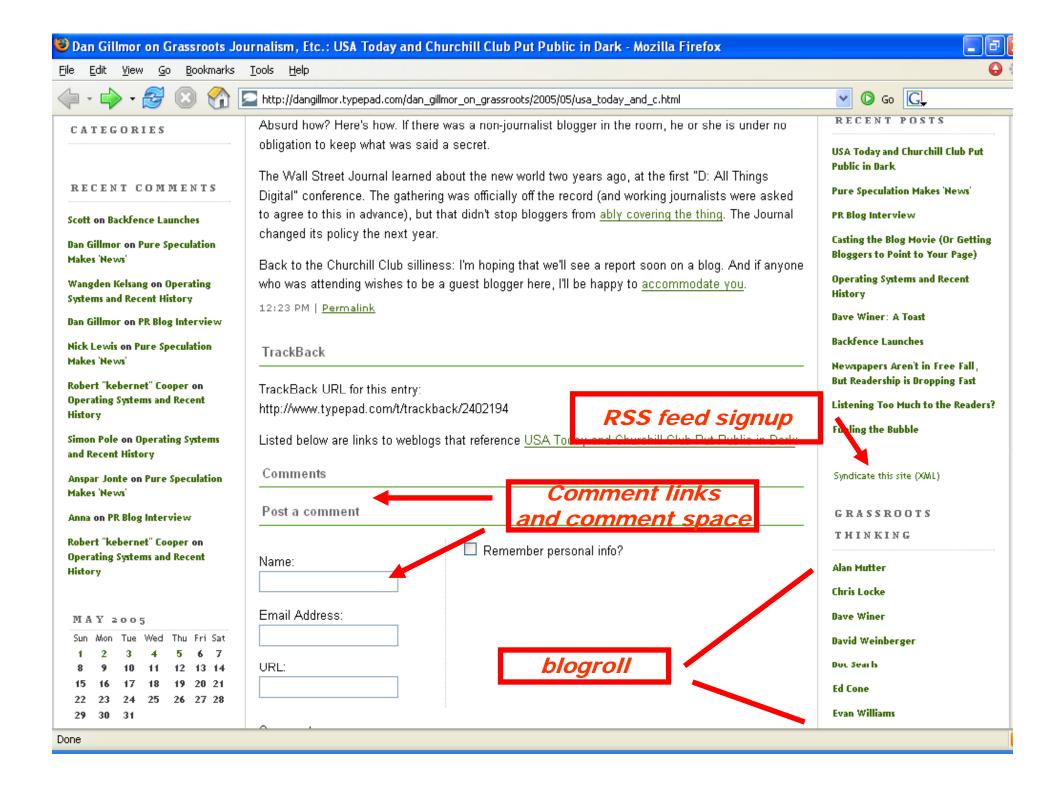
PR Blog Interview

Casting the Blog Movie (Or Getting Bloggers to Point to Your Page)

Operating Systems and Recent History

Bave Winer: A Toast





Trackback / Pingback

Links between two blogs can be set via trackback. This helps to call attention to the own blog within an external blog. It is necessary that both blogs support the trackback function.





Ping

When a blog entry is changed blog systems create a ping.





3.2 Business and blogs (Corporate Blogs)

- Spheres of influence of blogs:
 - To detect changes in the environment of the company
 - Market developments
 - Innovation
 - Common risks
 - Blog Monitoring
 - Customer needs
 - Product difficulties
 - Individual possibilities of product application





3.2.1 Blogs in company organisation

- Corporate Blog
- CEO Blog
- Employee Blog
- Project Blog





You /02 /Blogs.cisco.com/sp orporate

netwo

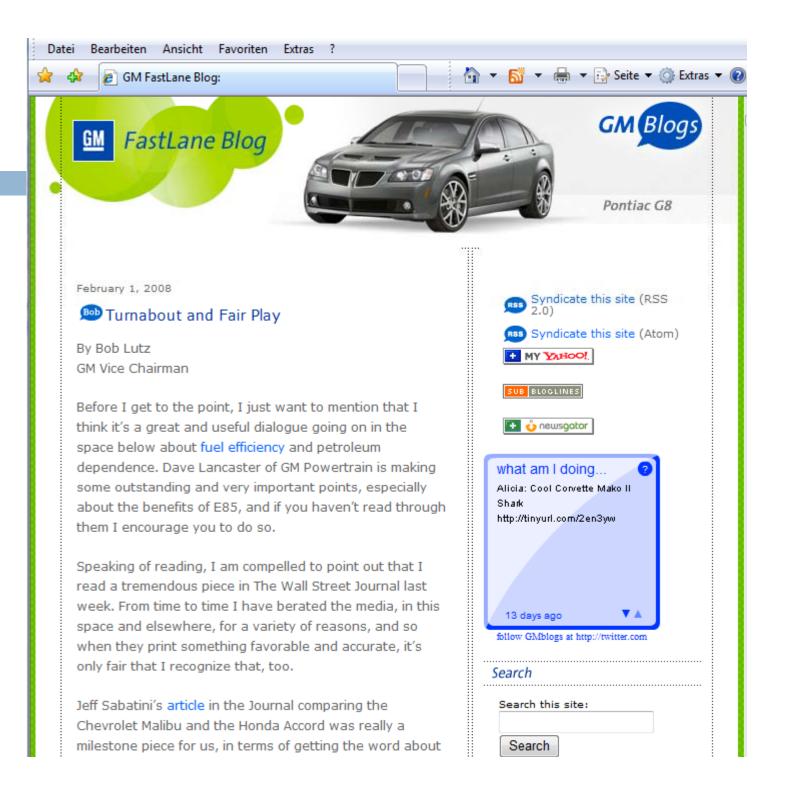
O







Geschrieben von Thomas Karer um 07:01 | Kommentar (1) | Trackbacks (0)



CEO Blog

- □ The management has to communicate:
 - Communication of visions, business objectives, strategies and operational instructions
 - External and internal presentation of the company

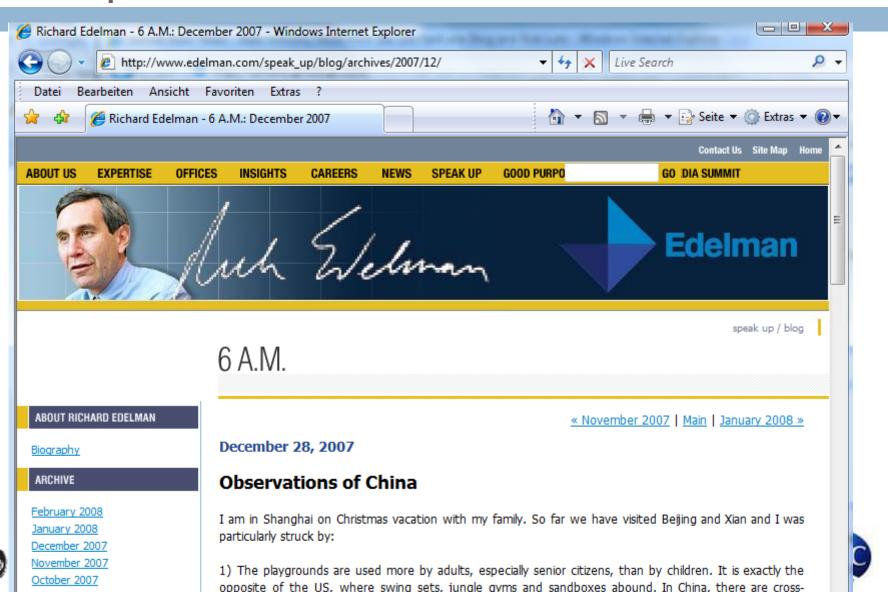




CEO Blog Jonathan Schwarz (Sun Microsystems) <u>english</u>

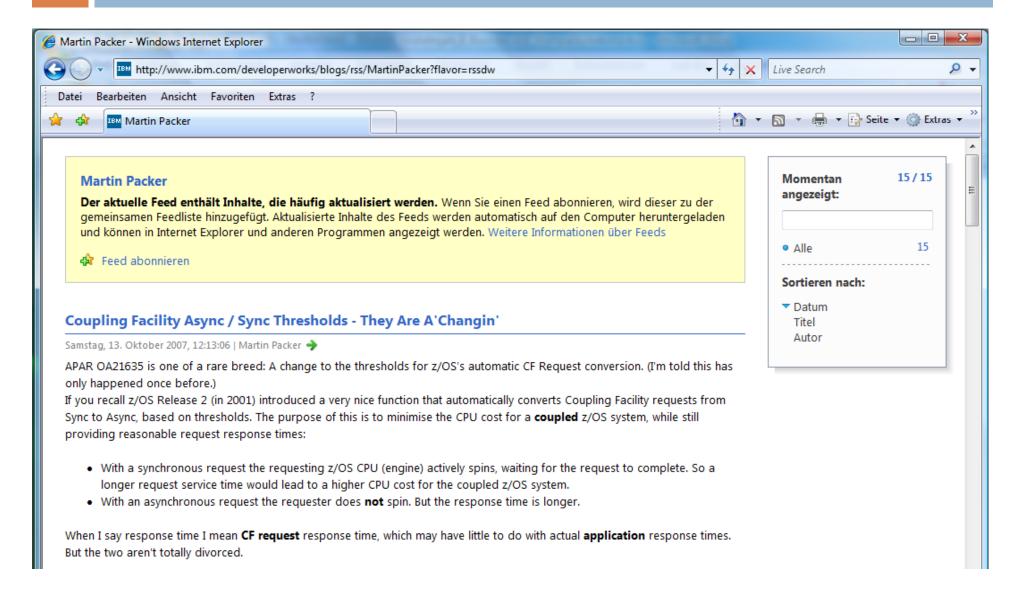


Example of a CEO Blog of a small enterprise



http://www.ibm.com/developerworks/Blogs/rss/MartinPacker?flavor=rssdw

32



3.2.2 Blogs in selected departments

- Marketing Blog
- Support Blog / Service Blog
- Specialist Blog / Developer Blog





3.2.2.1 Blogs in marketing

- Blogs for advertisement
- Blogs for PR (Public Relations)
- Campaign Blogs
- □ Product Blog



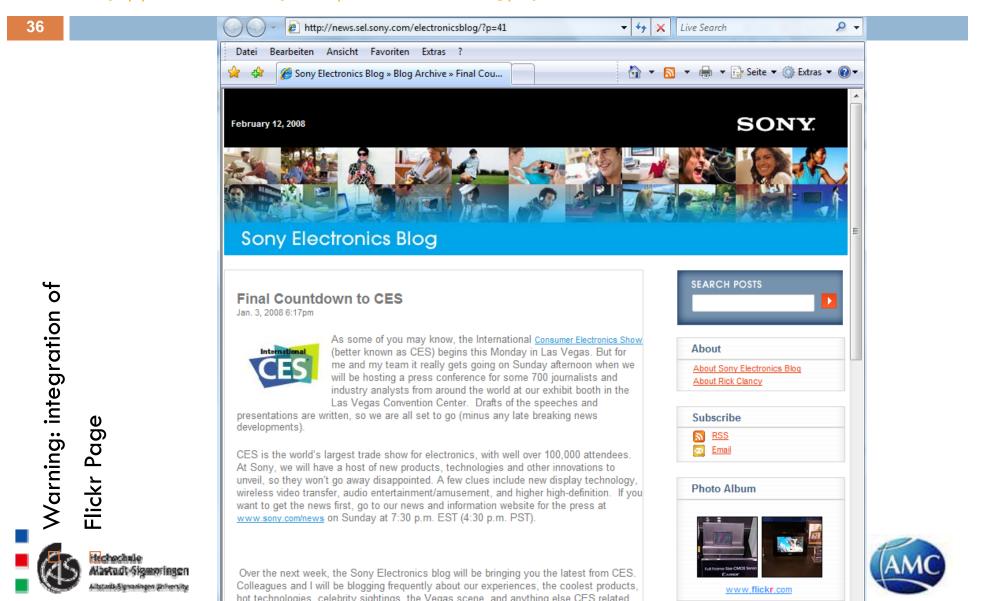


Example: Blog for <u>advertisement</u>

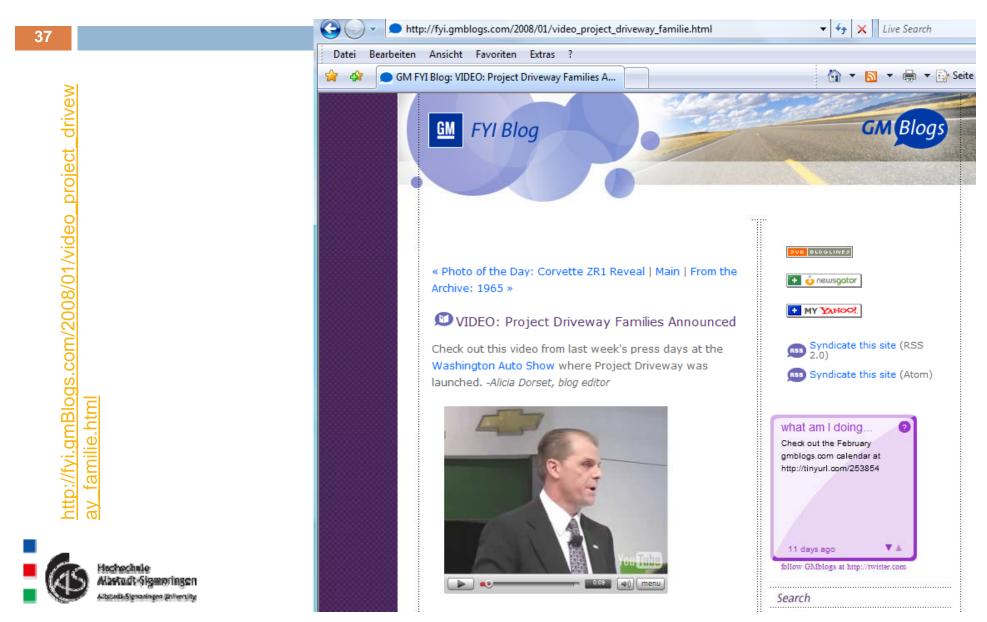


Sony (Campaign Blog)

http://news.sel.sony.com/electronicsblog/?p=41

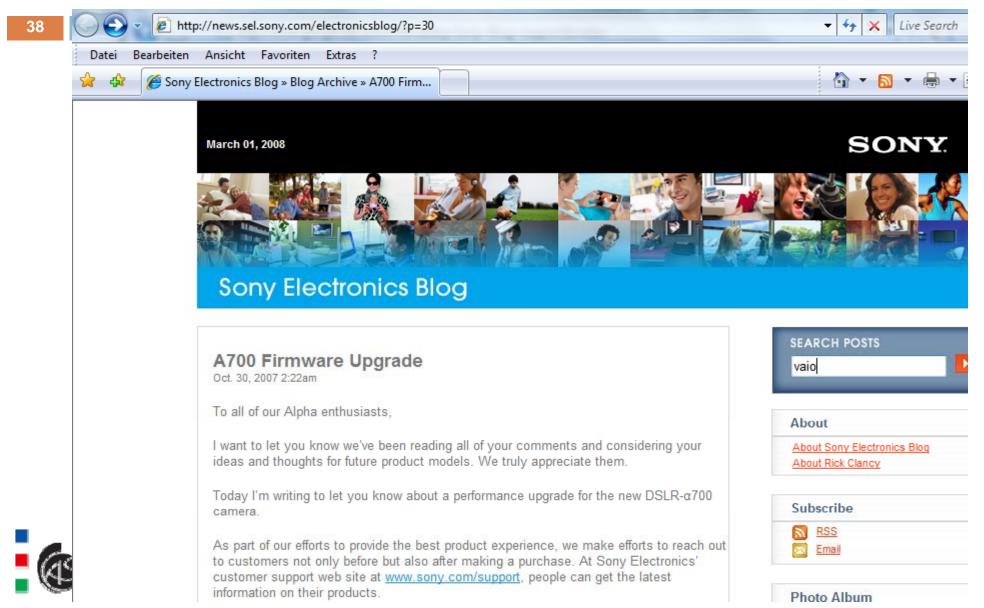


Blog with integrated video

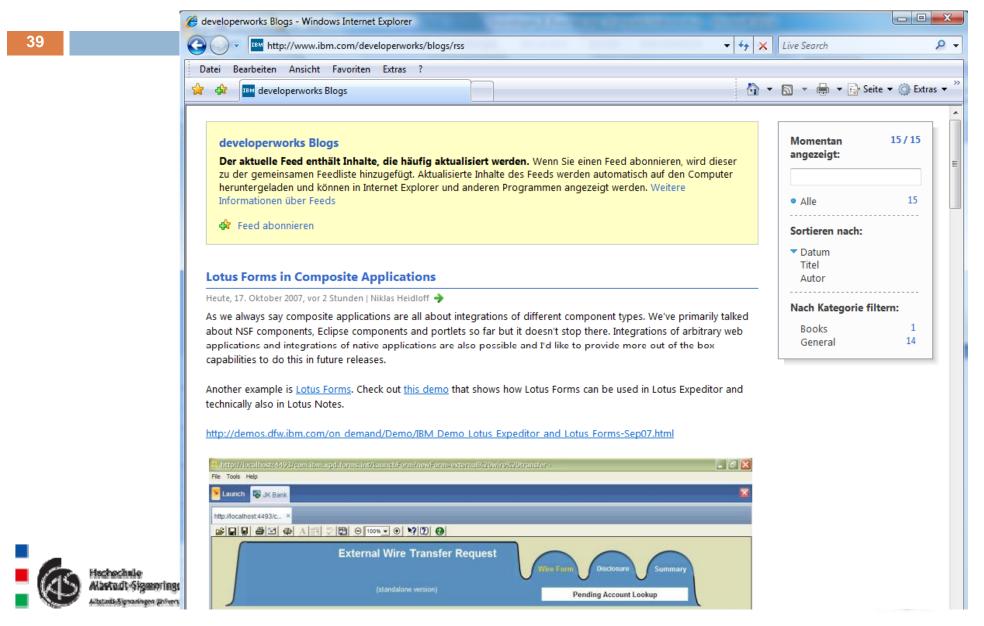


3.2.2.2 Support Blog / Service Blog

http://news.sel.sony.com/electronicsblog/?p=30



3.2.2.3 Specialist Blog / Developer Blog



3.2.3 Viral effects of blogging

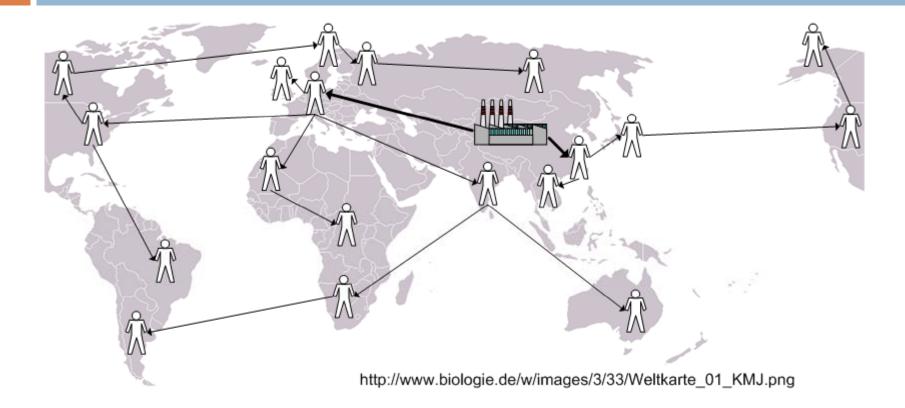
□ Viral Marketing is:

- "a communication and distribution concept that relies on customers to transmit digital products via electronic mail to other potential customers in their social sphere and to animate these contacts to also transmit the products."
 - http://www.ciadvertising.org/sa/fall_05/adv392/jodilisa/Paper1/diagnosis.html
- Success factors for viral marketing:
 - Noticeable benefit for the transfer of information
 - Free transfer of information
 - Easy transfer of information
 - Selection of first transmitters





Viral marketing: spreading pattern







Frosta website (example for viral marketing)



Website Frosta (example of viral marketing)



FRoSTA Blog

100% frei von Farbstoff- und Aromazusätzen

Startseite

Blog-Info

Blog-Autoren

Blog-Charta

Kontakt Datenschutz Impressum

FRoSTA

Essen tunen

Geschrieben von Sebastian Hanoldt in Internes am Freitag, 8. Februar 2008



Gerade habe ich für uns alle Mittagessen gekocht. Meistens gibt es eigene Produkte, manchmal testen wir auch gemeinschaftlich die der Wettbewerber. Heute gab es Kartoffelpuffer mit Apfelmus und ein paar FRoSTA-Gerichte.

Die Steakhouse-Pfanne schmeckt mir am besten mit einem ordentlichen Klecks SourCreme, Hähnchen-Geschnetzeltes kann man wunderbar verfeinern, indem man am Ende einen Schuß Sahne hinzugibt.

Frische gehackte Petersilie gehört für mich auch immer dazu. Wie tunt Ihr Euer Essen? Bin gespannt auf Kommentare und Anregungen.

14 Kommentare »

Umfrageergebnis "natürliches Aroma"

Geschrieben von Friederike Ahlers in Deine Meinung zählt!, Reinheitsgebot am Montag, 4. Februar 2008

Vor einen paar Tagen hatten wir gefragt, was sich laut Lebensmittelrecht hinter einem "natürlichen Aroma" verbergen kann. Die richtige Antwort:

Ein "natürliches Aroma" darf laut Lebensmittelgesetz auch im Labor aus anderen Substanzen hergestellt werden, solange der Herstellungsprozeß "natürlich" ist.

Fast 90% haben die Antwort gewußt, unsere Leser kennen sich also gut aus! Deshalb hier gleich die nächste Frage, hoffentlich machen wieder so viele mit!

Herzlich Willkommen!

Das FRoSTA-Blog ist ein V von FRoSTA-Mitarbeitern. V diese Weise offen, ehrlich u Hand über die Marke FRoS und mit Ihnen über aktuelle dem Bereich Ernährung dis Hier weiterlesen...

Suchen

Themen / Rubriken

Aktuelles

Aus dem Supermarkt Aus der Zeitung Berichte über uns Bistro Hamburg Brigitte-Diät Deine Meinung zählt! Ein bißchen Spaß muß s Essen im Büro Finanzen & Verwaltung Forschung & Entwicklung Frage der Woche FRoSTA Bistro Historisches Internationales Internes



Bisherige Beiträge in der Rubrik: Brigitte-Diät

TV-Spot Brigitte-Diät

Geschrieben von Jens Bartusch in <u>Brigitte-Diät, Werbung & Marketing, Aktuelles</u> am Freitag, 7. Dezember 2007 14:50

Es geht wieder los. Zum Jahreswechsel wird es TV-Werbung für FRoSTA Gerichte geben. Wir starten mit einer Kampagne für unsere <u>Brigitte-Produkte</u>. Wir kennen das ja fast alle - man nimmt sich nach den feisten Feiertagen vor etwas mehr auf die Figur zu achten. Da passt die Brigitte-Diät ziemlich gut in die Zeit.

Hier nun vorab schon mal der Spot - aber nicht weitersagen, damit es im TV auch eine Überraschung ist ;-)):



Link: de.sevenload.com
Und wie gefällt er Euch?

29 Kommentare »

FRoSTA - "Peters frischer Fisch"







3.2.4 Advantages of blogs

- Overcome the distance to the customer
- Possibility of internal corporate communication
- Minor technical premises
- Easy handling of blogs
- Fast creation of blogs
- Integration of technologies for the fast spreading of blogs
- Feedback channel between sender and recipient
- Using blog entries on mobile equipment





Disadvantages of corporate blogs

- Additional time need for the preparation of blog entries
- Blogs have to be updated regularly
- Integration into the marketing and communication system of a company
- Success has to be controlled regularly
- Risk of revealing internal information
- Mistakes in blogs can lead to legal problems
- Negative postings can cause damage to the company





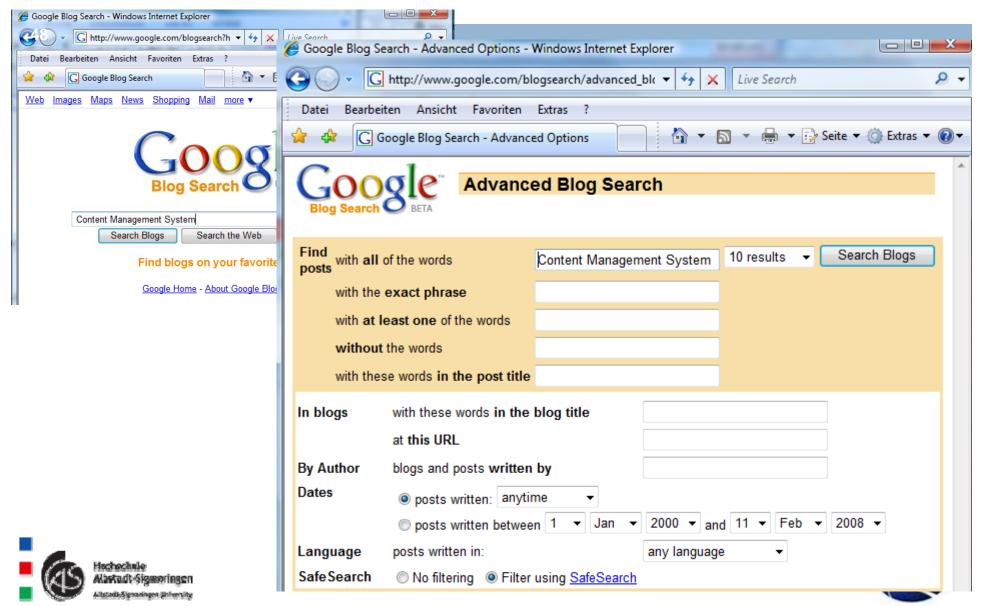
3.3 How to find a blog

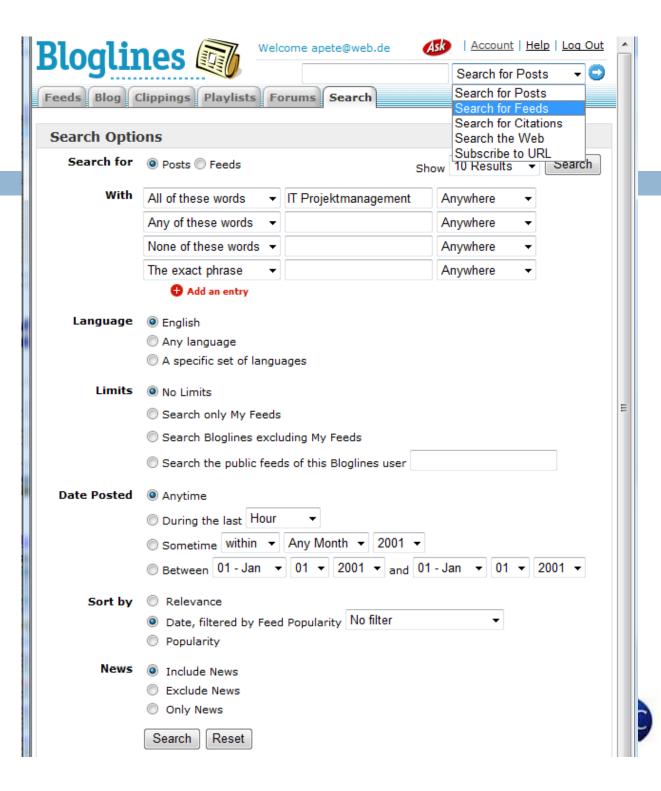
- □ Google Blog search
- Bloglines
- Icerocket



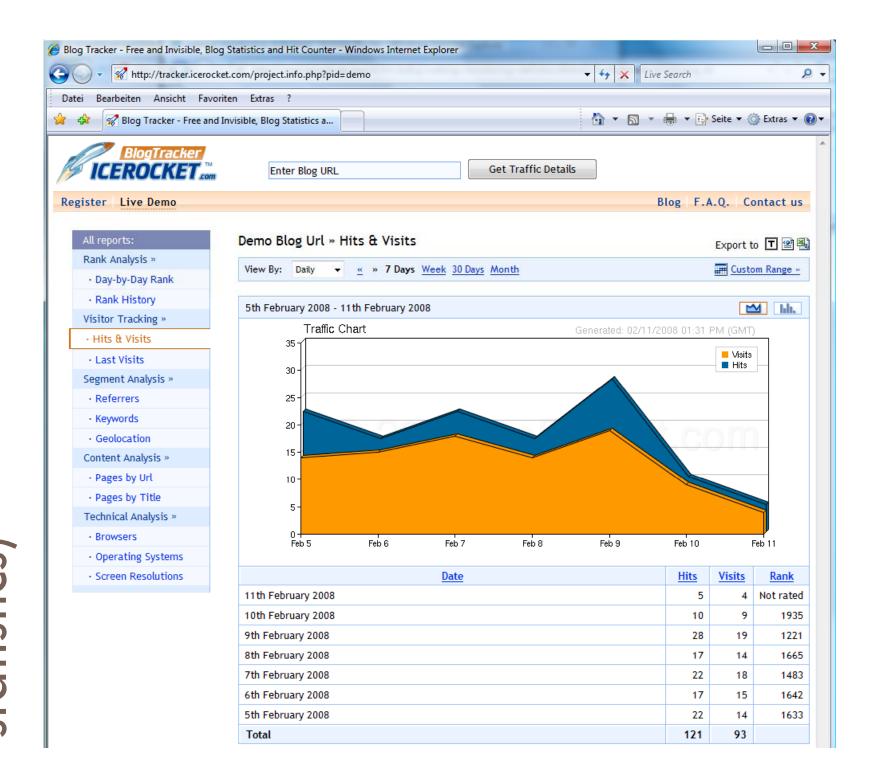


Example: Google Blog Search





Icerocket (acce statist



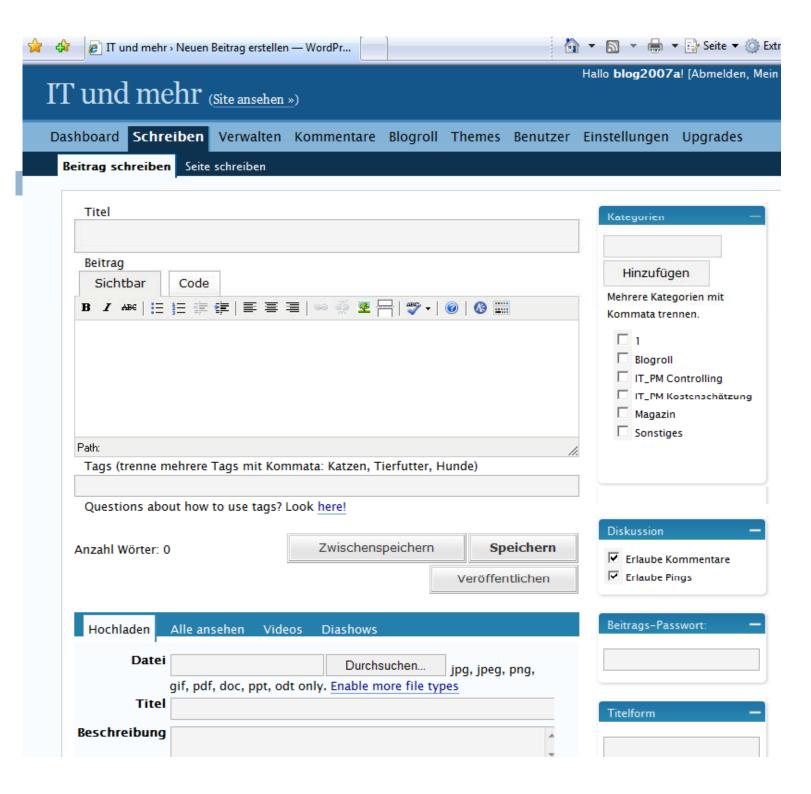
3.4 How to create a blog

- Self-owned server (Self hosting)
- □ Hosted server (Blog service)





SS



3.4.3 Hardware for blogs

- PC / Notebook
- Mobile equipment
 - PDA
 - MVP (e.g. iPod)
 - Hand phone
 - Game consoles (e.g. Sony Play Station)















3.4.4 Rules for Blogging

- Formulate blog entries carefully
- Use pseudonym
- Avoid conflicts with employer
- Respect the copyright of others
- Deactivate the ping function in the test stage
- Respect rights of third parties





4. Social software

- 4.1 Picture portals
- 4.2 Tagging / Social bookmarking
- 4.3 Wiki
- 4.4 Podcasting
- 4.5 Real time communication
- 4.6 Social networks
- 4.7 Software as a service
- 4.8 Video platforms
- 4.9 Mashup
- 4.10 Virtual watchdog





4. Social software

- Characteristics of social software
 - Interaction between people via internet based software
 - Interaction concerning communication, co-operation and data exchange
 - Development of a community
- Examples
 - Picture portals (e.g. Flickr)
 - Video platforms (e.g. Youtube)
 - Social bookmarking (e.g. Technorati)
 - Podcasting (e.g. iTunes)
 - ---





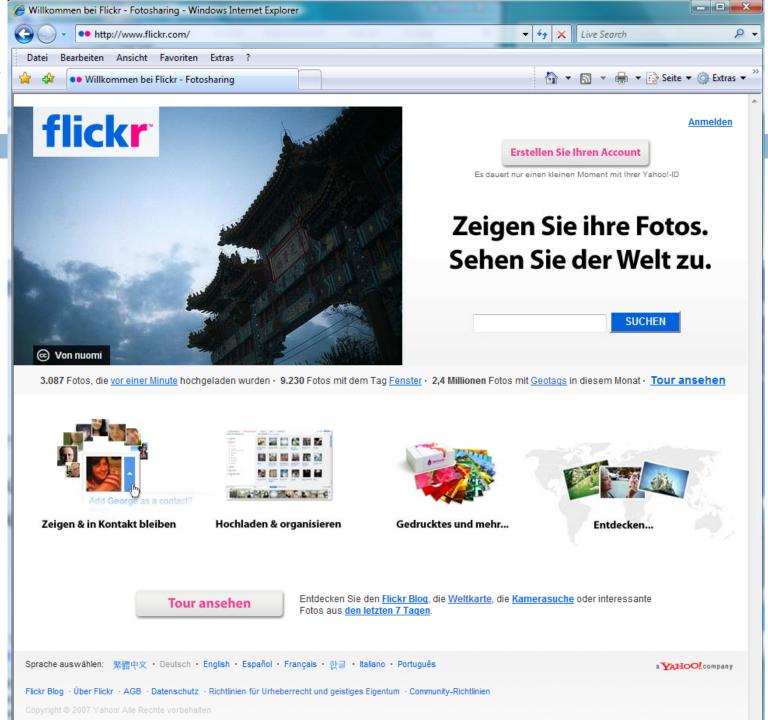
4.1 Picture portals

- Own Pictures can be uploaded to the internet
- Pictures are available to the community
- □ Flickr:
 - □ growth: more than 3000 picture per minute (12.10.2007)
 - is owned by Yahoo
- Additional picture portals:
 - piqs.de
 - imageloop





Flickr





□ Audi R8





Startseite Die Tour Registrieren Entdecken

Audi R8





The Audi R8 is a mid-engined sports car released by the German automaker Audi. The R8 was officially launched at the Paris Auto Show on September 30, 2006.

The European Audi R8 will be the first production vehicle to feature all-LED headlights - you can see the reflection in the window...

Audi is a sponsor of the football club FC Bayern München. Therefore you can find the car in the so called "Markenwelt" (World of Brands), a shopping mall inside the Allianz Arena, home of the two professional Munich football clubs FC Bayern München and TSV 1860 München.





Examples

echnie:

adt-Sigmoringen



Registrieren

Entdecken -

Alle Fotos d

Му

Nc

Pelikan











Dieses Foto





Fountain



Tags

fountain

pen

pelikan souverar

city serie

tortoise

fountain inkyfinge



Kon



Do yo The a So yo

Ihad ones abou

other

Note It's a

Green Pilgrim sagt:

Kommentare

What model of pen is this?

-GP

Geschrieben: vor 9 Monaten. (Permalink)





Pelikan Souveran 400 White Tortoise Shell on top. The nib and cap on bottom are the Pelikan Piazza Navona from the "cities

Negative publicity in Flickr concerning



4.2 Tagging / Social bookmarking

- □ Idea: Favorites in the Browser
 - Problem:
 - only local access on one computer
 - Interesting websites of other users are not viewable
- Tags are key words which describe interesting websites.
 These key words are saved as favorites (= bookmarks) on a website
- Social bookmarks are favorites which are public bookmarks of internet users.
- Advantages of tags
 - □ Tags are "labels" which mark interesting websites.
 - Evaluation of interesting websites is done by many users





Social bookmarking (steps)



3. Registration on a bookmarking platform



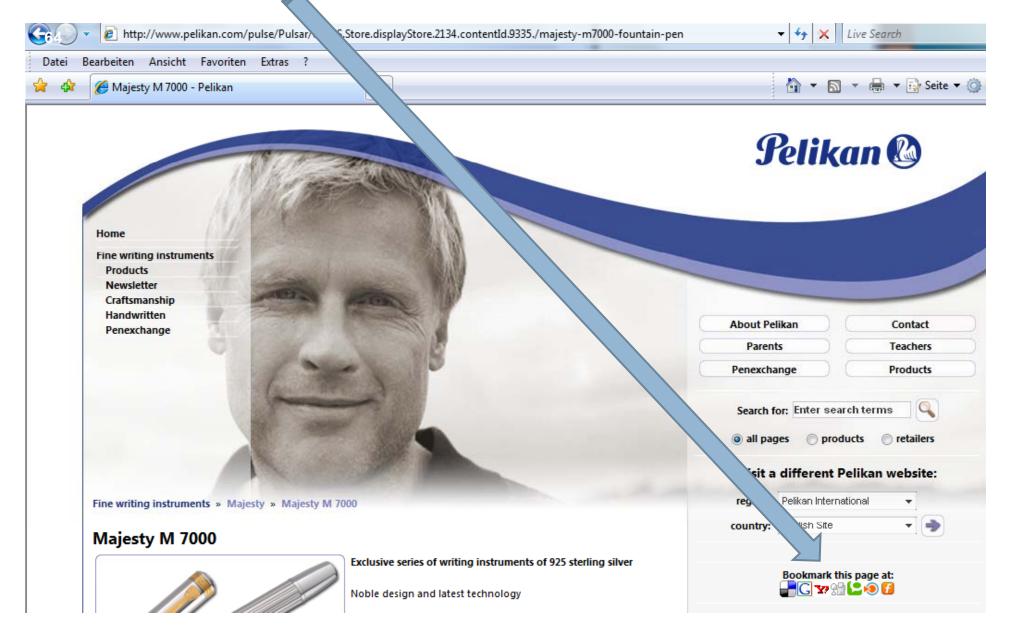
5. Bookmarks are accessible to private / public use



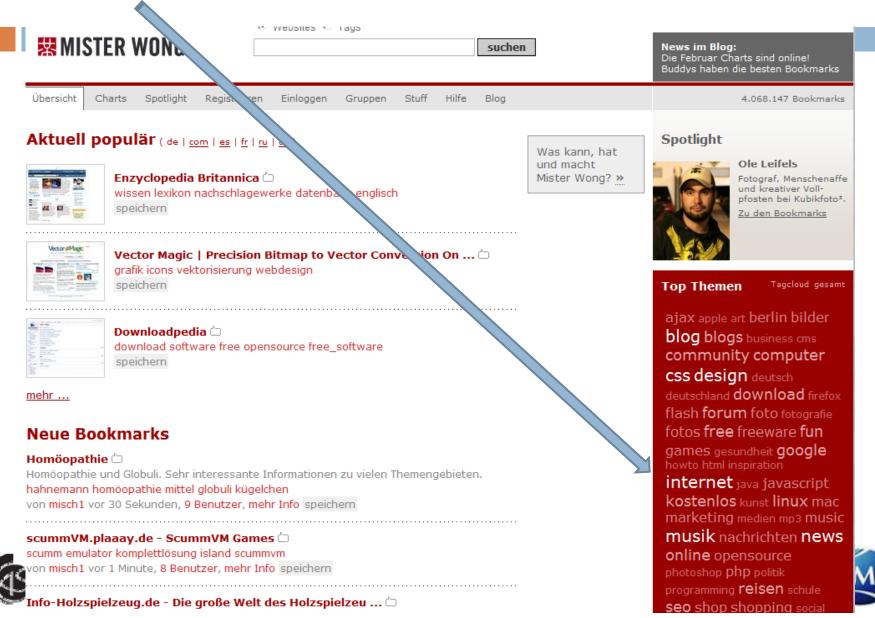




Support: Social bookmarking



Tagcloud



Popular bookmarking systems

- Mister Wong
- □ del.icio
- **Technorati**
- Additional logos of bookmarking systems













4.3 Wiki

"the simplest online database that could possible work. Wiki ist a piece of server software that allows users to freely create and edit Web page content using a Web browser."

http://www.wiki.org/wiki.cgi?WhatlsWiki

is one of the most popular websites





Wiki application in companies

- Project management
- Development of new products
- E-Learning platforms
- Support of virtual communities
- Marketing
- Technical documentation
- □ Employee suggestion system
- Glossaries
- Brainstorming events
- □ Team work





4.4 Podcasting

- □ iPod + Casting = Podcasting
- Use of media files:
 - Audio, Video, Text







Use of Podcasting: Steps

- Use of a Podcatcher (e.g. iTunes)
- Choose a Podcast (via Store)
- Loading of an episode (download from the internet to a PC)
- 4. Choose a subscription to load the Podcast regularly







Podcatcher (iTunes)

71







Podcasting in companies

- Communication of a corporate strategy (CEO Podcast)
- Application procedures
- Technical documentation
- Project management
- The application is similar to the application of blogs!





4.5 Real-time communication

- □ Intended use:
 - Exchange of voice messages, video conferencing etc.via internet
- □ Use of messenger systems:
 - Windows Live Messenger
 - Skype
 - Yahoo Messenger





4.6 Social networks

- Social networks are suitable for establishing social contacts
- Functions in social networks
 - Users describe themselves with name, picture, hobbies, interests etc.
 - Apart from audio and videoconferencing, chatting, exchange of pictures or collective listening to music is possible



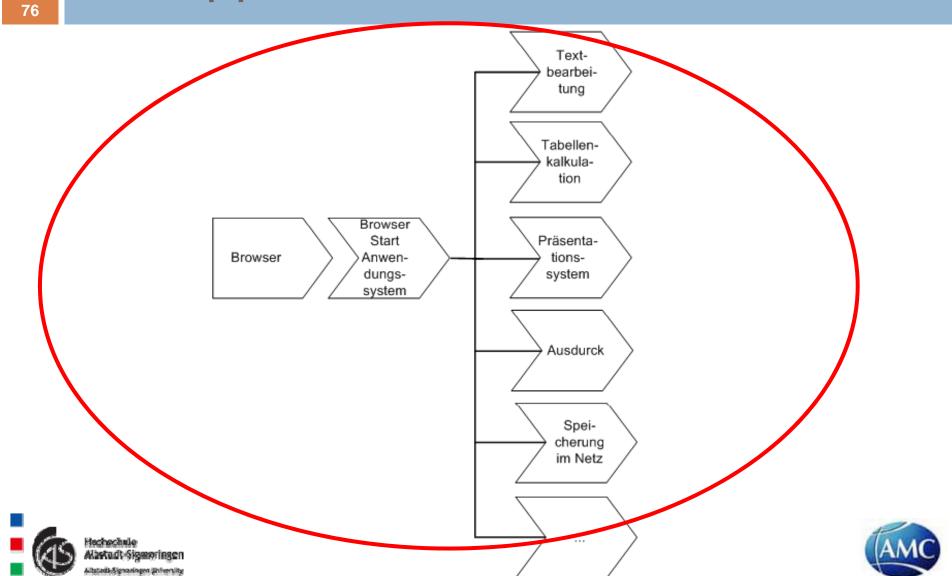


Examples for social networks

- MySpace
- □ Xing
- StudiVZ
- Stayfriends
- □ Twitter

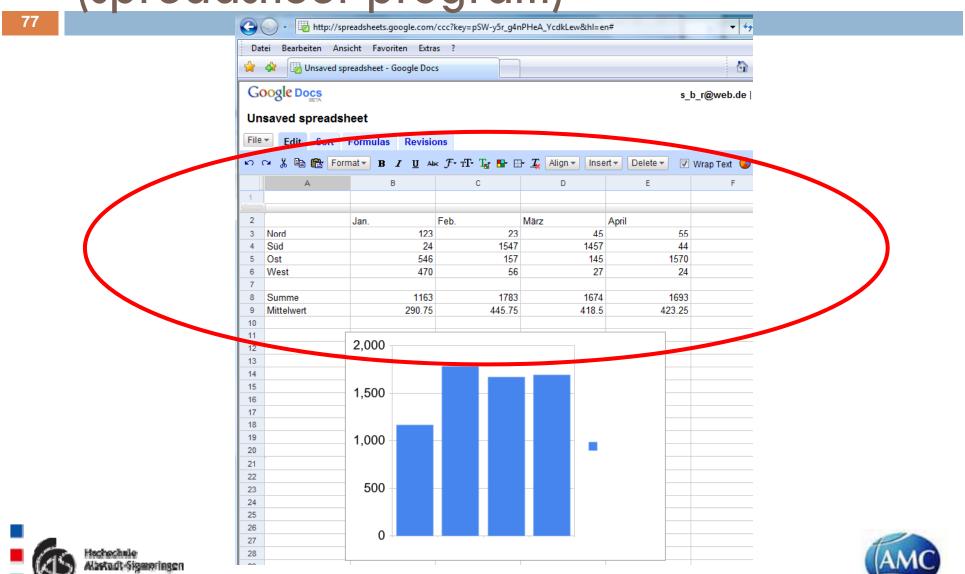






Example: Google Docs

(spreadsheet program)



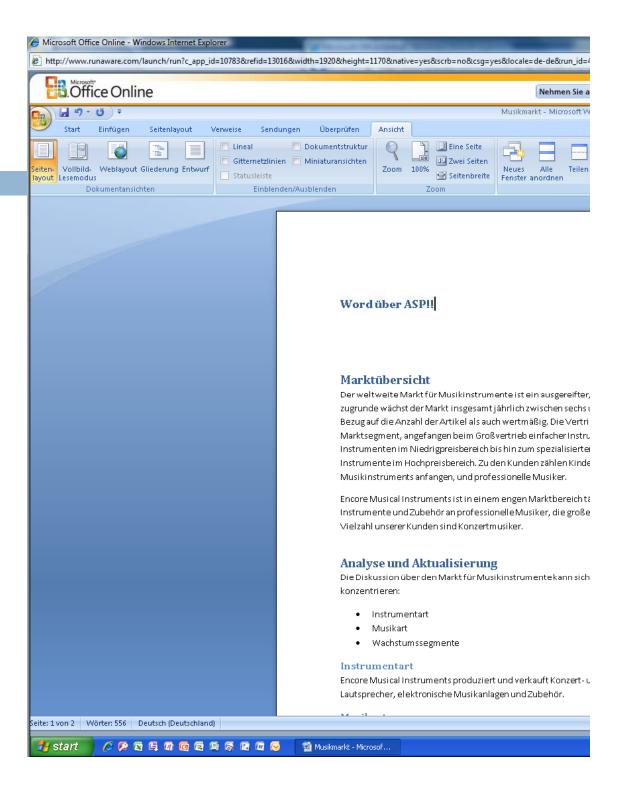
Example: J. Watson Typewriter

78 □ Erfolgsfaktoren - Fallstricke - Praxistipp Jedes IT-Projekt birgt andere Risiken in sich. Zu jedem Projekt sollten die wesentlichen Risiken und eine Bewertung der Eintrittswahrscheinlichkeit aufgelistet werden. Ähnlich wird ein Projekt in DIN 69901 verstanden als "Vorhaben, das im Wesentlichen durch Einmaligkeit der Bedingungen in ihrer Gesamtheit gekennzeichnet ist, wie z. B.: - Zielvorgabe - zeitliche, finanzielle, personelle oder andere Bedingungen - Abgrenzungen gegenüber anderen Vorhaben - projektspezifische Organisation". New Save Word count Send it Download Print Prefs Help About « Page 1 of 1 » Modified Writer's block? Lost your documents? | Login or create account Terms of use / Privacy policy BigHugeLabs.com / John Watson

Help support Writer by making a donation.

Microsoft Offi (ASP)





4.8 Video platforms

- Users can upload videos to a website
- Videos are described with key words
- Visitors of the website may comment on the videos
- New entries on the website can be received via RSS feeds





blend" YouTube Vid



Channels

Community

Videos

Search

Will It Blend? - iPhone





9122 ratings





Rate: ★★★★☆ Views: 3,579,933

Comments: 11,873 Favorited: 8,599 times Honors: 1 Links: 5



From: Blendtec Joined: 1 year ago Videos: 64

▶ About This Video

Everybody knows that the iPhone of

Added: July 10, 2007

Embed

<object width="425" height="355"><ps

More From: Blendtec

▼ Related Videos



iPhone vs Wind for Business 10:11 From: lock Views: 62,620



iPhone Hacks 07:44 From: lock Views: 47,155



My iPhone Diar 05:47 From: ther Views: 1,120,844



A Closer Look I 04:25 From: CBS

iPhone YouTube

82

PRODUCTS

RESOURCES

RECIPES

SERVICE





Videos

Will It Blend?

See the videos everybody is talking about at WillItBlend.com



Demonstrations

We'll show you how to get the best results from your blender by taking you through some delicious recipes!



Installation

Thinking about getting a Connoisseur, our in-counter blender? See how easy it is to install!



commercial.blendtec.com

©Blendtec[®]

BRAWN, BRAINS, BLENDTEC.

Robyn's Green Smoothie

Blendtec's Fine Living Products



greensmoothiegirl.com has provided this recipe to get greens into your daily diet without loading up on dressing

Submit Recipe



Contact Us

800-253-6383

Customer service and sales are available from 8:00 am to 5:30 pm (MST) Mon-Fri. Email Us



Looking for our commercial products?

Sign up and receive e-mail from Blendtec.com:



Blendtec.com





Zwilling - Cookware (Ausschnitt)

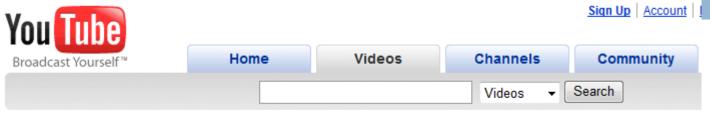




Rate: ☆☆☆☆ Views: 416







Fissler Blue Point Pressure Cookers





YouTube

- Two men steal a laptop in Austria.
- The video of the security camera is published on YouTube.
- Quelle: http://www.stern.de/computertechnik/internet/588165.html?q=Weblog







4.9 Mashup

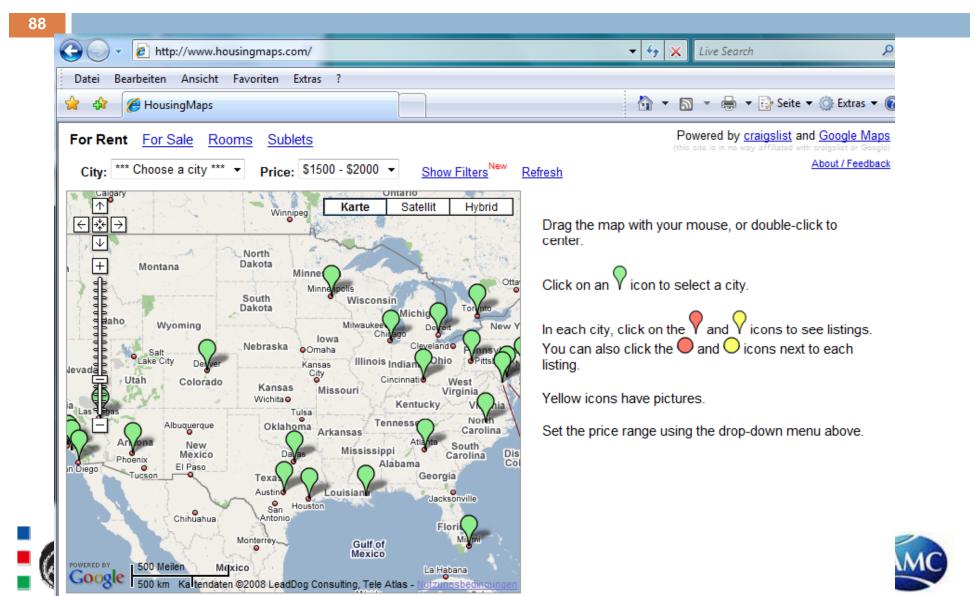
- Matchups are web services which are composed of other services.
- Examples for Mashups:
 - Google Maps (map service)
 - Weather services
 - YouTube (videos)
 - □ Flickr (Pictures)
 - Notepad
 - Calendar



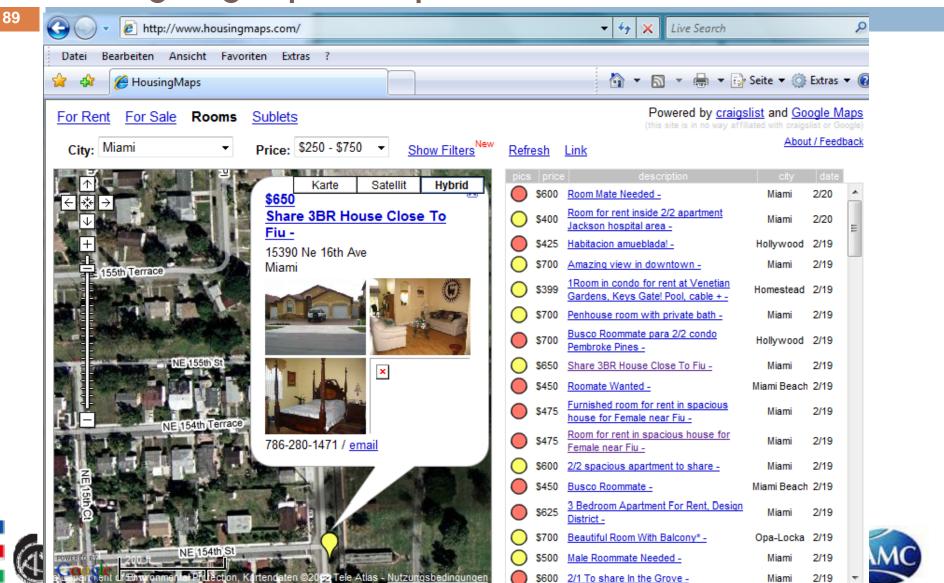


Real estate disposal via Mashup-Websites

(www.housingmaps.com/)

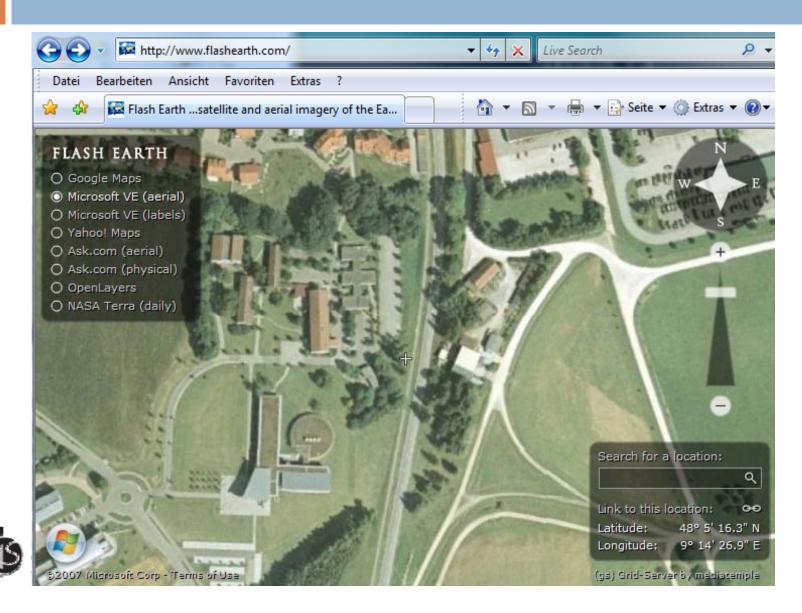


Combination: information about real estate and geographical position (http://www.housingmaps.com/)



Integration of different satellite picture

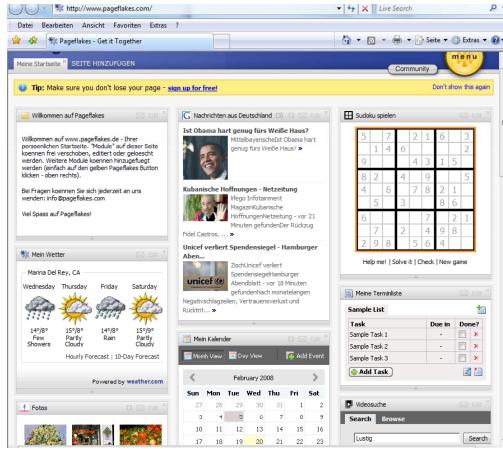
SETVICES (www.flashearth.com)





Individual welcome page with weather forecast,

calendar services, news etc. www.pageflakes.com







4.10 Virtual watchdog

- Observation of changes in the internet
- Permanent observation of the cyberspace
- Analysis of competitors
- Changes in newsletters
- Changes in search engines for prices
- Observation of blog entries
- Changes on video platforms
- Picture sharing systems
- Observation of mashups





5. Risks of Web 2.0

- Invasion of personal privacy
 - The creation of personal profiles is easily possible
 - It is almost impossible to change statements once they are published
- Beta versions are getting standard
- No contracts between service provider and service user





6. Web 3.0?

- What might be the innovations of Web 3.0?
 - Semantic web
 - Mobile web
 - Second life



