

Specialist Capabilities – Audience Management Narrative

2 Purpose

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- 3 The Specialist Capabilities Audience Management (Section 2.4.1 of the RFP document) summarizes Omnicom's approach to audience
- 4 management, outlining our end-to-end process in Omni of how we identify, segment, and enrich audiences, from insights, to planning, activation,
- 5 and optimization. Our audience management examples are from the US, France, and India and demonstrate the scale and flexibility of our
- 6 audience capabilities to address the unique requirements (e.g., consumer data regulations) of individual countries, all while operating within a
- 7 consistent global framework.

8 Background

- 9 Omnicom supports audience management for over 1,500 clients globally. Global advertisers such as L'Oréal, Nissan, Mars, Diageo, Beiersdorf,
- 10 Grupo Bimbo, and Unilever partner with Omnicom because of our scaled solutions in audience insights and segmentation, activation, and
- 11 optimization enabled through easy-to-use tools in Omni, our global platform. Omni's audience management capabilities have been developed over
- 12 10 years, are powered by Amazon Web Services (AWS) and are available in 102 countries. Omnicom's localized data strategy provides advertisers
- with access in Omni to robust, high-quality local data sources over 1 billion consumer IDs and over 50 privacy-first data partners with strict
- 14 compliance to local privacy and regulatory requirements. Governance over data sourcing is managed centrally through Omnicom's Data Privacy
- 15 team, who oversee a comprehensive data evaluation and procurement when evaluating third party data and technology providers. The
- 16 cornerstone of our data-sourcing approach is our Data Privacy Compliance & Risk Management, which includes Data Privacy Impact Assessments,
- 17 Omni-specific 400-Point Data Privacy Risk Score, and forward-looking Data Privacy Reputational Analysis (See Appendix A: Omni's Data Sourcing
- 18 Approach). This governance process is documented in a formal Standard Operating Procedure (SOP) and applies to anyone working for or engaged
- 19 by Omnicom to ensure any data collection and processing activities of third parties on behalf of the agency and agency clients is compliant with
- 20 applicable privacy regulation, including but not limited to GDPR and the CCPA. If requested, we can provide enhanced out of scope services to help
- 21 Amazon determine and integrate custom data sources via Amazon's preferred data partners.

22 Opportunity

- 23 Omnicom's audience management solutions and proven experience in deploying them at scale means we are well positioned to support Amazon's
- 24 evolving needs and enable customer-obsessed media in the privacy era. We enable our solutions in this document across three cases US, France,
- 25 and India which demonstrate Omnicom's benefits in: 1) Globally consistent capabilities to meet Amazon's scale requirements and audience-first
- 26 strategies for each country and LOB; 2) Local relevancy through comprehensive data sets for each country and flexibility to integrate new data
- 27 sources as the opportunities arise; 3) Improved media effectiveness and operational efficiency by connecting audiences across planning, activation
- 28 and optimization through Omni; and 4) Industry leadership and innovation in privacy-first technologies (for instance, launch partner with AMC) and
- 29 partner co-development (Al Audience Fusion with Google, as example) to address ongoing fragmentation, privacy regulation and signal loss.

30 Audiences

31 How would you identify and segment the audience?

- 32 Identify Amazon Owned Audiences (See Appendix B: 1PD Onboarding Methods): If Amazon decides to provide first, second, or third-party data
- 33 sources, individual audience segments or full CRM/CDP populations are onboarded into Omni, using either a third-party onboarding partner (e.g.,
- 34 LiveRamp) or directly via the client-preferred neutral clean room (e.g., AWS Clean Rooms). Once the 1P segments are onboarded into Omni and
- 35 matched to Omni's consumer data ecosystem, we use Omni's Audience Explorer to create custom profiles of those segments. Audience Explorer
- 36 allows teams to explore and analyze audience data. The Audience Explorer user interface combines over 50 data sources inclusive of behavioral
- 37 signals such as clickstream, location, purchase, and attitudinal data. This allows teams to identify and enrich audiences to gain insights into their
- 38 target audience's characteristics, interests, and behaviors.
- 39 Identify Pre-defined Audiences: In cases where Amazon provides a set of attributes to describe the audience (or provides an audience persona),
- 40 we join our audience attributes in Omni to create the segment. We can take this further by fusing pre-defined audience definitions with Google
- 41 audience meta data. Using Audience Explorer (Google), teams leverage AI to match audiences built in Omni to Google's audience segments by
- 42 matching on audience attributes. This expands audience identification and enrichment capabilities by providing access to Google audiences and
- 43 signals without requiring a direct 1:1 integration. Another application we use to translate pre-defined audiences is Omni's Semantic Explorer, which
- 44 ingests high-fidelity, large-scale URL-level data for an accurate, granular, and real-time understanding of an individual's consumption of web
- 45 content.
- 46 **Identify Audiences Against Pre-Defined Outcomes & Objectives:** In cases where the audience isn't defined, but there is a clear campaign objective
- 47 (e.g., steal market share from Walmart during the Black Friday and Cyber Monday), Audience Explorer is used to create custom audiences based on
- 48 the alignment with the objective. In this example, audiences include heavy online Walmart shoppers or building a look-a-like audience for
- 49 consumers who switched preferences from Walmart to Amazon but currently shop at Walmart.
- 50 Segmentation: Across any 1P/2P/3P audiences, we use Omni's Data Science Utilities, a suite of insights and modeling capabilities that are bespoke
- 51 to audiences in Omni. Data Science Utilities automate the production of consumer journeys, segmentations and brand mappings for granular
- 52 insights related to a particular segment. The underlying modelling utilities includes look-a-like and clustering models, placing data science
- 53 capabilities into the hands of day-to-day planners and strategists. For example, we can further segment the RMI 1P Influential Figures audience
- 54 group to understand nuances and variations across verticals, lifestyle, and demographics. Look-a-like modeling is used to scale audiences and the
- 55 utility provides the control and transparency to scale audiences to the precise target volume without expecting a drop in performance.



- 56 Segmentation translates the audience into smaller clusters which helps fine tune targeting and creative messaging. This process uncovers clusters
- 57 that share commonalities that are leveraged for differential messaging and targeting. Deeper analysis of cluster commonalities illuminates patterns
- 58 related to demographic characteristics and behavioral interests.
- 59 Details on the process implemented for each country is outlined below (see Appendix C: Omni Data Sources Used for Country Brief):
- 60 US: We onboarded an Amazon 1P audience segment list of 3M records into Omni leveraging two approaches (AWS clean room and LiveRamp) to
- 61 maximize data matching. Upon onboarding, the audience segment was integrated into the Omni tool suite for insights and activation. The Data
- 62 Science Utilities application was used to perform look-a-like modeling and segmentation routines to scale the audience to achieve the 10M target
- 63 and uncover sub-clusters within the audience. Audience Explorer was used to provide in-depth insights into the behaviors and interests of the
- 64 audience and the sub clusters.
- 65 France: We leveraged Audience Explorer (powered by Lotame data, 53M IDs available in France) to identify our addressable audience through
- 66 relevant criteria matching the brief requirements. Criteria include highly engaged in climate change and sensitive to sustainability. This resulted in a
- 67 segment of 16.2M people (achieving the 15M target), which was further validated by building the audience in TGI (leading single-source market
- 68 research survey for consumer analysis by Kantar). This allowed us to confirm the complementarity of the socially conscious target audience with
- 69 existing Amazon users in terms of socio-demo criteria and business potential (recruitment opportunity).
- 70 India: We leveraged VTION data to study affluent millennials who are Amazon consumers but not Prime customers (defined as those who do not
- 71 have the Prime Music or Video application on their mobile device). We did this by identifying heavy and medium monthly users of Amazon retail
- 72 (indicating a propensity to subscribe to Prime), but who did not have Prime Video or Prime Music apps present on their mobile which is a strong
- 73 indicator of not having a Prime membership. The following data signals were then used to understand and further segment this audience: demo,
- 74 geo, NCCS, e-commerce behavior, OTT viewership, and app consumptions across 12 categories which include shopping, entertainment, payment
- 75 apps, social media, gaming, music, food delivery as top categories. Once identified, the segments were fused within Audience Explorer to provide
- 76 additional insights and orchestration across the Omni workflow. The total non-Prime user base is estimated to be 95M and out of which ~16M
- were affluent millennials who are heavy (who browse through Amazon app 21+ times a month) and medium (browse through Amazon app 7-20
- 78 times a month) Amazon retail users, but likely non-Prime membership subscribers. Once we fused this audience into Audience Explorer, we arrived
- 79 at a core target audience of 25M to ensure we would reach the target of 20M+.
- 80 How would you enrich and activate against these segments, maximizing audience matching and optimization?
- 81 Omni provides a scaled application available in 81 countries to enrich and activate audience segments. Once each country has identified and built
- 82 their audiences in Omni, enrichment is supported by a mix of multi-country and country-specific data partnerships aligned to local data regulations
- and available onboarding partners. While the data sources are locally relevant, the framework for enrichment is globally consistent, ensuring scaled
- 84 application of best practices.
- 85 Audience Profiling & Enrichment (See Appendix D: Global Audience Enrichment Framework):
- 86 As described in lines 32-38, Omni offers two different methods for onboarding 1P data to maintain maximum fidelity of data when matching to
- 87 Omni's consumer data sets (see Appendix B: 1PD Onboarding Methods). In the US, we tested both approaches (AWS clean room and LiveRamp)
- 88 when onboarding the RMI US segment, which returned an 89% match rate via LiveRamp and a 72% match rate via AWS clean room. To optimize
- 89 match rates, we take Amazon's unique IDs and combine both the clean room and LiveRamp methods to increase the percentage of matched IDs. To
- 90 improve clean room matches, we extend collaboration to create custom matching queries.
- 91 Once an audience has been created within Omni, the IDs are enriched with 10,000+ behavioral and attitudinal signals that provide details about
- 92 who the audience is and what they like. Omni provides a flexible infrastructure to enable local customization, thus there are both global
- 93 partnerships (see Appendix E: Omni's Globally Available Data Sets) and country specific partnerships (see Appendix F: Omni Data Sources by
- 94 **Country**) that deliver audience signals ranging from purchase, location/visitation online clickstream, video viewership, interests and demographics.
- 95 These attributes are surfaced via Audience Explorer, where segments are created and profiled.
- 96 As part of our Al innovation roadmap, Omnicom has developed Fusion Al models to translate audiences in Omni to external media partners such as
- 97 Google and Amazon. This high-fidelity probabilistic (vs. deterministic) approach eliminates the privacy risk associated with audience data sharing
- 98 across partners and mitigates 3rd party matching fees given the direct integration. Using this approach, Amazon segments that we've built in Omni
- 99 can be fused and matched with Google Affinity or In-market audience segments (via Omni Audience Explorer Google). Our planning teams then use
- 100 Omni Assist, our generative Al layer that sits across multiple applications to provide an interactive experience, to quickly derive detailed and
- 101 summarized insights about your audience.
- 102 Examples of enrichment of an Amazon audience within the Omni workflow to deliver bespoke insights across planning and optimization can be
- 103 found on lines 118-239.
- 104 Activation (See Appendix G1: Omni Activation Workflow):
- 105 Omni enables clients to directly activate from Omni to over 400 activation destinations across DSPs, social platforms, digital publishers, and CTV &
- 106 Advanced TV providers (See Appendix G2: Sample of 400+ Activation Platforms by Channel). Omni offers multiple activation workflows to
- maximize flexibility, including: 1) 1:1 addressable activation via cleanroom ID based sync (such as the Amazon clean) and identity partners such as
- 108 LiveRamp; 2) Scoring Algorithms that ingest scoring rules directly into the destination environment; and 3) Fusion / Generative AI as outlined on
- 109 lines 96-101. To achieve the scale outlined in the audience brief for each country, additional details are outlined below:



- 110 US: We onboarded 3M records from Amazon and leveraged the Data Science Utilities application to enrich and scale the audience to 10M via LAL
- 111 modeling. The audience can then be activated from Omni to 400+ destinations as outlined in Appendix G.
- 112 France: Audience Explorer allows us to access the taxonomy of the custom segment. This is then replicated in leading DSPs such as DV360 and TTD.
- 113 We have an agnostic approach when it comes to DSP selection.
- 114 India: We leverage Al to match custom audiences built in Omni to Google Affinity segments by translating audience attributes through fusion
- 115 process. This helps scale and activate our custom audience by using durable signals. We can replicate a similar process with other scaled activation
- 116 platforms in India.
- 117 How would you generate analytics and insights to inform media planning and campaign optimization?
- 118 Omni provides analytics and insights to support the media planning process and campaign optimization (See Appendix H: Omni Applications to
- 119 Generate Insights & Analytics). A series of applications and processes have been automated and scaled globally to support the end-to-end
- 120 workflow. The details below will summarize the tools and how each is leveraged to performance, generating analytics and insights to inform media
- 121 planning and campaign optimization.
- 122 Audience Creation, Enrichment, & Profiling: Using Audience Explorer, audiences are enriched with a range of behavioral and attitudinal signals and
- 123 standardized dashboards are generated automatically to provide in-depth details about who the audience is and what they do. Examples for the
- 124 audiences outlined in the brief include:
- 125 **US:** The Influential Figures have a high affinity for luxury vehicles like Porsche, and shopping at upscale grocery chains such as Whole Foods. They
- 126 explore cruise vacations and enjoy sports or other outdoor activities in their leisure time. These passion points indicate their lifestyle, offering a
- 127 deeper understanding of how to engage and resonate with this audience. They are avid consumers of online news domains such as The New York
- 128 Times and CNN and exhibit a strong propensity for online trading and visiting discount stock brokerage sites, reflecting their interest in managing
- 129 investments and financial activities.
- 130 France: The Socially Conscious Consumers is a socially and environmentally engaged consumer, 68% married with 42% of those families having kids
- who live at home and 83% who live in a rural or suburban location. The demographics that index highest against this audience are 18-34 and 55-64.
- 132 As we are GDPR compliant, our audience planning approach is complemented by a contextual approach built based on digital consumption insights
- 133 pulled from Audience Explorer (e.g. Lifestyle and Hobbies Nature & Environment Climate Change / Philanthropy & Charity Environment or
- 134 Wildlife Charities / Technology Platform Mobile Web /Digital Engagement Passive Actions / Vehicles and Transportation Car Brands).
- 135 India: Based on the insights from VTION, we have identified 25M audience via Audience Explorer. These audiences have high affinity towards
- Beauty and Wellness (306 index), are multicultural and bilingual (326 index), and are fashion conscious (253 index) and into fitness and health (314
- 137 index). This audience listens to podcasts, plays games on mobile devices, are music streamers and are active on LinkedIn. The audiences are divided
- by age group into 25-34 (65%) and 35-45 (35%) for a contextual approach basis, affinity, and interests. There is a higher skew of Males 25-34 (70%)
- relative to 35-45, while Females are equally split.
- 140 **Cultural Trends Overlay for Enriched Insights:** Omni's Q Cultural Insights identifies emerging cultural trends and themes, helping media planners
- identify relevant contextual opportunities for their campaigns. These insights inform content creation, media selection, and messaging strategies to
- 142 align with the evolving cultural landscape:
- 143 **US:** Focusing on employee benefits, we uncovered cultural trends that are influencing attitudes and sentiment of employees, and the impact on
- employers and the benefits they offer. For example, super apps were tagged in 59% of all US signals associated with this topic area, revealing that
- 145 consumers have an appetite to streamline their mobile commerce ecosystem. With employee benefits becoming increasingly complicated and
- restrictive, new super apps like Cobee are emerging, addressing this issue by creating an all-access benefits resource.
- 147 France: Looking at cultural trends that emerge around sustainability and retail, we observed that anti-plastic and super apps are among the top
- concerns for our B2C audience. 31% of trends focus on climate change, therefore it is a major topic in the retail world driving trends. In addition,
- 149 29.6% of trends focus on distributed trust. With anti-plastic, the trend is around reducing plastic consumption in everyday life and becoming
- 150 progressively non-plastic dependent. Super apps are highly regarded as 72% of consumers are interested in super apps to streamline mobile
- 151 commerce. When analyzing the index, conscious consumers show stronger interest compared to a classic Baby Boomers audience (which is
- representative of the French population in terms of volumes) on topics such as energy, climate change, and anti-globalization. Additionally, moral
- 153 imperative as a cultural signal can be leveraged for Amazon internal communication to increase employee retention and overall corporate
- 154 responsibility. All these elements support greater relevance and resonance when planning media tactics, especially for contextual and semantic
- 155 targeting (line 43).
- 156 India: Amongst the affluent millennials we are targeting, we observed a key cultural trend around Shoppable Content. An opportunity to leverage
- 157 this is using our own content on PV or Amazon Mini TV and creating seamless purchasing options exclusively for Prime customers. 70% of the
- 158 signals also exhibit a growing interest in super apps. This cultural shift where our target audience is looking for a single, seamless platform with
- diverse functionality is an interesting way to position the Amazon Prime proposition a super app for entertainment, shopping, and daily needs,
- enhancing user convenience. We also see the emergence of another trend polarization where this element of culture was tagged to more than
- 161 one third of all signals returned for this search. Millennials look to specialized vertical commerce apps for different categories. This necessitates a
- 162 nuanced media approach to address these diverse consumer preferences emerging amongst affluent millennials.
- 163 Connecting Audiences to Inventory & Content: Omni's media inventory applications, Digital and Video Content further enriches audience
- 164 segments by normalizing multi-dimensional impression-level programmatic data across platforms (i.e., country, publisher, seller, URL/App,



exchange, format, screen, and deal) and household level linear/CTV/video data (i.e., daypart, duration, network, program) allowing us to see the available digital and video inventory against those audiences. Teams use these insights to inform an inventory curation strategy to support rate

167 negotiation and CPM efficiencies as well as optimize reach and on-target delivery. Our Digital Content inventory availability framework is a clean-

- room-powered environment that connects bid-stream avails to Omni audience identifiers for a comprehensive set of formats (display/video, CTV,
- Audio and OOH). That pipeline is currently live in the U.S., with the expectation of expansion to major North American and APAC countries (CA, AU,
- NZ) by the start of 2025. EMEA is currently limited from this clean room environment by partner restrictions due to local privacy laws, in those
- 171 countries we anticipate tactical audience planning leveraging taxonomy-driven fusion into platform-specific audience planning tools (Google
- 172 Insights Finder, audience reach curve outputs from platforms including Google, Meta, Amazon). For reference, this capability is currently live in the
- following countries (Australia, Brazil, Canada, France, Germany, India, Hong Kong, Indonesia, Italy, Japan, Mexico, Netherlands, Singapore, South
- 174 Korea, Spain, Taiwan, Thailand, Turkey, UAE, UK, USA, Vietnam) and will be live in additional countries in 2025 (dependent on Google). Linear
- insights via Video Content use trends from the previous 12 months to predict available inventory and rates, accounting for seasonal trends.
- 176 **US:** Digital Content shows us that there are 1,028,081,637 total impressions available to reach Influential Figures, with publishers like Yahoo!
- having both the highest available inventory and a vCPM of \$3.79 (average CPM is \$4.25). The Weather Channel also had high availability of
- 178 inventory, however the vCPM was higher at \$4.95. Audience Explorer (Google) shows us that this audience engages with influencers or channels
- 179 such as Dr. Sten Ekberg (health and wellness), The Rubin Report (political commentary), and CNN News.
- 180 France: Audience Explorer (Google) shows that our Social Conscious Consumers' top interests are mainly focused on archaeology (share of 35% and
- index at 3,7), sport (share of 28% and index at 3,5), shaving (share of 19% and index at 2,7), or electronic goods buying (share of 28% and index at
- 182 3,3). Their key areas for YouTube consumption are Historical content (as "La Folle Histoire" with more than 830 000 subscribers), permaculture
- 183 channels (as "L'Archipelle" with 370 000 subscribers), animals, automobile, and engineering channels. The best way to reach them is on such topics
- as political news (share of 46% for an Index of 1,5 representing around 15 million users), investments (share of 39% for an index of 1,5),
- 185 documentaries and non-fiction TV programs, and DIY.
- 186 India: Our Affluent Millennials audience is comprised of 64% male and 36% female on Google audience. 67% of our audience love watching comedy
- and 45% are action and adventure movie fans. 81% enjoy DIY projects, 57% love shopping and finding bargains, and have an interest in beauty and
- 188 wellness. 55% are avid investors, and about 30% love pets and shop for pet supplies. More than 80% engage in hobbies encompassing a wide range
- 189 of activities including dancing, cooking, continually learning new things, exercising, drawing, engaging in home improvement projects, and
- 190 motorcycling. Besides broader content that they watch on YouTube, like entertainment, movies, music, lifestyle content, 60% of our audience are
- 191 also interested in culture, technology, and Asian music content.
- 192 Audience Synthesis & Insights Across All Applications/Data Sources: Omni Assist connects a generative Al capability to Omni Tools via
- implementing a Retrieval-Augmented Generation (RAG) to dynamically incorporate Omni data into generative AI prompts, which are submitted to
- 194 privacy safe commercial-grade LLM APIs. This enables connectivity to the audience signals and performance data (see line 95). It unifies,
- synthesizes, and generates insights across all the various applications and data sources that are built into the Omni platform. Analysts and planners
- 196 use it to summarize key insights about the audience. Examples of insights pertaining to each audience are below:
- 197 US: Influential Figures displays a strong affinity for luxury vehicles, indicating a penchant for elegance and wanting to make a statement on the
- 198 road. These high-income earners (\$250K+) demonstrate a strong interest in health and fitness, home and office furnishing, and technology or
- 199 financial-related news. They are likely to engage with social platforms like Pinterest and Twitter while also exhibiting a propensity for subscribing to
- 200 magazines related to men's interest, finance, and culinary topics, showcasing their desire for in-depth knowledge and diverse perspectives.
- 201 France: Socially Conscious Consumers are characterized by their strong affinity for social causes and their desire to live a sustainable lifestyle. They
- prioritize sustainable living, social causes, and experiences. In terms of demographics, this audience is likely to own a condo and prefer compact
- and environmentally friendly living spaces. They also tend to work in companies with 1-4 employees, suggesting a preference for intimate work
- 204 environments. Additionally, they show a strong inclination towards travel, event tickets, and pop-culture. They are active consumers of digital
- 205 content and enjoy staying connected through visual and interactive platforms such as Snapchat.
- 206 India: Affluent Millennials are very active on social media. They frequently engage with influencers, upload photos, and make social media
- 207 referrals, indicating robust participation in the digital landscape and an inclination for sharing experiences. They also share content on LinkedIn,
- 208 Twitter, and Facebook, highlighting their interest in professional networking and self-expression. In terms of purchase behavior, our audience have
- clear preferences. They favor household FMCG brands and show a strong interest in apparel and accessories, particularly women's clothing,
- 210 indicating a fashion-conscious mindset. They like to go to family restaurants and fine dining restaurants. Additionally, they have an affinity for
- 211 premium SUVs, media and entertainment, and fitness clubs, underscoring a desire for premium experiences and health and wellness. Our audience
- 212 have a substantial appetite for literature, particularly young adult genres, comedy, autobiography, history, and romance.
- 213 Cross-channel Planning: This provides our planning teams with a data-driven perspective on budget allocation across LOBs and countries.
- 214 Benchmark curves are available for reach and revenue (16,500 curves globally, across 85 countries), and modeled curves (for example, amazon
- measurement curves) can be integrated to enable more customized scenario planning. In the case of allocating the channel mix to maximize reach,
- 216 Channel Planner adjusts reach curves based on any custom audience identified in Omni. Thus, reach-based curves have been adjusted for each of
- 217 the three audience segments briefed based on behavioral and attitudinal adjustments data signals available in Omni. Scenarios have been setup for
- each country to demonstrate upon request, however, insights are dependent on the final set of channels, budgets, media cost, and campaign date
- 219 range. If Amazon's MMMs measure audience-level performance, Omnicom can integrate these to customize response curves in Cross-Channel
- 220 Planning to further optimize outputs.



- 221 Learning Agenda & Learning Libraries: The planning, activation, and optimization cycle is an iterative test, learn, and scale process. We recommend
- aligning on key learning themes combined with a measurement strategy. Insights feed back into the planning process to inform campaign setup
- 223 and best practice guidelines. We test and learn how to effectively influence our audiences and use learnings to evolve campaign setup and best
- 224 practices. The learning agenda for each region and LOB is part of the proposed end-to-end workflow, as described in our Economic & Operational
- sessions and the associated workflows proposed.
- 226 Inventory AI (Real-time Optimization): Real-time optimizations leverage data signals in Omni to drive real-time and modular optimizations
- 227 inclusive of custom bidding and inventory media supply curation, workflow optimization for investment allocation, and dynamic creative
- 228 optimization. For example, purchase signals can be used to create geo-level bid weights or online clickstream to prioritize and adjust bid for
- domains. Signals outside of Omni such as client data or Google trends are also used. We recommend testing multiple signals to learn and establish
- 230 the best signals for driving real-time performance against our objectives and KPIs. Additionally, within our AI optimization suite, we developed a
- workflow optimization tool called YouTube Optimizer which uses ML algorithms to allocate investment to drive efficient cost per view and view
- 232 through rates.
- 233 Cleanroom Query Library & Insights Dashboard (In-flight Optimization): Amazon Marketing Cloud (AMC), Google Ads Data Hub (ADH), and Meta
- 234 Advanced Analytics (Meta AA) has provided clients with a privacy-compliant way to enable Omnicom to access richer data for reporting and
- analytics. Examples include integrating additional data partners into AMC such as streaming/linear video data, and 1P data. This helps enrich MTA
- and measure reach and frequency against upper funnel media.
- 237 Agile Media Mix Modeling (Agile MMM): Omnicom has developed and scaled a global MMM solution which is faster and more granular than
- 238 traditional MMM. Models measure audience and campaign level performance and integrate with Channel Planner to provide flexibility to planning
- 239 teams when allocating budgets.
- 240 What emerging trends in the ecosystem would hinder the replication of this process three years from now, and how your team is building tools
- 241 to adapt accordingly?
- 242 The deprecation of signals and signal resilience will have a drastic impact on how we leverage data, activate our audiences and our ability to
- 243 measure the impact of marketing on overall business performance. Over the years, Omnicom has led the industry in investing and developing
- 244 future-proofed audience and measurement solutions, providing our clients with higher precision when targeting, privacy-first data management
- 245 methods and complete transparency into what data is being used and when. The continuous trend of signal loss requires the adoption of the
- 246 following methods to maintain effective and precise audience development, activation and measurement: 1) Flexible Data Orchestration Methods
- 247 (Consented IDs); 2) AI & ML Deployment (Geo/Scoring, Fusion); 3) Multi-clean Room Infrastructure; and 4) High-fidelity Datasets.
- 248 Flexible Data Orchestration Methods: Omni ID is our solution for marketing in the privacy-first cookie-less world, based on our transparent and
- 249 neutral data sourcing approach. Omni ID is built on people-based identity, anchored to terrestrial PII identifiers, with linkage to stable digital
- 250 identifiers, that can support direct matching across platforms, and environments. As part of the Omni ID graph, we maintain match tables with
- 251 ubiquitous industry-pseudonymized identifiers such as RampID and Experian LUID/PIDS, enabling us to facilitate direct syndication with alternate
- market identifiers (e.g., LiveRamp ATS, UID2.0, Google PAIR, CTV Clean Rooms, etc.). Omnicom was first in the industry to publicly endorse UID 2.0
- and has been using it for targeting regularly across our clients. Omni ID provides the flexibility to select different matching and syndication methods
- 254 (such as scoring or fusion) depending on local country data availability and privacy regulations.
- 255 AI/ML Deployment: We develop and deploy proprietary machine learning models that allow for automated data connectivity and optimization
- across platforms. Omni Fusion incorporates various ML-based processes to unlock the power of Google data for audience insights and activation.
- 257 The automation of data matching between Omni's data and Google's segments enables a seamlessly connected audience strategy and streamlined
- activation. Predictive Targeting is an ID-less targeting solution that uses audience scoring models to engage with consumers based on real-time
- behavioral signals. The models are based on a mix of 1/2/3p data and customized towards any desired objective, which then inform a predictive
- 260 rule set that is ingested into ad tech platforms like The Trade Desk creating intent-based audiences that are dynamically updated based on the
- 261 user's propensity to fulfill the desired action.
- 262 Multi-clean Room Infrastructure: Omnicom has led the industry in the adoption and application of clean room (privacy-preserving) technology,
- making it a core part of our infrastructure since 2017. Today, Omni has full integrations with leading industry clean room providers (including
- Amazon, InfoSum, Snowflake, Google, Meta) ensuring privacy-first connectivity to our clients' first party data as well as leading media and
- 265 commerce platforms (including Amazon, NBCU, Disney, Discovery, Roku, Instacart, Google, Meta). Omnicom was a launch partner of AWS clean
- 266 rooms, and we have the largest number of instances and highest utilization of Amazon Marketing Cloud clean rooms of any other agency group
- 267 (according to AWS), enabling our teams to deliver granular and actionable insights and optimization recommendations. Omni features a secure
- data collaboration capability, utilizing next generation, privacy-centric clean room technology to enable clients with future-looking first party data
- 269 management capabilities and unlock new audience and measurement data sets powering Omni. The Omni Clean Room Query application enables
- 270 consistent analysis across multiple clean rooms with the ability to deploy queries automatically across clean rooms and visualize the findings for
- 271 actionable insights.
- 272 High-fidelity Datasets: Omni is uniquely built based on the principle of dataset neutrality with an unbiased data procurement process resulting in a
- 273 diverse compilation of datasets. Our overall approach allows for dataset transparency, control, and customization for clients, agency teams, and
- 274 local country dynamics, while maintaining flexibility and independence. The cornerstone of our data-sourcing approach is our Data Privacy
- 275 Compliance & Risk Management, which includes Data Privacy Impact Assessments, Omni-specific 400-Point Data Privacy Risk Score, and forward-
- 276 looking Data Privacy Reputational Analysis. The result of this approach is a high-fidelity, multi-source data foundation containing over 10,000 data
- 277 points globally including demographic, lifestyle, interests and hobbies, credit and debit card merchant level purchases, loyalty program SKU

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278 purchases, media consumption, location visitation, digital clickstream behaviors, and television viewership. It's a mixture of factual behaviors 279 aggregated from compiled sources, and modeled elements pre-scaled for easy segment creation/activation. We work with a suite of privacy-first 280 data providers including but not limited to Adstra, Experian, PlaceIQ, ComScore, NCS, Affinity Solutions, LiveNation, and VideoAmp. We work with 281

our clients to facilitate client-specific 2P data integrations (e.g., Cars.com, Dotdash Meredith, Group Nine).

282 How would you measure success during and after the campaign flight?

283 Our Operating Model design ensures LOB-specific measurement and reporting governance regionally, with adaptation and insights locally: For 284 XCM, we have designed our operating model to align Analytics Leadership to each regional team, NA, EU, LATAM (BR, MX), MENA + TR and India (local, standalone), in addition AU and SG will be coordinated from a reporting and dashboarding standpoint. These teams will create and maintain 285 286 custom reporting visualizations, bespoke to regional reporting requirements for XCM. In addition to regional teams, we have installed Analytics & 287 Insights teams within each T1 and T2 country to confirm audience insights and measurement is adapted for local nuance. For PV, each standalone 288 country and region (US, EU, LATCANZ, MENA, India) will have a reporting and dashboarding team to create a customized visualization for each 289 region. Additionally, local analytics teams in each country will be responsible for creating measurement frameworks, methodologies, and analytics 290 to support campaign level KPIs. This team will deploy test & learn agendas and identify campaign insights that will feed real-time optimization. For 291 RMI, a global reporting and dashboard team creates a customized global visualization for all RMI media activity. This team will have a 292 corresponding Data Operations Lead (US) to define requirements and ensure cross-functional coordination. Given the complexity and speed of 293 analytics and optimization required for RMI, we have installed a Global Analytics Lead (US) overseeing all experimentation and measurement 294 projects. This lead is supported by in-country Analytics & Insights teams focused on improving local identity resolution, cross-platform attribution, 295 and performance insights that guide real-time optimization and audience segmentation strategies.

296 Measuring success starts with having a clearly defined measurement framework. The measurement framework is designed so that the success 297 criteria can be clearly outlined for each campaign. Our approach is consistent globally, however the proxy metrics used to measure success vary across countries. Specific details on the metrics in each country can be found in the regional Economic and Operational Capabilities Meetings 298 299 narratives. Core components of the process are outlined below:

300 Establish a Clear Objective: Success starts with aligning on the desired goal of the campaign, for example driving a 10% YOY increase in Prime 301 membership sign-ups (as outlined in the France brief). Note: Objectives can be single or multi-dimensional, for example, a multi-dimensional goal 302 such as increase transactions while lowering cost per viewable impression. This is delivered as part of a full funnel optimization strategy, and these 303 will be designated as a primary and secondary objective.

304 KPIs Selection: Once the objective is set, the next step is to map out a KPI framework based on the available KPIs in each country. This can vary for 305 in-campaign for post-campaign based on data accessibility/sourcing of data. In other cases, when the direct KPI is not available, for example 306 subscription volume (assuming this data will not be shared), we align on a proxy KPI that can be used for both measuring success and optimization. 307 Details on proxy KPIs for each measurement solution are outlined in each regional Economic and Operational Capabilities Meetings narratives.

Measurement and Optimization Setup: Once the objective and KPIs are aligned, Omnicom deploys a comprehensive approach to measuring campaign success at multiple levels from the overall campaign and down to all cuts within the taxonomy. The approach is consistent with our reporting and measurement framework outlined in our Economic and Operational Capabilities meetings. For example: 1) Day-to-day campaign success leverages media metrics via performance reporting and tracks performance against benchmarks; 2) Success at tactical level includes reach and frequency at the audience and partner level to ensure minimal waste by using cleanrooms, and MTA (globally scaled multi-cleanroom solution) to measure attributed conversions across tactics; 3) Agile MMM will provide a view on post-campaign success and mid-campaign success for longer running campaigns. Agile MMM provides campaign level ROI as well as aggregated cuts of performance such as Channel ROI. Agile MMM outputs can be customized based on what's tracked within the media taxonomy, which includes insights on partner and message level performance; and 4) Lift studies (Geo-Lift, Brand-Lift, Sales-Lift) are used to measure post campaign incrementality.

Next Steps

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Omnicom will implement the above workflow and capabilities to demonstrate our ability to respond to a media brief and deliver a media plan grounded in data, insights, and expertise. We will demonstrate what it will be like to work with us on an actual campaign to clearly showcase how we produce well-supported conclusions, informed observations, and clear recommendations. We look forward to discussing this in detail in the upcoming Audience Management session on June 25th.

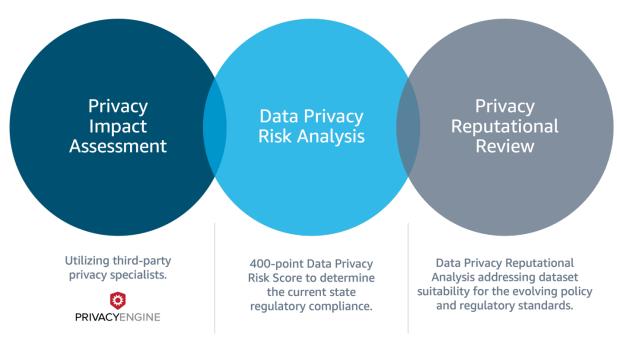
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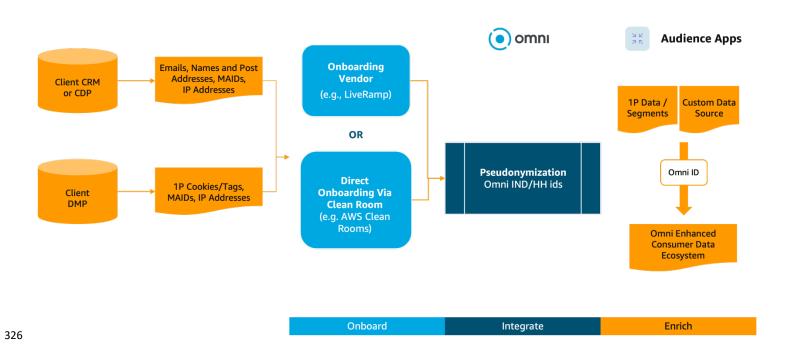


Omni's Data Sourcing Approach



Appendix B: 1PD Onboarding Methods

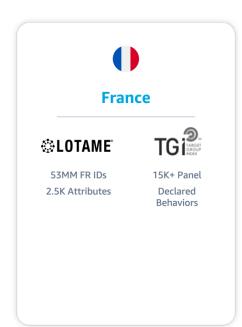
1P Onboarding Methods





Appendix C: Omni Data Sources Used for Country Briefs

Omni Data Sources Used by Country



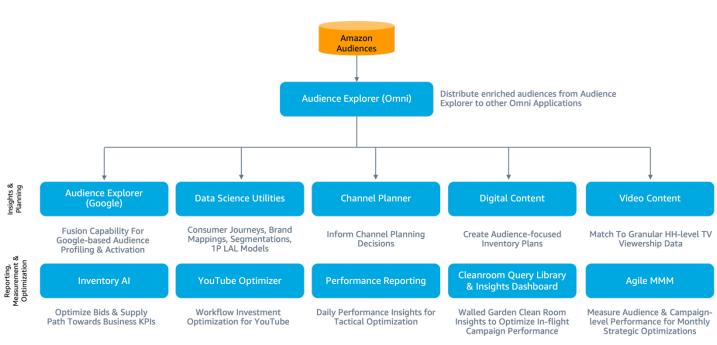




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Appendix D: Global Audience Enrichment Framework

Global Audience Enrichment Framework



Omni's Globally Available Data Sets

Identity & Personal



OLOTAME

semas10 C

Purchase & Retail

amazon

Flywheel

OLOTAME

Location & B2B

adsouare



OLOTAME

Digital & Media

∞ Meta

comscore

SimilarWeb

Google

(1) theTradeDesk



Appendix F: Omni Data Sources by Country

Omni Data Sources by Country - APAC

Country	Identity	Personal Attributes	Clickstream & Social	Location Visitation	TV & Media Behaviors	Purchase & Retail	B2B & Vertical
Australia	Lotame, Tapad, Experian	Roy Morgan, Euromonitor, GWI	SimilarWeb, Comscore, Semasio, Meta	Roy Morgan	OzTam/Nielsen, Amplified Intelligence, GWI	Flybuys, Lotame, GWI	LinkedIn, Lotame
India	Lotame, Tapad	GWI, TGI, Lotame, Comscore, VTION	VTION, Semasio, Meta, Comscore	Adsquare, Lifesight	VTION, TGI, Google, Kantar IBOPE Media, Nielsen IBOPE, GWI	Amazon, Lotame, TGI, CarDekho, GWI	LinkedIn, Lotame
Indonesia	Lotame	Euromonitor, GWI	Comscore, Meta	Lifesight, Adsquare	Nielsen Arianna, GWI	GWI	LinkedIn
Malaysia	Lotame	Euromonitor, GWI	Comscore, Meta	Locala, Lifesight, Adsquare and Blis	Nielsen Arianna (Ftee to Air), DTAM Kantar (Pay TV), GWI	GWI	LinkedIn, Lotame
New Zealand	Lotame, Tapad, Experian	Roy Morgan, Euromonitor, GWI	Comscore, Semasio, Meta, Brandwatch,	Roy Morgan	Amplified Intelligence, Nielsen, GWI	GWI	LinkedIn, Lotame
Philippines	Lotame	Euromonitor, GWI	Talkwalker, SimilarWeb, Meta	Blis, Foursquare	Nielsen Arianna, GWI	GWI	LinkedIn
Singapore	Lotame, Tapad, Experian	Euromonitor, GWI	Comscore, Semasio, SimilarWeb, Meta	Lifesight, Traject Data, Adsquare	GfK, Amplified Intelligence, GWI	GWI	LinkedIn, Lotame
Thailand	Lotame	Euromonitor, GWI	Semasio, Meta	Adsquare	AC Nielsen, GWI	GWI	LinkedIn,

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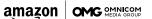


Omni Data Sources by Country - EU

Country	Identity	Personal Attributes	Clickstream & Social	Location Visitation	TV & Media Behaviors	Purchase & Retail	B2B & Vertical
Austria	Lotame	Lotame	Semasio	OSA - Outdoor Server Austria, Brightscope Invenium, Lotame	Marketagent, talkonline, reppublika.com, AGTT, MA- Media Analyse, OSA - Outdoor Server Austria	ÖVA, Lotame	LAE (Leseranlyse Entscheidungsträger
Belgium	Lotame	Lotame, Kantar – BMM, GWI	Semasio	Lotame	Kantar – BMM, Audience Project	GWI	LinkedIn
Denmark	Lotame	Lotame, Digiseg, YouGov, Nielsen, Audience Project	Semasio, Adform	Lotame	Norstat	GWI	Gallup, LinkedIn
France	Lotame	Lotame, SirData	Semasio, Comscore	Lotame	Google	Kantar - TGI	LinkedIn
Germany	Lotame	Lotame, Research Data, axelspringer	Semasio, Comscore	Adsquare, Lotame	Google, Best4Planning, emetriq	Kantar – TGI	LinkedIn
Italy	Lotame	Neodata, Lotame, YouGov	Semasio	Cloud4Wi, Lotame	BVA Doxa, Google	GFK, Coop retail	LinkedIn
Netherlands	Lotame	Motivaction, GWI, Lotame	Semasio	Lotame	Motivaction, Google	GWI	LinkedIn
Norway	Lotame	Kantar – TGI, Lotame	Semasio	Lotame	Google, Kantar - TGI	Kantar - TGI	LinkedIn
Portugal	Lotame	Lotame, GWI, Kantar – TGI		Lotame	Kantar - TGI	Kantar - TGI	LinkedIn
Poland	Lotame	Lotame, GWI, YouGov	JustTag Group	JustTag Group, Lotame	Kantar - TGI	Kantar - TGI	LinkedIn
Spain	Lotame	Lotame, GWI, YouGov	Semasio, Comscore	Lotame	Kantar - TGI	Kantar - TGI	LinkedIn
Sweden	Lotame	Lotame, GWI	Semasio, Comscore	Lotame	GWI	GWI	LinkedIn
Turkey	Loglo Data Intelligenc	Loglo Data Intelligence, GWI	Semasio, Loglo Data Intelligence	Loglo Data Intelligence	Google, Kantar - TGI	Loglo Data Intelligence, Kantar - TGI	LinkedIn
UK	Lotame	Lotame, YouGov, GWI	Semasio, Comscore,	Lotame	Telmar, Sky, Google, Kantar – TGI, Starcount, Pamco	Kantar – TGI, dunnhumby, nectar360	LinkedIn

Omni Data Sources by Country - LATAM

Country	Identity	Personal Attributes	Clickstream & Social	Location Visitation	TV & Media Behaviors	Purchase & Retail	B2B & Vertical
Argentina	Lotame, Tapad	Lotame, TGI	Semasio, Meta, Comscore, Meltwater	Adsmovil	Kantar IBOPE Media, AdCuality, TGI	Rappi, TGI, Lotame	Linkedin, Lotame
Brazil	Lotame, Tapad	GWI, Lotame, TGI	Semasio, Meta, Comscore, Stilingue, Minter, Sprinklr	Adsmovil	Similarweb, Kantar IBOPE Media, Admetricks, Google, TGI, GWI	Rappi, Amazon, TGI, , Lotame, GWI	LinkedIn, Lotame
Chile	Lotame, Tapad	Lotame, TGI	Meta, Comscore	Adsmovil	Similarweb, Megatime, Admetricks, TGI	Rappi, TGI, Lotame	LinkedIn, Lotame
Colombia	Lotame, Tapad	Lotame, TGI	Semasio, Meta, Comscore, Talkwalker	Adsmovil	Similarweb, Kantar IBOPE Media, Admetricks, TGI, GWI	Rappi, TGI, Lotame	LinkedIn, Lotame
Mexico	Lotame, Tapad	GWI, Lotame, TGI, YouGov Brand Index	Semasio, Meta, Comscore, Brandwatch, Shareablee	Adsmovil	Similarweb, Nielsen IBOPE, Admetricks, Google, TGI, Trecone	Rappi, Amazon, TGI, Lotame, GWI	Linkedin, Lotame
Peru	Lotame, Tapad	Lotame, TGI	Meta, Comscore, Brandwatch	Adsmovil	Similarweb, Kantar IBOPE Media, Admetricks, TGI	Rappi, TGI, Lotame	Lotame

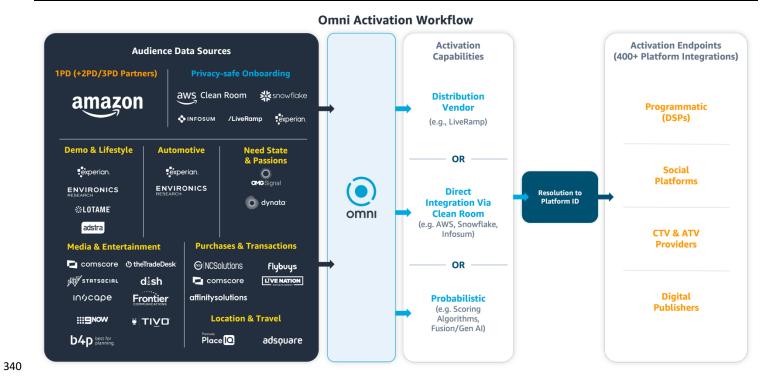


Omni Data Sources by Country - MENA

Country	Identity	Personal Attributes	Clickstream & Social	Location Visitation	TV & Media Behaviors	Purchase & Retail	B2B & Vertical
Egypt	Lotame	Lotame, Statista, GWI	Talkwalker, Meta, SimilarWeb, Tiktok	Quadrant, Tamoco, Lifesight	Ipsos, MRC, Statista, Google, SimilarWeb, Google, Kantar IBOPE Media, Neilsen IBOPE	Amazon, Lotame	LinkedIn, Lotame
Nigeria	Teads	Statista, GWI	Talkwalker, Meta, SimilarWeb, Tiktok	Blis, Quadrant, Tamoco, Lifesight	Statista, planning benchmark curves, Meta	Amazon	LinkedIn, Lotame
Saudi Arabia	LiveRamp, Lotame	Lotame, Statista, GWI, LiveRamp	Talkwalker, Meta, SimilarWeb, Tiktok	Quadrant, Tamoco, Lifesight	Ipsos, MRC, Statista, Google, SimilarWeb, Google, Kantar IBOPE Media, Neilsen IBOPE	Amazon, Lotame	LinkedIn, Lotame
South Africa	LiveRamp	Lotame, Statista, GWI, LiveRamp	Talkwalker, Meta, SimilarWeb, Tiktok	Tap Tap,Vicinity	Statista, Google, Adcheck, SimilarWeb, Nielsen, planning benchmark curves,	Amazon, Lotame, Rain Maker	LinkedIn, Lotame
UAE	LiveRamp, Lotame	Lotame, Statista, GWI, LiveRamp	Talkwalker, Meta, SimilarWeb, Tiktok	Quadrant, Tamoco, Lifesight	Ipsos, MRC, Statista, Google, SimilarWeb, Google, Kantar IBOPE Media, Neilsen IBOPE	Amazon, Lotame, Carrefour	LinkedIn, Lotame

Omni Data Sources by Country - NAM

Country	Identity	Personal Attributes	Clickstream & Social	Location Visitation	TV & Media Behaviors	Purchase & Retail	B2B & Vertical
Canada	Lotame, Tapad	Environics, Lotame, Numeris	Comscore, TheTradeDesk, Statsocial, Similarweb, Meta	Pelmorex	Numeris, Enrivonics, Google, Meta	Homescan, Lotame, Environics	Autotrader, LinkedIn
USA	LiveRamp	Experian, Adstra, Lotame	Comscore, TheTradeDesk, Statsocial, Similarweb, Meta	PlaceIQ	VideoAmp, Inscape, Dish, Tivo, Frontier, Google, Meta	Affinity, NCS, Uber, Instacart, Walmart, Kroger	LinkedIn, Anteriad



Appendix G2: Sample of 400+ Activation Platforms by Channel

Sample of 400+ Activation Platforms by Channel

DSPs	Social Platforms	CTV	Advanced TV	Audio	Direct / SSPs
AdTheorent	LinkedIn	A&E Networks	Ampersand	Amazon Music	Adobe Ad Cloud
Amazon	Meta	AMC Networks	AT&T ABS	iHeart	AdX
Amobee	Pinterest	Disney	Beeswax	Pandora	Captiv8
AppNexus	Reddit	Fox TV	Comcast	Spotify	Conde Nast
Beeswax	Snapchat	FuboTV	DirecTV		Freewheel
DV360	Tik Tok	Hulu	Dish		GumGum
The Trade Desk	TikTok	LG	OpenAP		Hearst
Xandr	X (Twitter)	NBCUniversal	Xandr - NAC		Index Exchange
Yahoo		Netflix			InMar
		Paramount			Kantar
		Roku			Kargo
		Samsung			Magnite
		Tubi.tv			Meredith
		Univision			OpenX
		Vizio			Permutive
		Warner Bro Discovery			PubMatic
					SpringServe
					StackAdapt
					StatSocial
					Teads
					Tribal Fusion
					Vevo
					Vistar Media

Appendix H: Omni Applications to Generate Insights & Analytics

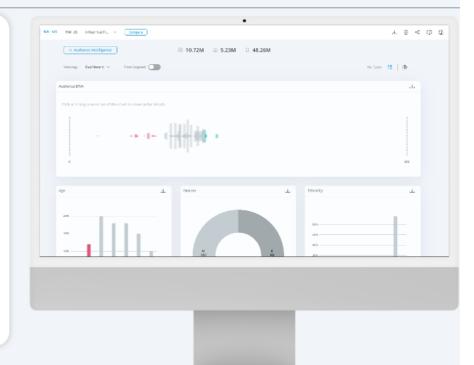
Omni Data Applications to Generate Insights & Analytics

Audience Explorer (Omni)

Create & Profile 1/2/3P Audiences

1 Billion+ Global IDs, 10K+ Data Points

Flexible Onboarding for Enrichment



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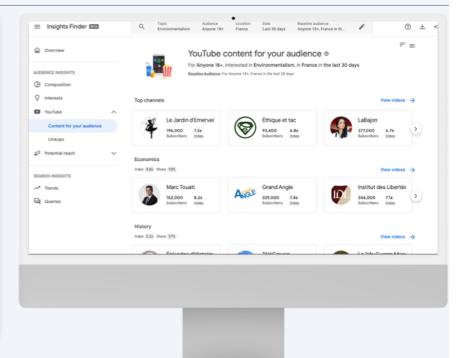
Omni Data Applications to Generate Insights & Analytics

Audience Explorer (Google)

Create Audiences using Google Data

Automated Data Matching via Fusion

Streamlined Activation Process



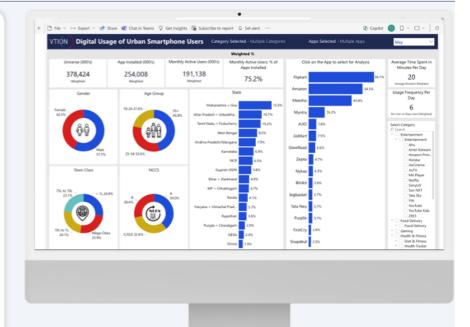


Audience Explorer (VTION)

Panel-based Audience Creation

100K+ Urban Indian Smartphone Users

Single View of Cross-device Behaviors



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Omni Data Applications to Generate Insights & Analytics

Semantic Explorer

Create Contextual Audience Profiles

Leverage High-fidelity, URL-level Data

Understand Web Consumption Signals



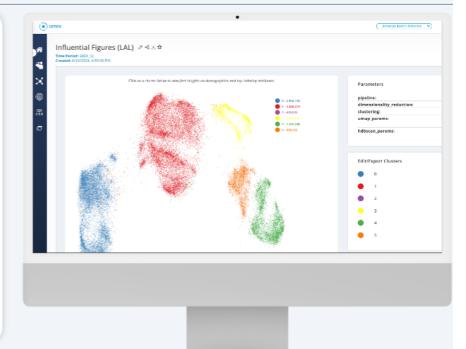


Data Science Utilities

Automated Data & Audience Analytics

Unique Segments & High Value LALs

Consumer Journeys to Quantify Actions



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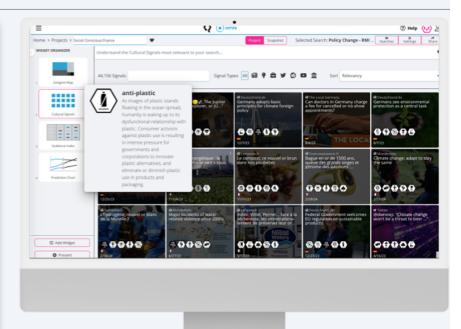
Omni Data Applications to Generate Insights & Analytics

Q Cultural Insights

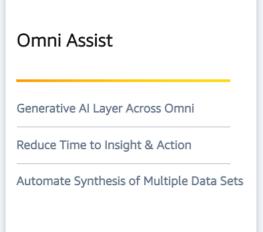
Understand & Predict Cultural Trends

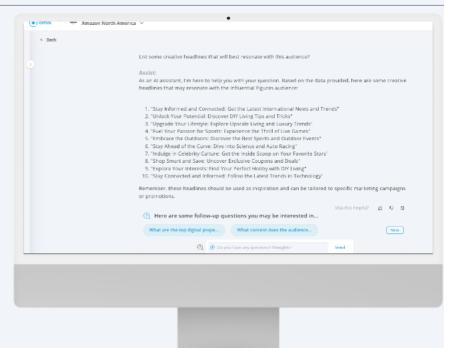
50M+ Signals Across 140 Countries

Automation Cuts Down Time to Insight









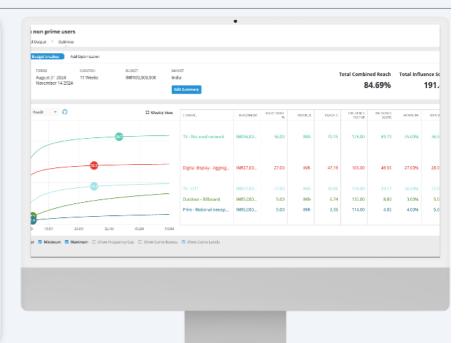
Omni Data Applications to Generate Insights & Analytics

Channel Planner

Define Optimal Channel Mix by Objective

ML-powered Proprietary Curves Vault

Customizable with 1P Data



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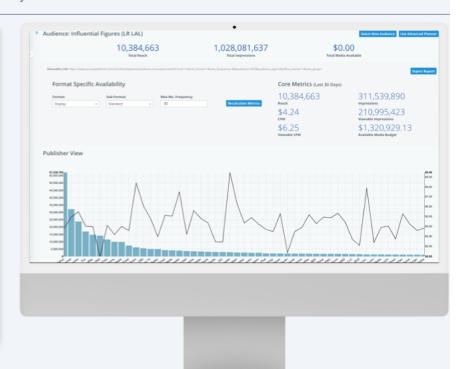


Digital Content

Audience-based Digital Inventory Curation

Powered by 20 Trillion+ Impressions

Improve Bid Rates & Lower Costs



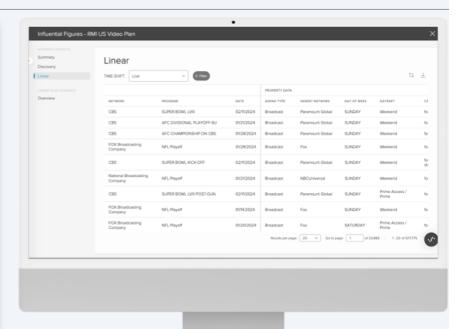
Omni Data Applications to Generate Insights & Analytics

Video Content

Holistically Plan & Buy Across Video

Match Audiences to HH-level TV Data

Maximize TV Measurement Coverage



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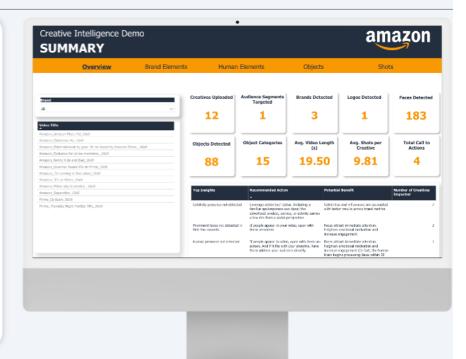




Advanced ML for Creative Pre-testing

Combine Creative Data & Media Metrics

Always-on Creative Design Optimization



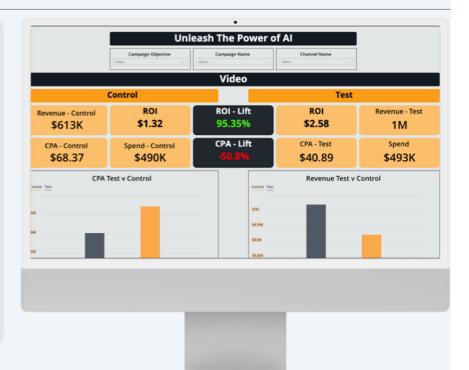
Omni Data Applications to Generate Insights & Analytics

Inventory AI

Real-time AI/ML Integrated into DSPs

Optimize Bids for Maximum Efficiencies

Optimize Models To Business KPIs



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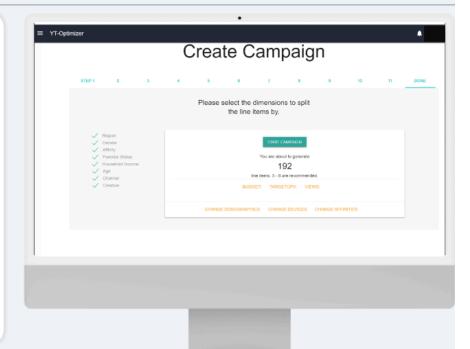


YouTube Optimizer

Application to Automate Workflow

Optimize Investment Allocation Across Line Items

Maximize Engagement and Efficiency



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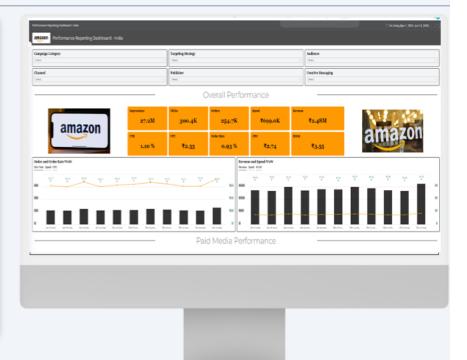
Omni Data Applications to Generate Insights & Analytics

Performance Reporting

Processing and Automation

Collaboration and Accessibility

Single Source of Truth



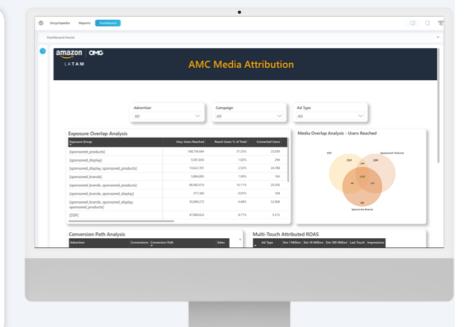




Custom-built Query Automation System

Co-developed, Highest Quality Queries

Quickly Uncover Actionable 1P Insights



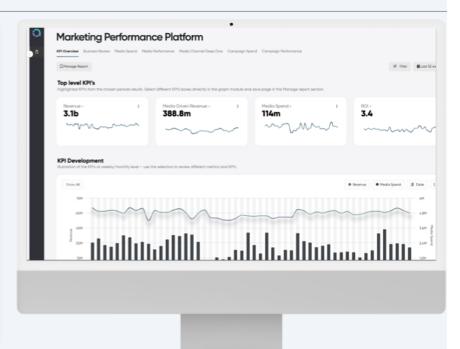
Omni Data Applications to Generate Insights & Analytics

Agile MMM

Monthly Calibration of MMM

Granular Views for Actionable Insights

Enhanced Top-down & Bottom-up Planning



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