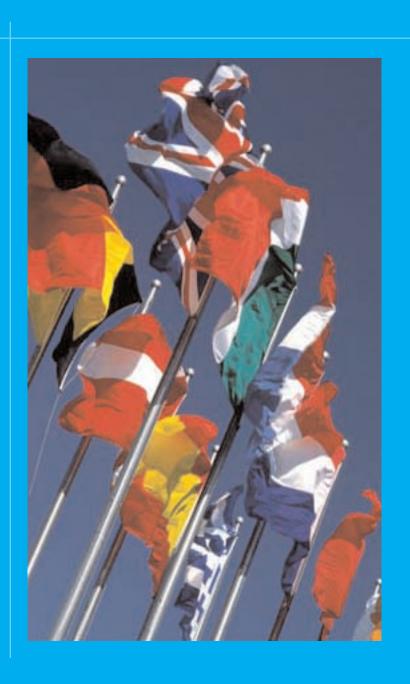
# Mueller Worldwide, Inc.





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# Creating Expansion

Mueller Worldwide, Inc. is a global, full-service agency that provides marketing and sales services to corporations in domestic and international markets. Mueller Worldwide has extensive experience in developing and implementing integrated sales and marketing strategies for business and consumer marketers. Program experience includes the design and implementation of comprehensive programs for Fortune, small-to-medium enterprise, and start-up organizations across multiple industries.

The key to Mueller Worldwide's success for its clients is the application of a systems approach to the field of sales and marketing. The programs are managed and implemented according to well-documented, proven methodologies that lead to consistent success.

Mueller Worldwide's team members are the founders of the Integrated Sales and Marketing System<sup>TM</sup>. To leverage this success expertise, clients can purchase the process methodologies and apply them to their own businesses, or clients can contract with Mueller Worldwide for program implementations in any area where business expansion is desired.

**Advertising Branding Channels Development Closed-Loop Lead Management Collateral Development Corporate Identity Creative Development Customer Retention Programs Direct Marketing Event Marketing Fulfillment Services Internet Marketing** Market Research **Marketing Consulting Marketing Database Development** Messaging **Public Relations** Response Management Services **Sales Consulting Sales Conversion Programs Sales Support Programs Sales Training Seminar Marketing** 

**Strategic Planning** 

**Trade Show Services** 

**Web-Active Implementations** 

**Telemarketing and Telesales Programs** 

## Branding

A major percentage of corporate investments in sales and marketing initiatives is invested in branding strategies and campaigns—establishing full name recognition for the corporation (and its products, services, or solutions); creating positive awareness among the target markets and analyst community; creating a completely unique position in the mind of the market that is immediately recognizable, clear and concise. It is vital that these branding initiatives be successful if companies are to be able to conquer and maintain market share and industry leadership positions.

The key to effective branding programs is ensuring that 100% of the investment is devoted to reaching the right audience with the right message in compelling and continually visible methods of communication that create response. Mueller Worldwide has the expertise to further enable clients to accomplish premier brand positions and recognition in record times for both new and mature organizations. This expertise includes locking down and protecting the leadership market positions once obtained, and gaining market share percentages with branding and market conquest strategies.

Mueller Worldwide's branding expertise incorporates both strategic and tactical plans of implementation. Rapid-launch strategies are required to immediately formulate brand equity and capitalize upon market windows of opportunity.

Effective branding initiatives use the full marketing mix of the Integrated Sales and Marketing System to establish brand equity, market leadership, market position, market recognition, and buyer preference. When the market fully recognizes a company's true capabilities and brands, the markets stimulate their own demand for that organization and its market offerings.



# Strategic Planning

Whether building revenues through strategic acquisitions or organic growth, the markets are usually much larger than individuals realize. What is the winning plan that will enable you to tap the market's full potential?

Knowledge gaps in the planning process can result in decisions being made inadvertently on incomplete or inaccurate data—causing problems in market penetration. Over time, these problems can lead to a downward spiral of extreme conservatism in goal setting and missed market opportunities as a result of that conservatism.

As a strategic partner to our clients in the planning process, Mueller Worldwide provides a superior knowledge base to identify and fill in the gaps. We leverage the planning and implementation tactics that stem from the full data of the Integrated Sales and Marketing System. We create superior strategies first with superior data. Any questions you have about how to conquer the markets, the appeal of your offer, or the best selling, messaging, and positioning strategies can be fully answered before you need to make planning commitments.

When you are facing too many unknowns in your planning process, Mueller Worldwide will assist you with strategic and tactical plans to penetrate the target markets. We will fill in the knowledge gaps with valid market data using our comprehensive data collection, research, database, and market identification processes.



## Advertising

Mueller Worldwide provides all types of advertising programs from the specific ad campaigns involving every category of business-to-business and business-to-consumer print and electronic forms of communication, to the most broad definition of the term "advertising" where the word is often used by clients to embody all sales and marketing services and initiatives. In this case, the full Integrated Sales and Marketing System is the core competency of Mueller Worldwide, and we provide services in each of these areas.

As specific advertising services, Mueller Worldwide's advertising capabilities include the design, implementation and media placement of every type of advertising campaign including print advertising, television advertising, radio advertising, billboard advertising, Internet advertising, direct campaign advertising, and more. Properly implemented, advertising programs create credibility with the market in many ways which lead to increased response and sales from all forms of advertising and promotion. Mueller Worldwide's advertising programs increase exposure for your company, create brand recognition, increase the flow of sales opportunities to the pipeline (resulting in revenue), and positively influence public opinion.

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### **Public Relations**

Mueller Worldwide provides vital public relations services to create high-volume, positive press, and exposure for clients and their products, services, and solutions. These public relations programs create the credibility necessary to move into market leadership positions while simultaneously increasing sales closing percentages (win rates), shortening sales cycle time frames, and enhancing the profitability of companies. Positive press can be leveraged throughout the entire marketing mix and sales process.

All marketing initiatives generate greater response and sales when the exposure is positive and continuous. Without effective PR programs, the rest of the marketing efforts can fall very flat. Mueller Worldwide's public relations services increase market awareness among all relevant publics and target audiences, including customers, prospects, editors, journalists, analysts, consulting groups, luminaries, investors, opinion leaders, employees, senior management, and board members.

Mueller Worldwide's Public Relations services use the full weight of the Integrated Sales and Marketing System to reach and influence the targeted publics. Extensive exposure is created through special events, press tours, trade shows, and other forms of media exposure and publicity. By incorporating the expertise we have in each of the sales and marketing disciplines, we create rapid business expansion for our clients through high market exposure, greater visibility, and positive press.



# Trade Shows, Events, and Seminars

Mueller Worldwide provides comprehensive and effective trade show, event, and seminar marketing and management services for our clients attending and participating in domestic and international markets. These event venues create excitement, visibility, and response from important customers, prospects, channels partners, and press contacts. The key to success in trade show, event, and seminar marketing is knowing which events are vital to attend (or create), and then having the right strategy in place so the events are successful in creating strong market exposure, response, and sales.

Mueller Worldwide's services for trade shows, events, and seminars can be used effectively for prospecting, product demonstrations, user training, education, lead generation, sales closing, press exposure, increasing customer loyalty, and more. Whether clients are attending or hosting at these special venues, tremendous market visibility and sales success are achieved by tapping Mueller Worldwide's event and seminar marketing expertise. We create powerful sales presentations to increase sales closing ratios with your top customers and prospects—an excellent method of differentiation during the sales cycle.

Mueller Worldwide optimizes trade show, event, and seminar participation with effective pre-show, at-show, and post-show programs. We provide high-impact booth graphics, layouts, designs, messaging, and content. We provide attendance generation, crowd gathering, and prospect profiling services to ensure that the maximum number of contacts is generated, interested, and qualified at each event. We provide post-event closed-loop services to ensure all opportunities get into your sales pipeline immediately following the event.



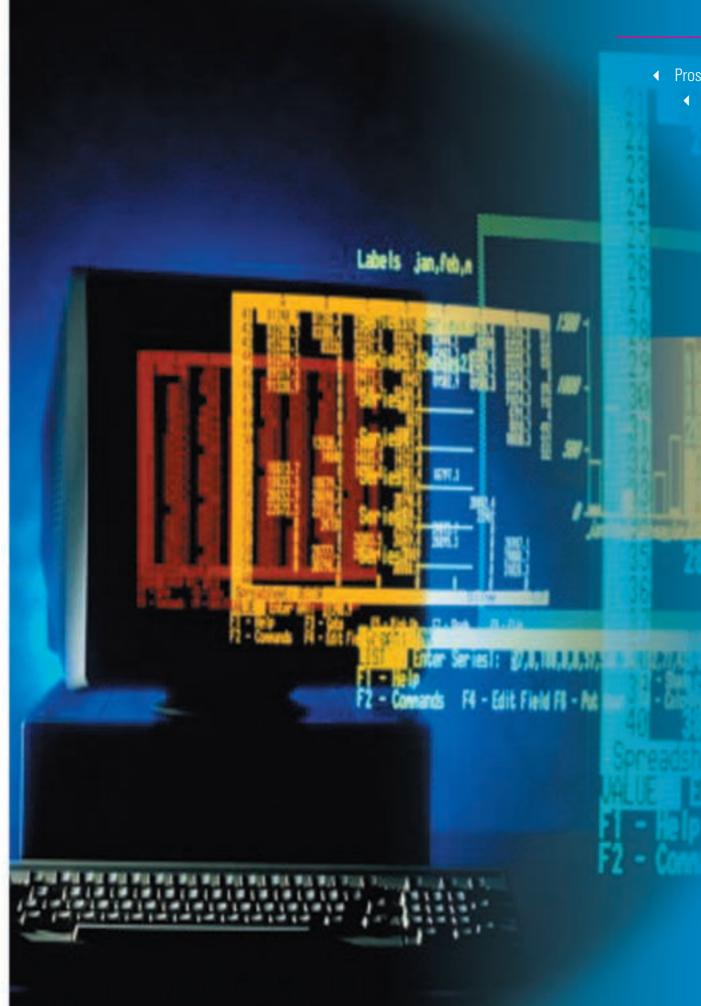
# Database—the Achilles' Heel for Most Companies

When we first contact an organization and interview them about their databases, we find that the databases have serious weaknesses in the completeness and accuracy of their data. We consistently find a high number of internal and purchased databases—non-integrated information systems that are outdated and inaccurate. This applies to both customer and prospect information systems that support sales, marketing, and customer service initiatives. In the majority of cases, a major percentage of the true buying potential in the market is simply non-existent on the databases, and even where organizations may be identified, the decision maker contact names and other important qualifying criteria on the accounts are missing or inaccurate in very high percentages.

So how can sales and marketing initiatives be focused for success if the databases miss the majority of market potential that exists? There is a way to solve this problem. Mueller Worldwide has a proven process that enables our clients to have all of the qualified buyers in their target markets identified accurately on their databases for use in all of their sales and marketing activities. This includes the identification processes for the "low-hanging fruit," i.e., those customers and prospects that are fully qualified to purchase what our clients are selling.

We license this database development process to our clients, or we can simply get the database development processes done for you. Either way, market ownership begins here. Fixing the databases enables all other investments in sales and marketing to be focused on the right decision makers at the right time. Competitors will close the prospects you don't find. Don't miss identifying all of your market opportunities.

All of the qualified buyers in your target markets can be identified. Only qualified buyers close. We know how to find, influence, and interest the qualified buyers in your target markets.



- ◆ Prospect and Customer Database Development
  - ◆ Class "A" Qualified Buyers Identified
    - ◆ Channels Databases
      - ◆ List Research
        - ◆ List Verification and Pre-Testing Lists for Accuracy
          - ◆ Decision Maker and Decision Influencer Identification
            - ◆ Detailed Account Profiles
            - ◀ Marketing Information Systems Development
            - ◆ International and Domestic Databases
            - ◀ Integration with All Client IT Environments

# "All qualified buyers can be identified and in your pipeline."

- Web-enabled Applications
- ◆ Accessing Multiple Information Resources
- ◀ Full Market Identification
- ◀ Merge Processes and Duplicate Elimination
- Databases Solely Owned by the Client
- ◀ Telephone and Internet Research
- ◆ Primary and Secondary Market Research
- ◆ Direct Mail Surveys
- ✓ Identification of Contact Information
- ◆ Focuses All Programs for Success Upon the Right Contacts

#### Collateral Materials

To effectively establish a company's image and deliver the client's message to the target market, Mueller Worldwide sets up the entire collateral suite for success so that the salespeople have everything they need to impress, interest, and close qualified buyers. This includes the creation of print and electronic versions of collateral materials for every part of the selling process so that effective collateral materials are available and in the hands of customers and prospects whenever they are needed. Mueller Worldwide also creates all other types of companion documents and materials that are needed for internal corporate communications, press and media relations, partners and alliances, and more.

Mueller Worldwide incorporates four superior components of successful collateral materials development to create materials that gain attention, interest, response, and executive breakthrough from your target markets. They are (1) superior messaging, (2) superior graphic design, (3) superior aesthetics, and (4) superior deployment. Mueller Worldwide creates irresistible materials that compel your target markets to spend time reviewing your message. We command your market's attention upon you with highly professional and aesthetic materials that communicate a clear and concise set of messages that generate response. We create and leverage the recognizable branding throughout all materials. The entire roll-out of a new company name, image, initiative, messaging, and/or positioning is implemented correctly from the onset with a transition plan that deploys effectively and gets the market to immediately understand the new information.



# **Direct Marketing**

Direct Mail Programs are actually a very high-impact method of reaching your entire market in a very short timeframe—even just one day. There is no limit on the amount of contact you can have with this method of communication. But the following conditions must be met for direct mail to be effective:

First and foremost, the database must be excellent per the information provided on page 12. Fix the databases before launching a direct mail program.

Second, the promotions must include the correct message that triggers a positive response from the target audience being contacted. There is a way to know the workability of your message <a href="mailto:before">before</a> you print it or mail it. Make sure the message is "hot" for the market you are contacting. Call us if you need help on this.

Third, the correct style of direct mail must be used that is appropriate to reach the market and capture their attention so they will then focus upon your message. There are four styles of direct mail that work very effectively. These direct marketing styles are highly visible approaches and create a strong impact among qualified decision-makers and their administrators. Since the administrative layer can act as a barrier on the communication lines between you and the decision makers, these programs are a tremendous asset in creating initial executive breakthrough when combined with the first and second items above.

If these three direct mail basics are in place, you will have effective direct mail and greater market impact. If not, skip it entirely, and put your marketing dollars into other parts of the marketing mix where the investment won't be wasted.



### Telemarketing and Telesales

There are hundreds of door openers and thousands of rebuttals to frequently encountered objections that work to create interest and establish ongoing communication with the qualified prospects in your target markets. These door openers and rebuttals establish immediate affinity and communication with any level of contact in an organization and enable the spring-boarding from entry-level contact to senior management. Even (or especially) cold calling will establish tremendous breakthrough in your markets and open new doors of opportunity into any target organization.

In business-to-business and business-to-consumer markets, this is the way to sweep through the entire market and establish a "go/no go" on whether or not a sales opportunity exists for your company. This is the only tool of the marketing mix that enables you to fill in the gaps of response from all other programs. For example, if the combination of all other marketing, advertising, PR, event marketing, and tradeshow marketing programs you're implementing has created a penetration with 40% of the qualified buyers in a target market, what about the other 60% that have not yet responded but that have a funded ability to buy what you're selling right now, and if they knew about you and your offering, they would enter your sales pipeline?

Mueller Worldwide provides world-class Telemarketing and Telesales Campaigns as one of the most powerful tools in advertising, public relations, directed campaigns, lead generation, maintenance of customer service relationships, announcements, sales, and more.

One call at the right time with the right message with the right person can be worth hundreds to thousands to millions of dollars. Mueller Worldwide clients can leverage our expertise within their own inside sales teams and call centers, or they can use Mueller Worldwide to get the job done for them.



### The E-World

#### E-Marketing

Mueller Worldwide designs and implements extensive permission-based e-Marketing campaigns as a highly cost-effective part of the marketing mix. E-Marketing creates instantaneous response from customers and prospects, including from email-centric or other hard-to-reach individuals that have been non-responsive to all other forms of communication. Mueller Worldwide prepares custom information systems with current email addresses and also qualifies other permission-based databases, thereby enabling our clients to have many new contact opportunities to penetrate electronically.

#### **E-Advertising**

Mueller Worldwide develops and implements e-Advertising Campaigns that are effective in marketing and selling products, services and solutions for our clients. We first develop the correct e-Advertising strategy and tactics to reach the target audience(s) (e.g., special ad sections, newsletters, alliance marketing, banner ads, etc.). We design e-Advertising campaigns and place media space purchases.

#### **Website Development**

Mueller Worldwide creates high-impact, informative Websites that are easy to navigate, innovative and interactive. All Websites are designed to be effective in their methods of disseminating information about client products, services and solutions. The sites enable customers and prospects to quickly navigate and contact the right persons and organizations for information about how to purchase a company's offerings. Prospects responding via the Internet are captured, interested, and pulled further into the sales process to sales closure. The sites are also designed with interactive features for data capture and response handling.



### Channels

Mueller Worldwide's channels programs expand and activate new and existing sales channels for clients in domestic and international markets. Our channels expertise encompasses all types of sales channels partners including resellers, systems integrators, dealers, distributors, OEMs, independent software vendors, manufacturer and independent representative organizations, telco and network service providers, direct sales and inside sales channels, mass merchandisers, strategic alliances, and other partnership opportunities. Channels Optimization Programs are designed to obtain a "go/no go" status with each potential channels partner, and then to pre-select the highest potential of all channels candidates for a recruitment and activation process.

All successful channels programs are formulated around three phases of implementation: Identify, Recruit, and Activate. The first two phases identify and recruit the right partners that are truly qualified and interested in engaging with our clients based upon their business criteria matching the client's unique requirements. This is determined by direct interview with each of the channels organizations. Phase three channels activation is accomplished through training, lead generation, and ongoing management of the channels organizations to stimulate immediate push-through demand from these key channels partners. We recommend Level "A" partners be provided with additional marketing support, collateral materials, and qualified leads to rapidly accelerate selling opportunities within each partner organization.



# Respond to Mueller

Mueller Worldwide is a global, full-service agency, able to bring true excellence to our clients in every area of engagement. Our expertise in the sales and marketing disciplines of the Integrated Sales and Marketing System make every service we provide to be high quality and effective. We care to achieve excellent results for our clients, leading them to increased sales, profits, margins, and market share. We guarantee complete client satisfaction with each of the services we provide.

Let us know which services are of interest to you, and we shall prepare a proposal for those services upon request. Contact us today.

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◆ Branding Strategic Planning Advertising ◆ Public Relations ◆ Trade Shows Special Events ◆ Seminars ◆ Direct Mail ◆ Results

- Database Development
- Collateral Materials

"The markets are larger than most people realize. We can identify and interest all qualified buyers."

- ◀ Telemarketing and Telesales
- Web Development
- ◆ E-Advertising
- ◀ E-Marketing
- Channels Marketing
- ◀ U.S. and International Programs
- ◆ Closed-Loop Marketing System
- ◆ Response Handling
- Reporting and Statistics



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