

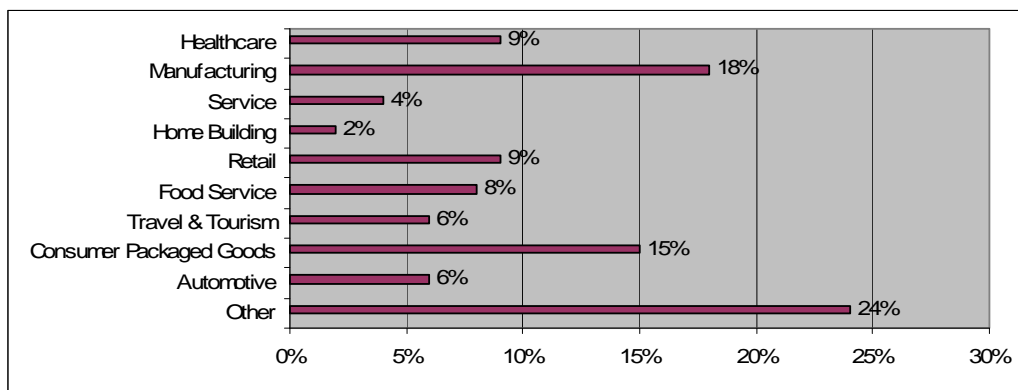
A CLIENT'S PERSPECTIVE
ON ECONOMIC CONDITIONS
2008



Background

The **2008 Client's Perspective on Economic Conditions** was completed by 202 Marketing executives during March, 2008. This study was commissioned by Reardon Smith Whittaker (RSW).

The sample came from databases of Marketers managed by RSW. Clients surveyed ranged in size from \$50M to \$2B. Some of the largest industries represented in the survey responses were packaged goods (15%), manufacturing/distribution (18%), healthcare (9%), retail (9%), and travel & tourism (6%).



We have prepared an overall Executive Summary for ease of reference. The perspective provided will hopefully be of value to you as you work to better your overall new business development program to address the issues facing marketers in these challenging economic times – whether it be through use of outside services like Reardon Smith Whittaker, or shoring up the efforts you manage internally.

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Executive Summary

Companies are feeling the pain.

Sixty-four (64%) percent of respondents believe the slowing economy has negatively impacted the sales performance of their respective industry over the past six months.

Seventy-seven (77%) percent of the respondents believe that the economic conditions over the past six months have moderately or greatly affected their business specifically. With the client's pain brings extra pain for the agency, right? If you ask the clients, it doesn't look to be so.

Agencies remain relatively unaffected...for now.

While companies are feeling the effects of the current economic downturn, they don't appear to be ready to make any major shifts in the level of their marketing activity.

Sixty-nine (69%) of the respondents state that there has been no change in their use of outside marketing services over the past 6 months and 76% do not foresee the number of agencies they use in 2008 changing.

We suspect that doing nothing might be the simplest and easiest course of action for most marketers. By not changing and staying true to course (until they can better tell what the economy's true toll will be on their business) they can avoid making an even bigger catastrophic move – like cutting spending or changing agencies. So what is an agency in search of new business to do?

Inertia can spell opportunity.

While 60% of all respondents state they were generally unlikely to look for a new agency in 2008, companies do not seem to have a strong loyalty to the firms they currently use.

More than half of the marketing decision makers polled utilize 3 or more agencies to satisfy their marketing needs, suggesting that this might be a perfect opportunity for agencies to step up and show how they can help companies turn things around for the better...without causing too much strain on the client's organization.



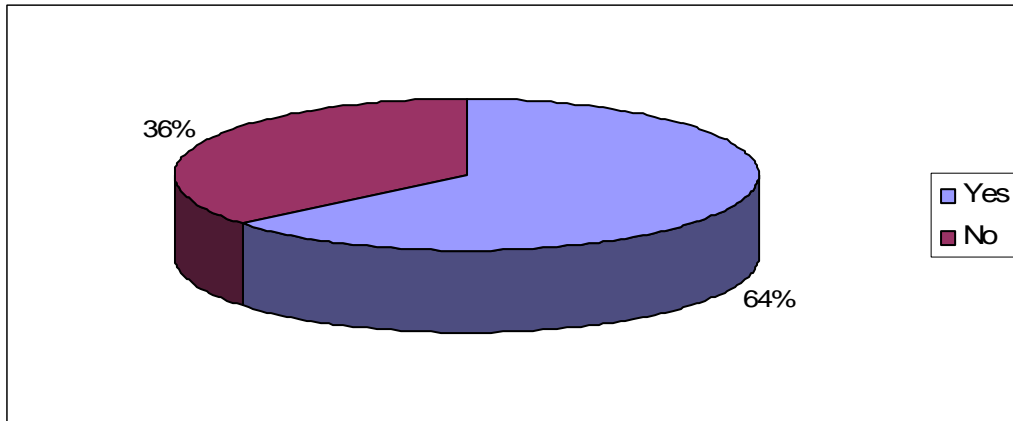
The onus is on the agency.

Since many marketers don't seem willing to get too aggressive in seeking out new agency partners, agencies must get more aggressive themselves. They have to proactively communicate their benefits to prospects, stay in front of them with value-added insights, and be ready to take the "project" to showcase how they can help turn around their slower performing business.

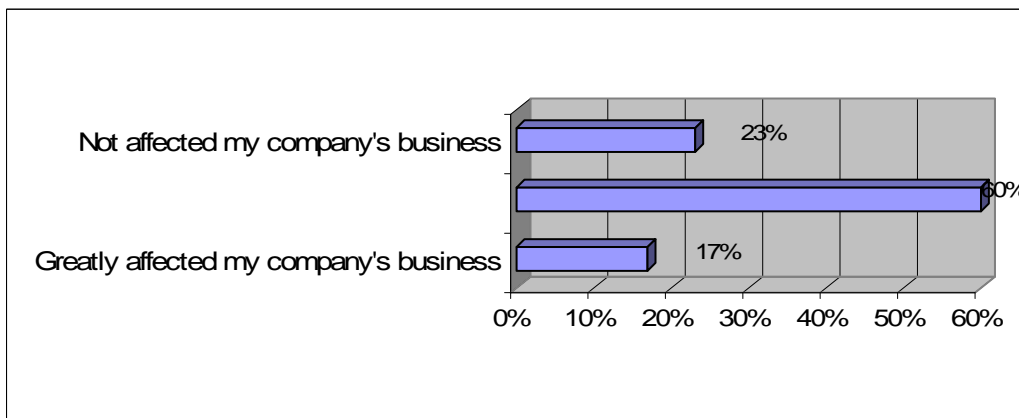
Agencies with balanced and consistent new business development programs in place will put them in the best position for success. Having the internal resources or the right outside partner in place now to reach prospects, will place them ahead of the curve.

By utilizing a proven and established process to breakthrough to prospects, agencies can focus on what matters most- delivering creative ideas and sound business strategy to win the day.

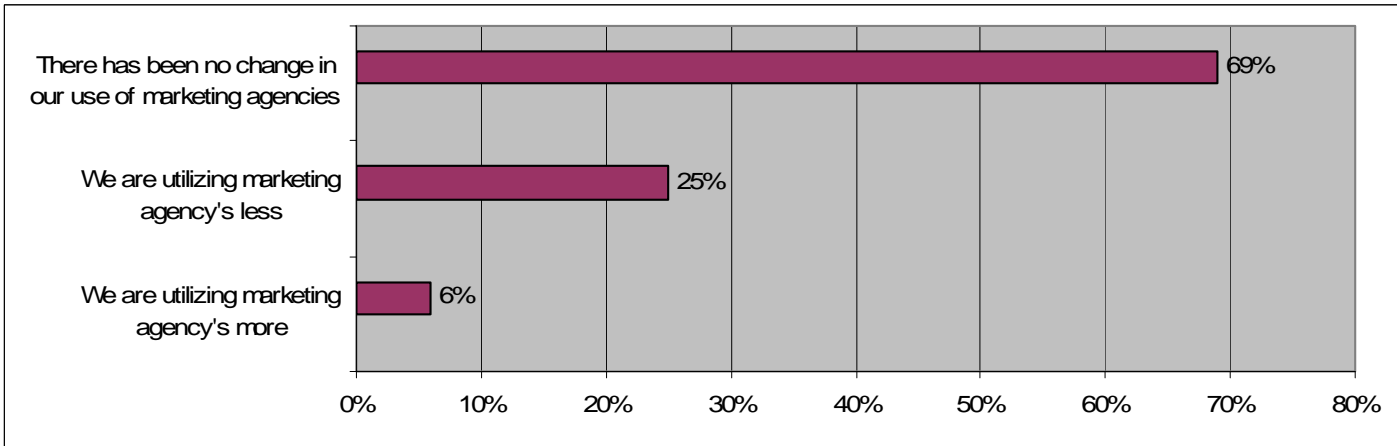
1. Do you believe the current economic climate has negatively affected the sales performance of your industry over the past 6 months?



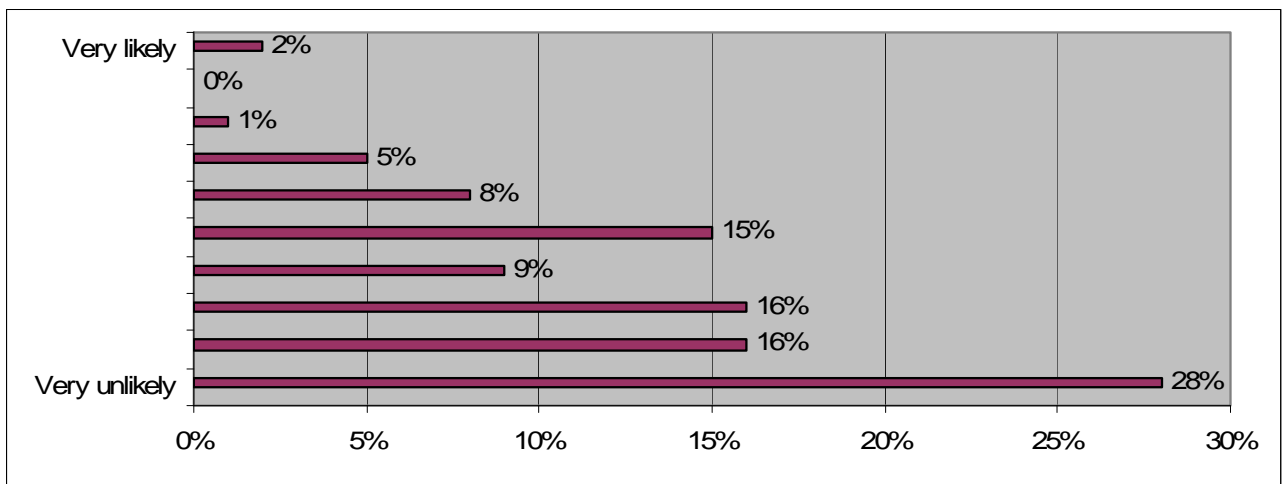
2. How has the current economic climate affected your company's business over the past 6 months?



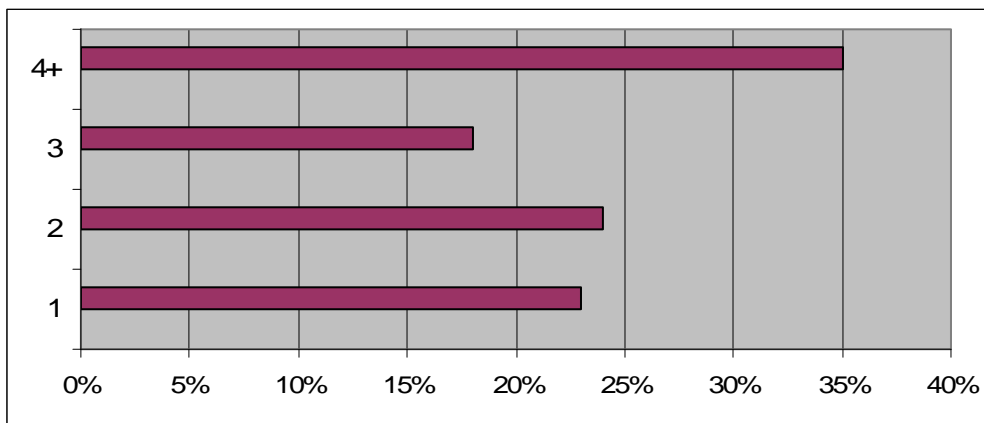
3. How has the current economic climate affected your use of outside marketing services agencies over the past 6 months?



4. Given the current economic climate, how likely will you be to search for a new marketing agency partner in 2008?



5. How many outside marketing agencies do you currently utilize?



6. How do you foresee the current economic climate affecting the number of outside marketing agencies you will use in 2008?

