# COMPANY PROFILE

In today's digital jungle, brands and companies must enhance their capabilities in maintaining a positive public reputation, managing modern market demands, exploring innovative industry trends, and leveraging the power of online conversations to provide valuable solutions and services to consumers.

Through TERM, brands and companies can gain deeper insights into the evolving needs of their customers, analyze competitors, mitigate reputational risks, and craft proactive strategies to maintain a competitive edge in the market and capitalize on hidden opportunities.

DISCOVER YOUR POSITION IN THE MARKET

- IDENTIFY HIDDEN PROFITABLE OPPORTUNITIES
- GAIN DEEPER INSIGHTS INTO YOUR CUSTOMERS

MANAGE, MITIGATE & RECOVER FROM PR CRISES

# STATEMENT OF CONFIDENTIALITY

We prioritize our clients' best interests, ensuring stringent confidentiality and data protection measures.

### Definition of Confidential Information

Confidential information encompasses any data related to a client's or TERM's research, development, trade secrets, campaigns, or business affairs. This includes, for TERM, concepts presented to but not selected by the client. Confidential information excludes data that is publicly known or readily ascertainable by third parties.

### Mutual Respect and Use

TERM and the client shall mutually respect and safeguard each other's confidential information, utilizing it solely to fulfill their respective obligations under this agreement. Confidential information does not encompass information that is public knowledge, was in the recipient's possession prior to receipt, or is independently developed by the recipient. Internal Information Barriers: To prevent conflicts of interest and ensure unbiased service, TERM employees shall not exchange information internally regarding the activities of direct competitors. Additionally, direct competitors will not be assigned to the same employee to maintain the integrity of our services.

### Confidentiality Commitment

Throughout the term of service, TERM commits to maintaining the strictest confidence regarding all information related to the client's marketing efforts communicated in confidence. TERM ensures that it will not disclose, divulge, reveal, report, or use any confidential information obtained, except as explicitly authorized by the client.

# TERM, unmatched insights, unfair advantages.

TERM is your strategic insights partner, transforming how brands and companies engage with their audience. With decades of experience in social intelligence and reputation management for politicians and governmental figures, TERM specializes in uncovering growth opportunities through advanced social listening, consumer research, and strategic consultancy.

By harnessing real-time insights **from social media**, **news**, **blogs**, **forums**, **and reviews**, combined with your customer data, **we transform raw data into actionable strategies**. Our Al and NLP-driven tools, paired with our veteran analysts' expertise, ensure **every insight is accurate and impactful**.

We excel in social intelligence, reputation management, crisis mitigation, and marketing mix modeling (MMM). Our innovative open source WEBINT social listening technology and over 20 years of expertise position us as industry leaders. TERM helps you **align your strategies with market trends and consumer demands**, driving growth and success. Let us guide you through the digital jungle, **turning data into your greatest strategic asset**.

We compass brands and companies to conquer the digital jungle — on their terms — anticipating real-time dynamic shifts, and transforming social data insights into informed growth and reputation-building strategies.





# THE TECHNOLOGY

We don't just collect data — we transform it into tailored actionable intelligence that drive your business forward, delivered exactly when you need them

With TERM, you unlock industry-leading insights on your brand, competitors, audience, influencers, and market trends. By combining social listening insights with direct customer feedback, we provide indepth research that answers your critical business questions and uncovers the human stories behind the data. Boost your brand, marketing, and product performance with actionable insights.

# Deep WEBINT Technology

Harness the raw, expanding power of our powerful hybrid technology, seamlessly blending Social Listening, Deep WEBINT (Web Intelligence), and OSINT (Open Source Intelligence) for unmatched insights and strategic advantages—born from over 20 years of cybersecurity and political expertise and now revolutionized for brands and companies. Unlike any tool on the market, Deep WEBINT is built from the ground up, far beyond the limits of prescribed APIs.

**Social Listening:** We capture the pulse of your customers and stakeholders by monitoring millions of online conversations, uncovering trends, and identifying risks before they escalate.

**Deep WEBINT Capabilities:** Our deep web data analysis provides a broader context to your market landscape, ensuring no critical information is missed.

OSINT Services: We aggregate publicly available information to create comprehensive profiles on market movements, regulatory changes, and competitor activities.

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**A O** 

With precision down to a grain of sand, Deep WEBINT identifies the root causes of reputation issues, revealing who, what, and where insights originate. This open-source hybrid approach allows for unparalleled customization and expansion, **listening across all platforms**, and capturing data **wherever it exists online**.

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# Social Intelligence Reporting



# BANKING ON INSIGHTS DATA-DRIVEN DOMINANCE.

# Cain deeper insights into your customers

Today's consumers have diverse solutions at their fingertips. TERM's social listening tools help you win them over by understanding their needs and preferences. Use our advanced sentiment analysis to gauge customer feelings, opinions on your products, and what drives them to trust their money with you and your brand.

AUDIENCE SEGMENTATION

SENTIMENT ANALYSIS

INFLUENCER IDENTIFICATION

Monitor online conversations to gauge your target audience's perception of your brand and competitors.

Identify key opportunities to connect with potential customers and influential figures in your sector. Boost sales by leveraging social media analytics to understand what drives consumer purchasing decisions.

# Discover your position in the market

Knowing your brand's market position is crucial for strategic planning. You might be the underdog, the market leader, or in between in your industry's services pile. TERM helps you discover your standing and reputation compared to competitors, identifying what sets you apart and how to close gaps. Analyze your share of voice in the industry and find opportunities to enhance your influence with targeted and effective social media and content strategies.

**BRAND ANALYSIS & PERFORMANCE** 

COMPETITOR STRATEGIES

SHARE OF VOICE ANALYSIS

**Evaluate your share of voice** to benchmark your brand's performance in your industry and identify cost-efficient strategies.

Accelerate the growth of your share of voice by learning and adopting successful competitor strategies. Compare your brand against rivals across metrics like growth, customer satisfaction, and response times.

# 😽 Identify hidden profitable opportunities

There are countless opportunities hidden in online customer conversations, waiting to be uncovered. TERM's social listening tools help brands and companies tune into these conversations, identify key issues, and develop profitable solutions to meet customer needs.



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# PRESSING QUESTIONS, PROFITABLE ANSWERS.

# The crucial questions our insights will help you answer

BRAND ANALYSIS	How can we adapt our brand strategy to align with evolving market dynamics and customer needs for sustainable growth?	What fosters brand loyalty and customer retention in the market, and how can we enhance them effectively?	How can we amplify brand awareness amidst tough digital competition?
INDUSTRY TRENDS	What offering and strategies can we implement to align with emerging trends and evolving consumer expectations?	How do we mitigate risks associated with market shifts and technological disruptions while maximizing growth opportunities?	Where are the untapped geographic markets that we can strategically enter to diversify and expand our business footprint?
COMPETITORS STRATEGIES	How can we differentiate our brand to gain a competitive edge in the market?	What strategies are working for our competitors and what opportunities exist for an advantage over them	What are the key strengths and weaknesses of our competitors?
PRODUCT DEVELOPMENT	How can we enhance our prod process to better align with cus and increase customer satisfac	tomer preferences optimize	ategies can we implement to our product launches and leir success in the market?
CUSTOMER ACQUISITION	How can we identify and capitalize on sales opportunities through lead generation strategies?	customer acquisition analysis to attract and	How can we tailor our content strategy to resonate with our target audience?
CUSTOMER ENGAGEMENT	How can we align our offerings with the specific needs of diverse audience personas?	resonates best with each segment, driving	How can we adjust sales and marketing approaches based on the unique purchase behaviors of different audience personas?
INFLUENCER IDENTIFICATION	How can we align our offerings with the specific needs of diverse audience personas?	influencers whose audiences match our	Are there emerging rising or micro-influencers with high engagement that we should consider partnering with?
TALENT ACQUISITION	What drives employee engagement and advocacy within our organization?	industry trends impacting	How can we identify and retain top talent in a competitive market?



# Reputation & Crisis Management



# REPUTATION RISKS

# Hidden Hazards Plummeting Profits

# The top reasons executives lose sleep

**Reputation management isn't just a buzzword; it's a critical business imperative.** Recent statistics reveal that **reputational risk is the top concern keeping executives awake at night** and a major focus for boards worldwide. Understanding these key numbers underscores the **profound impact of managing your reputation effectively** in today's digital age.





# SCANDAL SPOTLIGHT

# Unveiling the Impact on Corporate Trust Executive Missteps & Corporate Controversies

In the high-stakes world of business, a single scandal can send shockwaves through an entire organization. Whether it's a misstep by a top executive or a company-wide controversy, the repercussions are swift and far-reaching. Understanding the statistical impact of such scandals on corporate reputation can offer valuable insights into the fragility of trust and the importance of robust reputation management. Explore the numbers behind the headlines and see how scandals reshape public perception and business fortunes. These underscore the significant long-lasting impact that scandals can have on a company's reputation, highlighting necessity for proactive reputation management & crisis response strategies.

# - 21%

Following a scandal, a company can expect, on average, a 21% decline in sales.

# - 30%

Companies involved in scandals see, on average, a 30% drop in stock price.

# 41%

Consumers say they would stop buying from a company after a major scandal.

# 5 yrs

It takes a company about 5 yrs to recover its reputation after a major scandal.

# "ROI" --- REPUTATION ON INVESTMENT.

# Safeguard your Brand's Future

In today's digital age, your online reputation is your greatest asset—or your biggest liability. At TERM, we specialize in comprehensive reputation management and crisis communication strategies to ensure your brand is perceived positively across all online platforms.

**Complaints are all-too-common across a companies offerings, ignoring them is not an option.** With TERM, you can identify unhappy customers and quell their concerns before they become serious problems. Detect dissatisfied customers by monitoring relevant social media keywords and assessing the sentiment around your brand.

Avoid PR disasters by planning successful recovery strategies with valuable insights gained from social listening.

# Importance

In a world where your digital footprint defines your brand, actively managing your online presence is crucial. Negative reviews, damaging articles, or false information can significantly impact your business. Statistics reveal that:



Businesses have experienced a crisis in the past five years, with the average financial impact of the most serious incidents being . . .

**source:** pwc global crisis

\$5m

shandwick

During a crisis, 22%

of a company's value can be attributed to its reputation.



Effective reputation management

offers numerous benefits:

Positive online presence builds trust with customers, stakeholders, and employees.

Businesses with high ratings and positive reviews attract more clients.

Companies with strong reputations often see higher revenue and growth.

TALENT

PROFIT

A good reputation attracts top-tier talent and retains employees.

By leveraging TERM's expertise, you can ensure a favorable first impression and maintain a competitive edge.

# Report

### Real-Time Reputation Monitoring

#### Track Your Brand's Online

Presence. Using our advanced social listening technology, we monitor your brand across social media, news sites, blogs, and forums. We provide detailed reports & insights to help you stay ahead of potential issues and maintain a positive presence.



#### Eradicate Negative Content

#### **Clean Up Your Digital**

Footprint. We specialize in removing harmful content from search engines and online platforms. Our team works diligently to eliminate false or damaging information that can tarnish your brand's reputation.



Crisis Management and Recovery

Swift and Effective Damage Control. In the event of a crisis, we implement strategic communication plans to manage and mitigate the impact. Our experts are adept at turning around negative situations, ensuring your brand recovers quickly and efficiently.



### Build and Enhance Reputation

#### **Boost Your Positive Online**

Presence. We proactively build your brand's reputation by creating and promoting positive content. From engaging articles and social media posts to impactful PR campaigns, we ensure your brand shines online.





Our mission is to fix, build, and maintain a lasting, positive reputation for you, putting you in control. Adapting to digital changes, we evolve our tools and techniques to deliver the most effective results. Here's how we do it at TERM:

# **Audit Findings**



#### CHALLENGING NEGATIVES

#### SPOTTING POSITIVES

Identify negative content and positive content opportunities – We analyze any negative or law-breaking content, images, and videos to challenge defamatory or unsubstantiated content and remove it. We also identify

opportunities for positive content, PR, social media, thirdparty paid and non-paid opportunities, and link building to improve your search results.

# Implementation



#### EXECUTING THE STRATEGY

**Strategy and Delivery**– We optimize existing assets and create new ones like websites, blogs, and social profiles. This includes crafting an integrated Content, PR, and Social Media Plan–everything from blog content and targeted PR to social media activity.

# **Sustained Success**



#### MAINTAINING YOUR POSITIVE IMAGE

Maintaining a positive and lasting online reputation— We aim to keep your online reputation shining brightly. After achieving your ideal social and search engine results conducive to your business goals, we provide continuous support to ensure your positive image endures, adapting strategies to stay ahead of any potential challenges.



#### AUDIT ONLINE REPUTATION

What is your online reputation – We start with a comprehensive audit of your online reputation. This includes search engine rankings, websites, social media profiles, blogs, press articles, directory listings, third-party sites, and reviews. This benchmarking helps us track progress and shape our strategy.



#### **STRATEGIC MOVES & ACTION STEPS**

**Reputation Management Strategy and Actions** – Based on the audit, we build a tailored strategy. After a Kick Off Meeting to finalize the plan, we implement a personalized action plan with clear target outcomes and KPIs, ensuring we deliver results.



#### **KEEPING AN EYE ON PROGRESS**

**Measuring progress of your online reputation**– We constantly monitor your online presence, including mentions, sentiment, coverage, social media activity, reviews, follows, and rankings. Insights are fed back into all work streams, ensuring we stay responsive to changes. Monthly priority reviews and quarterly evaluations ensure we stay on track and adjust as needed.

Once you look your best across socials and in search engine results, we work to keep it that way.





# Marketing Mix Modeling



# **EFFECTIVENESS**

We are proud to be the sole providers of advanced Marketing Mix Modeling (MMM) solutions in the MENA region. Our innovative software suite, offers a modern approach to running MMM projects, enabling companies to optimize their marketing strategies and achieve higher ROI's - +18.7% on average.

# Introduction

Marketing Mix Modeling (MMM) is a statistical technique that helps marketers evaluate the effectiveness of their marketing efforts. By analyzing historical data, MMM estimates how different marketing activities influence business outcomes

such as sales. It serves three primary purposes:

analysis.

#### MEASUREMENT

Analyzing historical data to estimate the impact of various marketing activities.

OPTIMIZATION **Optimizing budget** 

revenue based on ROI

#### FORECASTING Predicting sales and allocation to maximize marketing performance based on historical data.

MMM considers various internal and external factors, including:

Purchase patterns, brand loyalty.

ARKETING CHANNELS TV, radio, digital ads, social media, etc.

Historical sales figures, promotions, discounts.

FRNAL FACT Economic conditions, weather, competitor activities.

# Inquiries

The crucial questions MMM will help you answer about your brand:

How do external factors like seasonality affect our marketing performance?

How can we optimize our marketing budget for maximum impact?

What is the forecasted ROI for future marketing campaigns?

Which marketing channels contribute most to sales?

# Importance







deloitte 2023

#### Key statistics on MMM

**Businesses using MMM experience** an average increase in Marketing ROI (MROI) of 20% within the first year of implementation

Companies using MMM reported improved decision-making capabilities and more effective budget allocation

Companies prioritizing MMM are over 2 times more likely to exceed revenue goals by 10% or more

# Impact

How MMM can help your brand & shape your strategy & decision-making:

Long-term impact of marketing investments on brand health and sales.

Identify which marketing activities are driving sales and which are not and the synergies between them.

Allocate marketing budgets more efficiently to maximize ROI.

The most effective promotional tactics and timing.

Predict future sales trends based on past performance.

Measure the impact of marketing activities without relying on individual user data or third-party cookies, ensuring privacy compliance.



# ADOPTION

CPG

Brands use MMM to

performance of various

understand the

distribution.

# Industries

MMM can be applied across various industries to enhance marketing effectiveness:

E-COMMERCE

#### RETAIL

Retailers analyze the impact of omnichannel strategies and promotional activities, leading to better inventory management and sales forecasting.

#### TELECOMMS.

Telecom companies analyze the impact of marketing activities on customer acquisition, churn rates, and overall service adoption.

#### promotional strategies and optimize pricing and

# E-commerce platforms leverage MMM to identify the

most effective marketing channels, optimize digital ad spend, and <u>enhance customer</u> acquisition strategies.

### FINANCE

Financial institutions use MMM to measure the effectiveness of marketing campaigns across different products and services, optimizing spend for customer acquisition and retention.

#### AUTOMOTIVE

Automotive brands utilize MMM to understand the effectiveness of various advertising channels and promotions, improving overall marketing strategy and sales performance.

### TRAVEL & HOSPITALITY

Companies in this sector use MMM to measure the impact of seasonal promotions and digital marketing efforts, optimizing campaigns to drive bookings and customer engagement.

Marketing Mix Modeling is a powerful tool that enables businesses to measure, optimize, and forecast their marketing efforts. Businesses can adopt and leverage advanced MMM techniques to drive growth, maximize ROI, and stay ahead of the competition.

# Improvements

## Identify

### les Drivers

Understand the factors contributing investment for to sales and quantify different marketing their impact.

#### Enhanced Strategic Planning

MMM provides valuable insights into long-term marketing strategy, helping businesses plan more effectively for future campaigns and market conditions.

# Compute

Marketing ROI (MROI) Measure the return on

# activities and channels.

#### Improved Accountability

By quantifying the impact MMM enables of each marketing activity, MMM enhances accountability and transparency, ensuring marketing teams are aligned with business objectives.

# Simulations

How MMM helps companies and brands

# Simulate various outcomes and make informed decisions.

#### Adaptive **Marketing Strategies**

businesses to quickly adapt their marketing strategies based on real-time data and insights, staying ahead of competitors and market trends

### Optimize Budaets

Allocate budgets more scenarios to forecast effectively by identifying high performing channels and strategies.

#### In-depth View of **Marketing Performance**

MMM offers a holistic view of marketing performance, integrating data from various sources to provide a complete picture of how different channels and activities interact.

### Turnaround Time - 50% Use agile methodologies

**Slash Project** 

to accelerate the MMM process, saving time and resources.

#### Privacy Compliance

MMM respects user privacy by relying on aggregate data rather than individual user information, making it a viable solution in a postcookie world.

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# TERMSHEET.

# Leading the Landscape — Setting the Standard

We take immense pride in being the trusted partners of progress in the realm of reputation management and social intelligence. Our pioneering approach, deeply intertwined with our profound understanding of this market's unique needs, elevates us above other industry players:

#### HEADQUARTERED IN UAE

**Strategically positioned in the UAE**, we offer unparalleled service and deep insights tailored to the unique dynamics of the MENA region.

#### ARABIC AI DIALECT MODEL

With 90%+ accuracy, we are the world's best AI for Arabic dialects, capturing true customer sentiment.

FACE TO FACE INTERACTION

Experience the value of **personal interaction**, seeing us in the flesh.

#### DEDICATED CUSTOMER SUCCESS

Your own success manager, dedicated solely to you, guiding you every step of the way.

CUSTOM REPORTS & STRATEGIES

Tailor-made reports and strategies aligned with your unique goals.

#### OPEN SOURCE INTELLIGENCE

Our tool, **built from the ground up**, **goes beyond APIs** and is customizable to your needs.

### PROFILE AUTHENTICATION & BOTS

**Detect and eliminate fake profiles and bot attacks**, ensuring authentic insights.

#### SOCIAL COMMENTS SCRAPING

Scraping social comments to capture the true sentiment and real conversations.

#### 🛑 AI-HUMAN BLEND MODEL

Our analysts ensure Al insights are accurate and meaningful before they reach you.

#### BEST PRICE & SHORT CYCLE

Our lean, Al-driven platform delivers faster, high-quality insights at the most competitive prices.

# **Client Confidence — Transformations Track Record**



# **Proven Performance — Insight to Impact**



مصىرف (لطيف الإسلاميـ Altaif Islamic Bank

Overview: TERM conducted a comprehensive social listening and risk identification analysis for AI Taif Islamic Bank in Iraq. By leveraging data from social media and digital sources, we provided valuable insights to support informed decision-making and proactive risk management.

**Delays in Card Services:** Significant concerns were identified regarding delays in card issuance, application & activation, with complaints about waiting almost a month. **US Sanctions List:** Al Taif Bank was mentioned as one of the Iraqi banks included in the US sanctions list. **Authenticity Analysis** of 8,758 profiles, we identified:

- 1,620 inauthentic profiles
- 1,063 negative spreaders

Through strategic PR efforts and identification of key issues, TERM helped AI Taif Islamic Bank improve its services, address customer concerns, and remove bots, enhancing the bank's reputation and customer satisfaction.



# POWERED BY PEOPLE.

# Experience Meets Empowered Expertise

Our greatest asset is our people and their wealth of collective industry experience. As talented as we may be as individuals, our individualism is no match for the passion and performance our team exerts when it comes to banding together to deliver the best for our clients. Please find below a snapshot of a few friendly faces powering team Term.

Together, we become a dedicated powerhouse and an extension of your team, weaving critical insights into the fabric of your business so that every effort aligns with your strategic goals. Our team is a tapestry of bold, diverse, and highly motivated individuals, each one eager to embrace new challenges and committed to building and protecting your brand's reputation. We ensure that you feel supported, understood, and empowered every step of the way.



Ikbal Elloumi CEO Co-Founder



Achraf Zouaoui **General Manager** Co-Founder



Hamed Aljamal CSO | Strategy Co-Founder



Kabil Daoud **VP** Delivery Co-Founder





**Maram Ismail** coo Operations





Harnaik Chahal Commercial Director



Halima Beiaoui **Content Analyst** 



Abdullah Foad Sales Team Leader

Marketing Manager



Somaya Jkaoua **Business Development** Manager



Mohammad Gamal Leith Ben Mansour **Europe Senior Advisor** 



Sabrine Ghoubantini **Pricing Manager** 





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# GLOCAL PRESENCE

We are at the forefront of reputation management and innovative technology in the MENA region. With our headquarters in the UAE, and strategic offices internationally, we are well-positioned to serve a diverse and global clientele. Our expanded global presence allows us to offer personalized, timely, and impactful solutions, ensuring our clients can thrive in any market.



We believe in the power of face-to-face interactions and old-fashioned hospitality. We warmly welcome our clients and prospects to visit us and meet firsthand the dedicated individuals who power and embody Term's vision. Arabic hospitality is a tradition deeply ingrained in our company culture, and one we take immense pride in offering to ensure your visit is both productive and memorable.



**Office 2210, Concord Tower,** Dubai Media City, Dubai, UAE

GET DIRECTIONS

🚼 Abu Dhabi

**Office 701, Silver WaveTower,** Al Mina Road, Al Zahiyah, Abu Dhabi, UAE

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# THANKYOU.



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CONTACT US FOR A FREE CONSULTATION

