



MASTERS OF MARKETING 2018

# Fire Your CMO

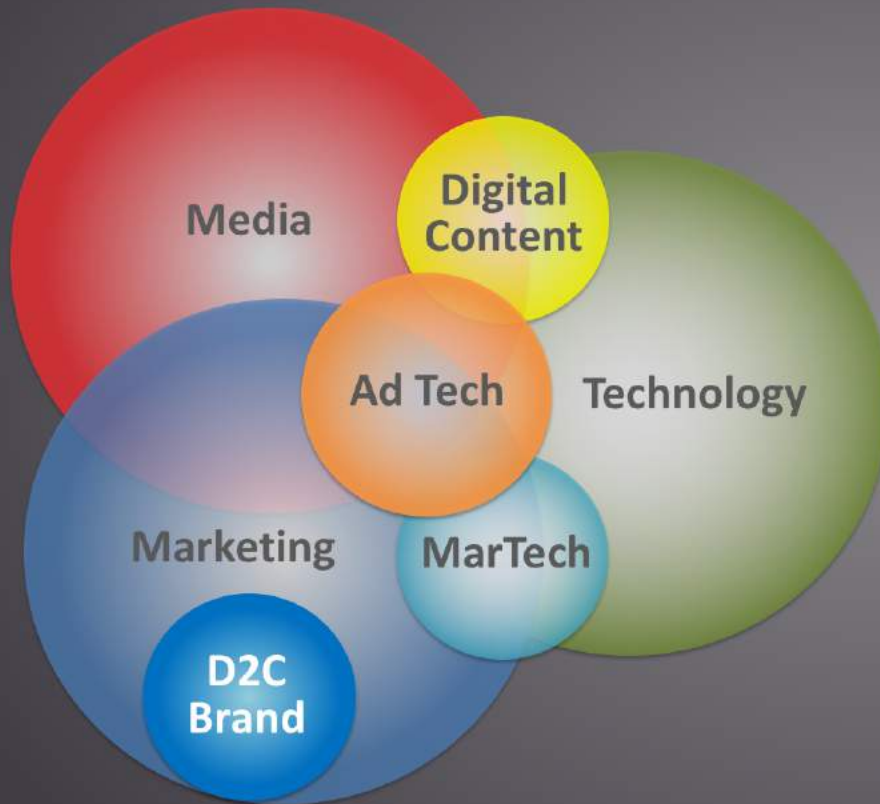
Marketing's Future Will Not Resemble Its Past



***Terry Kawaja***  
*Founder & CEO*



# LUMA's Focus on Digital Media/Marketing



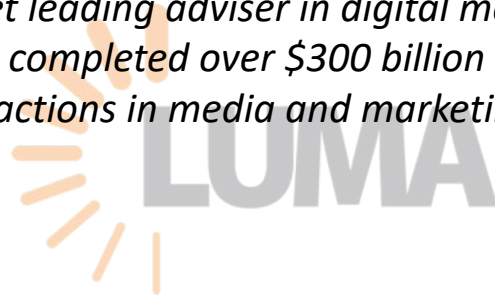
*LUMA focuses its investment banking advisory and capital raising work on companies at the intersection of media, marketing and technology. That tends to manifest itself in deal activity with companies in the subsectors of Digital Content, Ad Tech and MarTech and, increasingly D2C Brands. Most know us for the ubiquitous LUMAscapes which are now a global media phenomenon with over 7 million views and downloads from 212 countries worldwide.*



# LUMA's Strong Track Record of Client Success



*LUMA is the market leading adviser in digital media and marketing and our professionals have completed over \$300 billion in transactions, including some of the most pivotal transactions in media and marketing.*



# D2C: Marketing Driven Growth




# Normally I Speak About Ecosystem Challenges

1. Transparency
2. Measurement
3. Header Bidding
4. Privacy
5. Viewability
6. Fraud
7. Adverse Context
8. Ad Blocking
9. Duopoly Dominance
10. Fragmentation



Marc Pritchard  
CMO, P&G



*It feels as though every time I speak about the ecosystem lately, I end up spending a lot of time talking about the ecosystem challenges, from transparency down to fragmentation. Marc Pritchard, the CMO of P&G, has been leading the charge on this, talking about the broken digital supply chain.*

# Normally I Speak About Ecosystem Challenges

1. Transparency
2. Measurement
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*Earlier this year, privacy challenges were center stage, as the entire industry was focused on May 25, 2018, the day GDPR came into effect. Many feared the worst...*



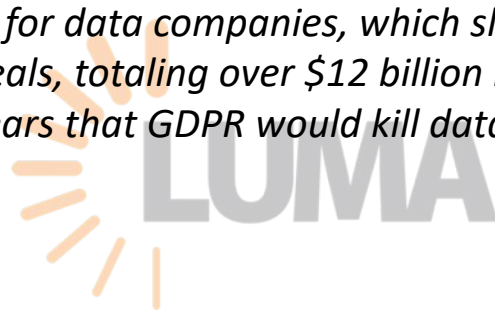


# Normally I Speak About Ecosystem Challenges

1. Transparency
2. Measurement
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10. Fragmentation



*Plus, M&A activity for data companies, which slowed prior to GDPR, has thrived! This summer saw six deals, totaling over \$12 billion in deal value, all focused on consumer data, alleviating fears that GDPR would kill data-driven marketing.*



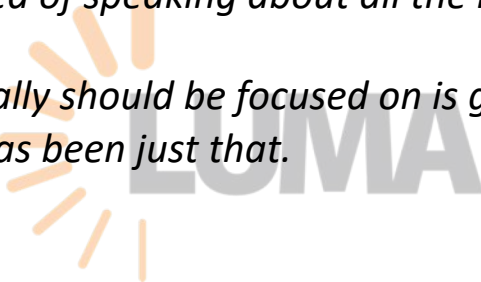


# Marketers Should Be Focused on Growth



*That said, we're tired of speaking about all the issues.*

*What marketers really should be focused on is growth, and the theme of the ANA for the past 10 years has been just that.*



# ANA: Marketers Are Not Achieving Growth

Over 50%  
FORTUNE<sup>®</sup>  
500

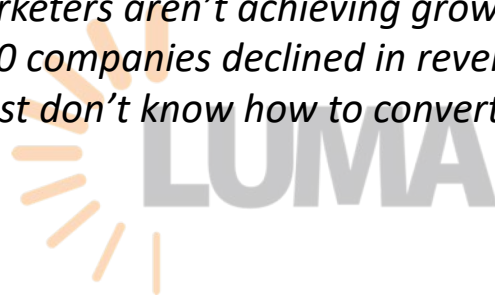
Declined in Revenue



Source: ANA from 2016 data



*The only issue, marketers aren't achieving growth. The ANA showed that in 2016, over 50% of Fortune 500 companies declined in revenue. Marketers know how to spend the money, but they just don't know how to convert the money.*



# What is Hindering Growth?

**Down Economy**



**Prohibitive Interest Rates**



**Low Consumer Confidence**



**Marketers & Tactics are Old?**

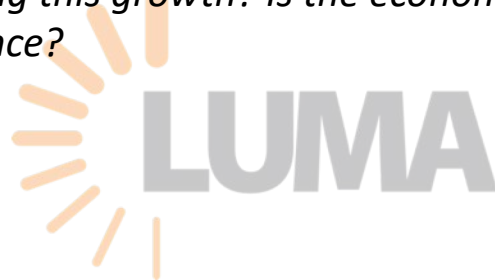


Source: Trading Economics



*So what is hindering this growth? Is the economy down? Prohibitive interest rates? Low consumer confidence?*

*Let's take a look.*



# What is Hindering Growth?

**Down Economy**

**GDP Growth over 4%**



**Prohibitive Interest Rates**

**10 Year Treasury below 3%**



**Low Consumer Confidence**

**CCI at 10-year high**



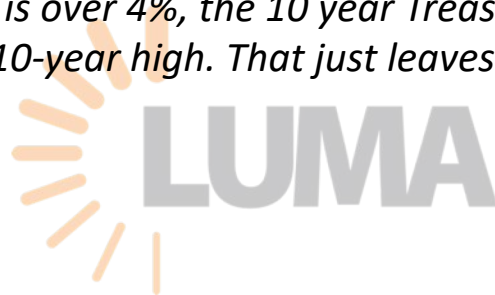
**Marketers & Tactics are Old?**

**Average age of CMO is \_\_\_\_\_**



Source: Trading Economics

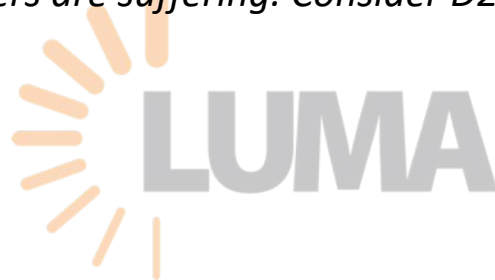
*Well...GDP growth is over 4%, the 10 year Treasury is below 3% and consumer confidence is at a 10-year high. That just leaves us with one option: Marketers and their tactics are old.*



But Not All Marketers Are Suffering – Enter D2C

# DIRECT 2 CONSUMERS

*But not all marketers are suffering. Consider D2C brands.*



But Not All Marketers Are Suffering – Enter D2C

# DIRECT 2



## Terry's D2C Portfolio.



the rise of  
the 21<sup>st</sup> century brand economy

IAB Annual Leadership Meeting  
Palm Desert, CA  
February 12, 2018

*I personally use a number of D2C brands in my everyday life, whether it's my clothes, the food I eat, how I workout or even how I commute to work. It wasn't until Randall Rothenberg of the IAB presented his "Rise of the 21<sup>st</sup> Century Brand Economy" that I realized the broader implications of this. Randall wasn't exaggerating when he said, "This is about a fundamental, epochal change in the way brands are born, the way they grow up, and the way they die."*

# D2C Rapidly Taking Significant Market Share

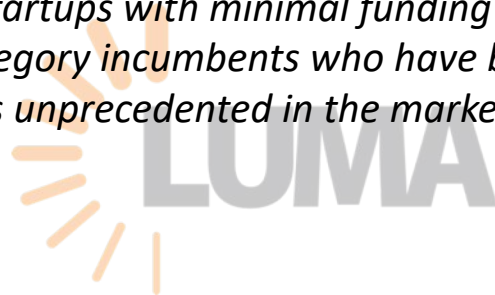
CATEGORY	 <b>RAZORS</b>	 <b>SHOES</b>	 <b>MATTRESSES</b>
<b>D2C BRAND MARKET SHARE</b>	<b>12%</b>	<b>15%</b>	<b>20%</b>
<b>ILLUSTRATIVE COMPANIES</b>	 DOLLAR SHAVE CLUB <b>HARRY'S</b>	<i>allbirds</i> M . G E M I	<b>Casper</b> TUFT&NEEDLE
<b>CATEGORY INCUMBENTS</b>	<b>Gillette</b>	<b>adidas</b>	



Source: Fox Business, IAB, Axios



*Relatively young startups with minimal funding are garnering double-digit market shares against category incumbents who have been building brand equity, sometimes for decades. This is unprecedented in the marketing world!*



# D2C Brands Are Rapidly Proliferating

**OVER 400 BRANDS AND COUNTING**

**Strategic Buyers**  
See Marketer LUMAScape

And it's rapidly proliferating. We have accounted for over 400 brands, which span across nearly all verticals.





# D2C Brands Pose a Challenge to Incumbents



Source: CB Insights

*There is a competitor for nearly everything. Just at Procter & Gamble, there are multiple D2C brands coming after 45 of their brand products.*



# D2C Brands are Globally Local



VIVOBAREFOOT

FARFETCH

A DAY

REN

CLEAN SKINCARE



Frank And Oak

POPPY BARLEY

INDOCHINO

MEJURI



GLOSSYBOX



Source: Pitchbook, LUMA



*This is not just an American phenomenon. D2C brands are global. Or better said, globally local, with brands sprouting up across North America, South America, Europe and Asia.*



# Meaningful Female Leadership in D2C



**AWAY**



**BIRCHBOX** ♦



**BRANDLESS**™



**Glossier.**



**MADISONREED**™



**ELOQUII**



**MIRROR**



**RENT THE RUNWAY**

**30%**

Female CEO♀s &  
Founders



Source: Pitchbook, LUMA

*And this is no longer a tech boy's club. We are seeing meaningful female leadership in D2C, with over 30% of D2C brands having female CEOs and founders. That's what we call a good start!*



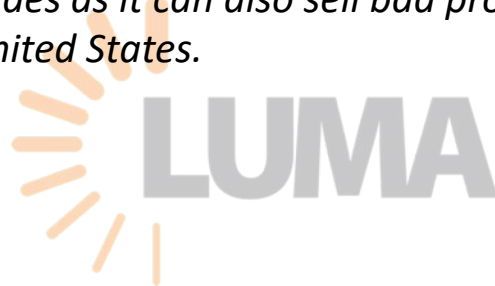
# D2C Is So Effective, It Can Sell Bad Products



The first D2C President  
of the United States



*D2C has its downsides as it can also sell bad products. Introducing the first D2C President of the United States.*





**D2C BRANDS**

**CONSUMER**

**TRADITIONAL  
CMOs**



*This is more than just some passing fad or internet meme.*






# Marketers Can't Ignore D2C



*And once general marketers understand what's going on, they simply can't ignore this D2C phenomenon.*



# D2C Brands More Like Each Other Than Vertical

	Footwear	Luggage	Fitness	Eyewear	Razors
Traditional Brands	COLE HAAN	 Samsonite	<i>LifeFitness</i>	 sunglass hut	<b>Gillette</b>
D2C Brands	<i>allbirds</i>	<b>AWAY</b>	 PELOTON	WARBY PARKER	<b>HARRY'S</b>



*D2C Brands have more in common with each other than with their erstwhile vertical competitors. Allbirds sells shoes like Cole Haan and Warby Parker sells sunglasses like Sunglass Hut. But from their design intuition, the go-to-market strategy, the back end technology and the media strategies, these companies are fundamentally very different from the competition and similar to one another.*



# D2C Not the First Successful Challenger Story



**DAVID** and **GOLIATH**



**DOLLAR SHAVE CLUB**

**Gillette**



**AppNexus**

**Google**



**LUMA**

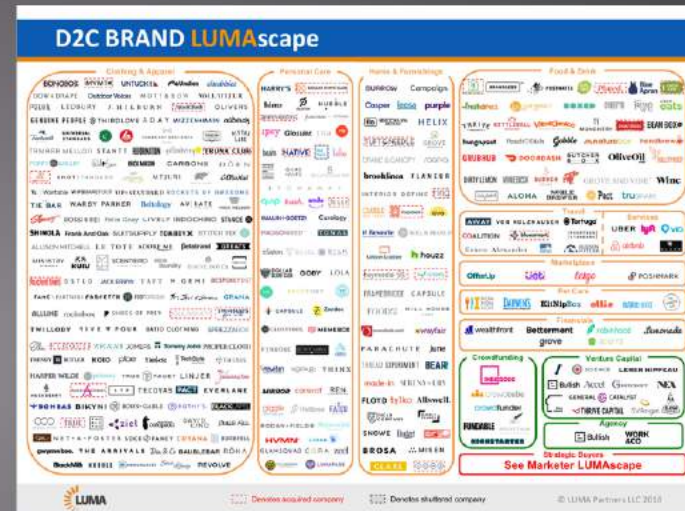
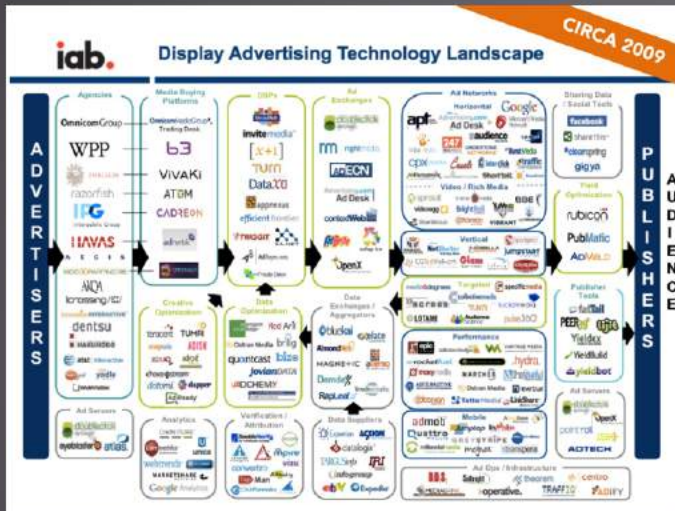
**Goldman  
Sachs**

*D2C is not the first successful challenger story in marketing. We have had “David and Goliath” narratives in enterprise marketing, consumer marketing, and even in investment banking.*





# D2C in 2018 Feels Like Programmatic in 2009



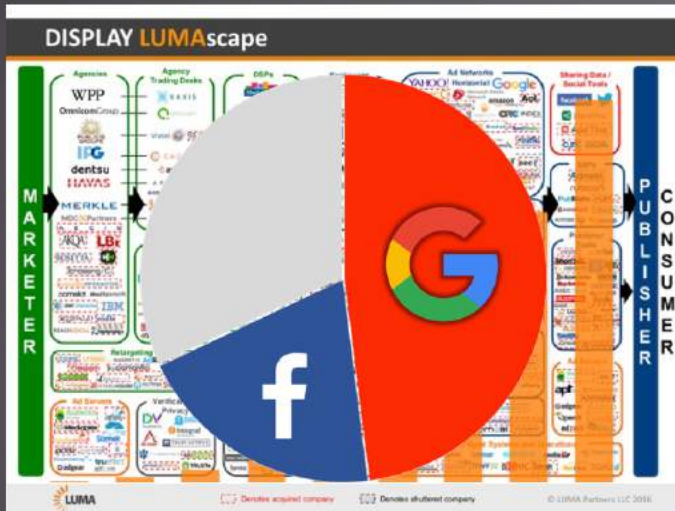
- Rapid new company formation..... Ditto
- Fragmented ecosystem..... Ditto
- Rampant venture funding.....Ditto
- Nascent consolidation..... Ditto
- Poised for huge growth.....Ditto

Source: eMarketer

*D2C in 2018 feels like programmatic in 2009 where that enterprise sector had rapid new company formation, a fragmented ecosystem, rampant venture funding, nascent consolidation and was poised for huge growth. In 2018, we are seeing the same phenomenon with D2C brands.*



# D2C in 2018 Feels Like Programmatic in 2009

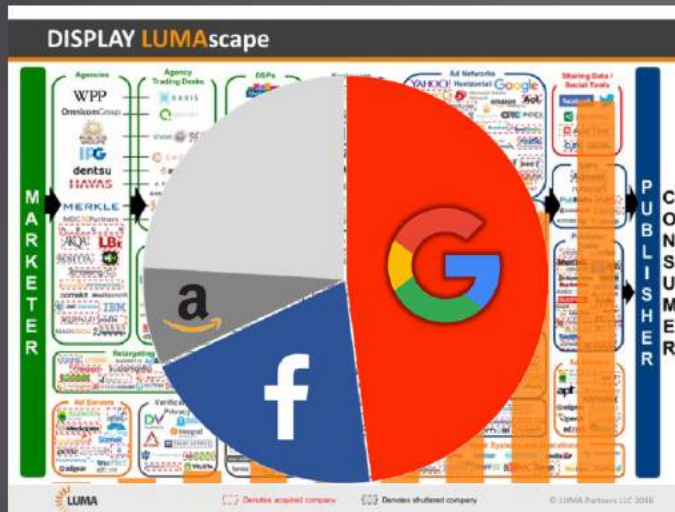


- Rapid new company formation..... Ditto
- Fragmented ecosystem..... Ditto
- Rampant venture funding.....Ditto
- Nascent consolidation..... Ditto
- Poised for huge growth.....Ditto

*With one major difference. As programmatic spend thrived over the last 10 years, the duopoly of Google and Facebook has taken a majority of the growth. In D2C, however, there is no natural monopoly.*



# D2C in 2018 Feels Like Programmatic in 2009



- Rapid new company formation..... Ditto
- Fragmented ecosystem..... Ditto
- Rampant venture funding.....Ditto
- Nascent consolidation..... Ditto
- Poised for huge growth.....Ditto



*Amazon is a double edged sword for D2C. On one hand, Amazon private label products offer competition to D2C brands operating in those verticals. For most of D2C brands though, Amazon provides the necessary back end capabilities to allow these brands to focus on their front ends. Net-net, Amazon is a huge boon to the D2C proliferation.*

Source: eMarketer



# The Digital Giants Are the Biggest D2C Brands



All Sit On  
your Home  
Screen



*Turns out, the digital giants are actually the biggest D2C brands. If you want to know **your** favorite D2C brands; simply open your phone. These brands are all sitting right there on the home screen.*



# Unpacking D2C Brands



# Conditions Leading to the D2C Phenomenon

## AVAILABILITY OF MONEY and TECH

- Robust VC funding
- iPhone / smartphone app
- AWS for more efficient computing
- Shopify, Amazon simplified e-commerce
- Google / FB / LUMAscape media capabilities and inventory



## CONSUMER OPENNESS TO NEW BRANDS

- Credibility of online reviews
- Fulfillment convenience
- Brand loyalty not as relevant



*There are certain conditions precedent that led to this phenomenon. The first of these were the availability of money & technology. Without the development of the app ecosystem, AWS for computing, Shopify and Amazon for simplified e-commerce, there is no D2C. The second, and more interesting condition, is a new consumer openness to try new brands. Brand loyalty is not as relevant as it once was, and for legacy brands this should be terrifying.*



# This Playbook Has Been Run Before

## Gaming



**SUP  
ERC  
ELL**

## Profit and Loss Statement

(\$MM)

FY 2010

Sales \$1,000

COGS, Other Expenses 100

Marketing 450

Total Costs 550

**PROFIT** \$450

## CONCLUSION:

Supercell is a great  
~~gaming~~ company!  
**marketing**



*This playbook has been run before – consider mobile gaming where the game marketers were customer acquisition machines. Their P&Ls featured huge sales, minimal direct costs, large marketing costs and massive profits. If you were to conclude that Supercell was a great gaming company, you would be wrong. Supercell is a great marketing company!*

# This Playbook Has Been Run Before

## Gaming



King

MZ  
MACHINEZONE

SUP  
ERC  
ELL

## Apps



Spotify

UBER

wish

## D2C



allbirds

Casper

WARBY PARKER



*We then saw this expand into the broader app market, and then into the D2C sector.*





# Natural Gestation of Performance Marketing



Verticals	One	Multiple	All
Demos	One	Broad	Everyone
Channels	Digital-to-Digital	Digital-to-Digital	Omnichannel
Data	Closed Loop	Closed Loop	Closed Loop



*This is really the natural gestation of performance marketing. Gaming was pretty straightforward with one vertical, one demo, and a channel that was digital-to-digital, so that the data was in a closed loop. With apps, marketing expanded to multiple verticals, a broader demo, but was still digital-to-digital, and a closed loop. Now D2C marketers have to target all verticals, all demos and do so across channels (you've seen Peleton bus shelter ads and Casper 30 second spots). The one constant is the closed loop on data, which is the most important aspect for these companies.*

# The DNA of D2C Brands



- 1) Digital native; mobile centric**
- 2) Focus on product design / UX**
- 3) Disintermediation (agencies, retailers, etc.)**
- 4) Identity-focused customer relationship**
- 5) Performance-oriented media spend**
- 6) Content marketing for brand storytelling**
- 7) Growth-focused marketing talent**



*So, what makes these D2C brands different? Here are our 7 DNA traits of D2C. They are: 1) digital native, mobile centric, 2) focus on product design, 3) disintermediate the middlemen, 4) use identity focused CRM, 5) have a performance oriented approach to marketing, 6) place emphasis on content marketing to tell their story and 7) deploy marketing professionals with different talents than traditional brand marketers.*

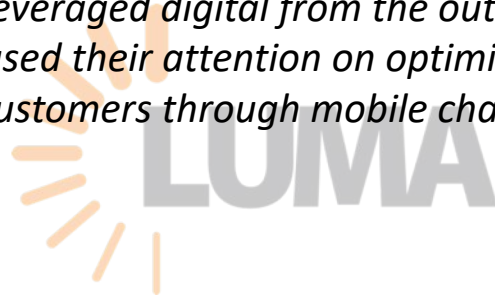


# Digital Native; Mobile Centric

## WARBY PARKER



*D2C brands have leveraged digital from the outset (even though they are often physical products) and focused their attention on optimizing mobile. In fact, many are garnering over 50% of new customers through mobile channels.*



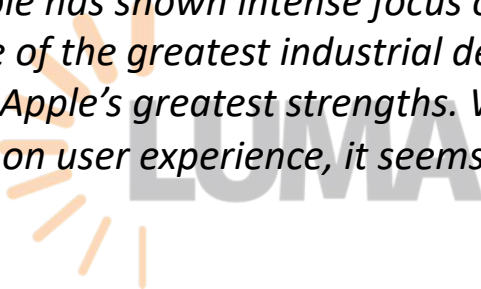
# D2C Design: The Apple-ification of Everything



**It seems like everything  
is designed by Jony Ive**



*Over the years, Apple has shown intense focus on product design and user experience. Led by Jony Ive, one of the greatest industrial designers in the world, this design focus has become one of Apple's greatest strengths. With so much great design in D2C products and focus on user experience, it seems like everything is designed by Jony Ive.*



# D2C Companies Cut Out the Middle Man...



*Probably the most signature trait of D2C brands is their ability to disintermediate traditional production, marketing, and sales channels. Rather than take on the cost associated with legacy supply chains, D2C brands are leveraging technology to bypass wholesalers, retailers and agencies to have direct access to their consumers and own the customer relationship.*



# D2C Companies Cut Out the Middle Man...



...or Forward Integrate



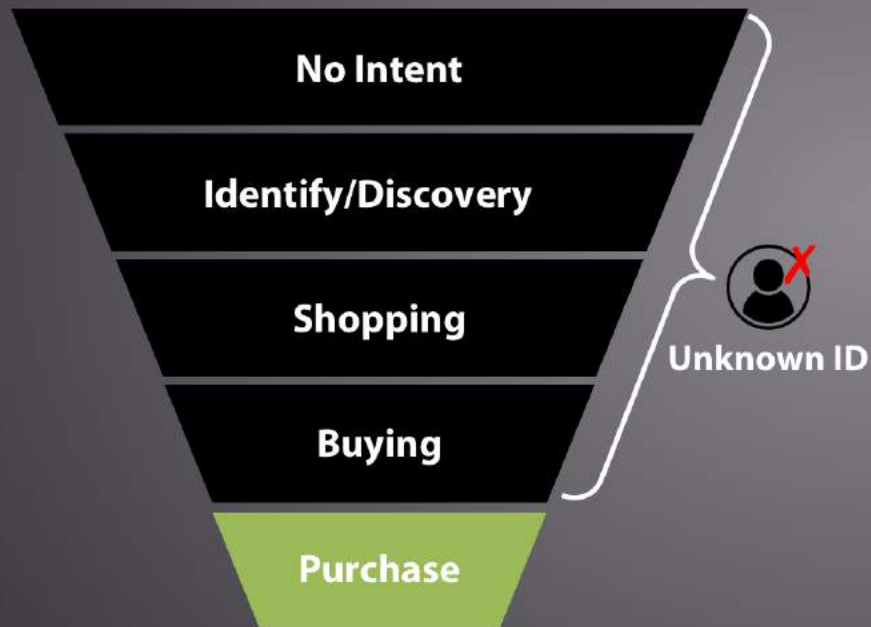
*Some D2C brands are also forward integrating into retail to get even closer to the consumer and increase brand awareness.*



# Focus on Identity For Tailored Marketing

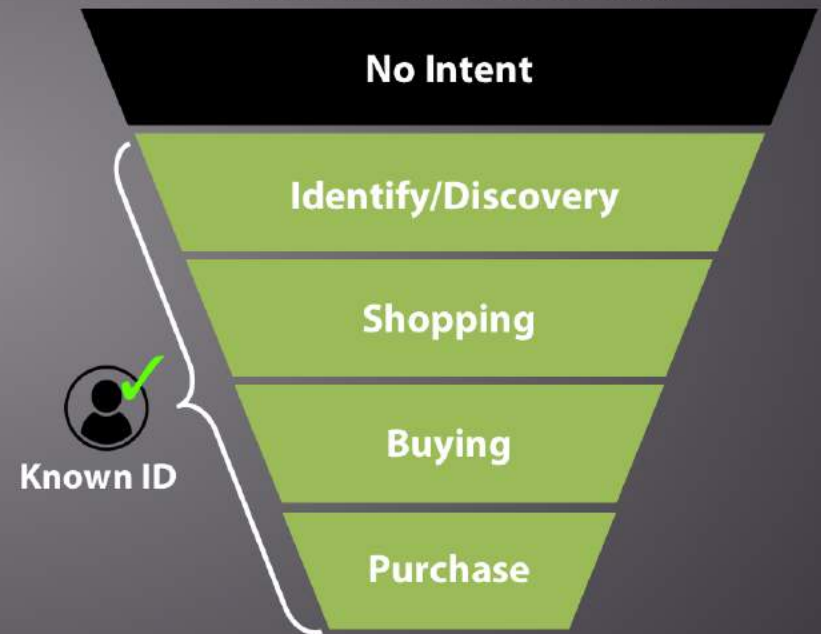
## Traditional Marketers

"Spray & Pray" Advertising



## D2C Brand Marketers

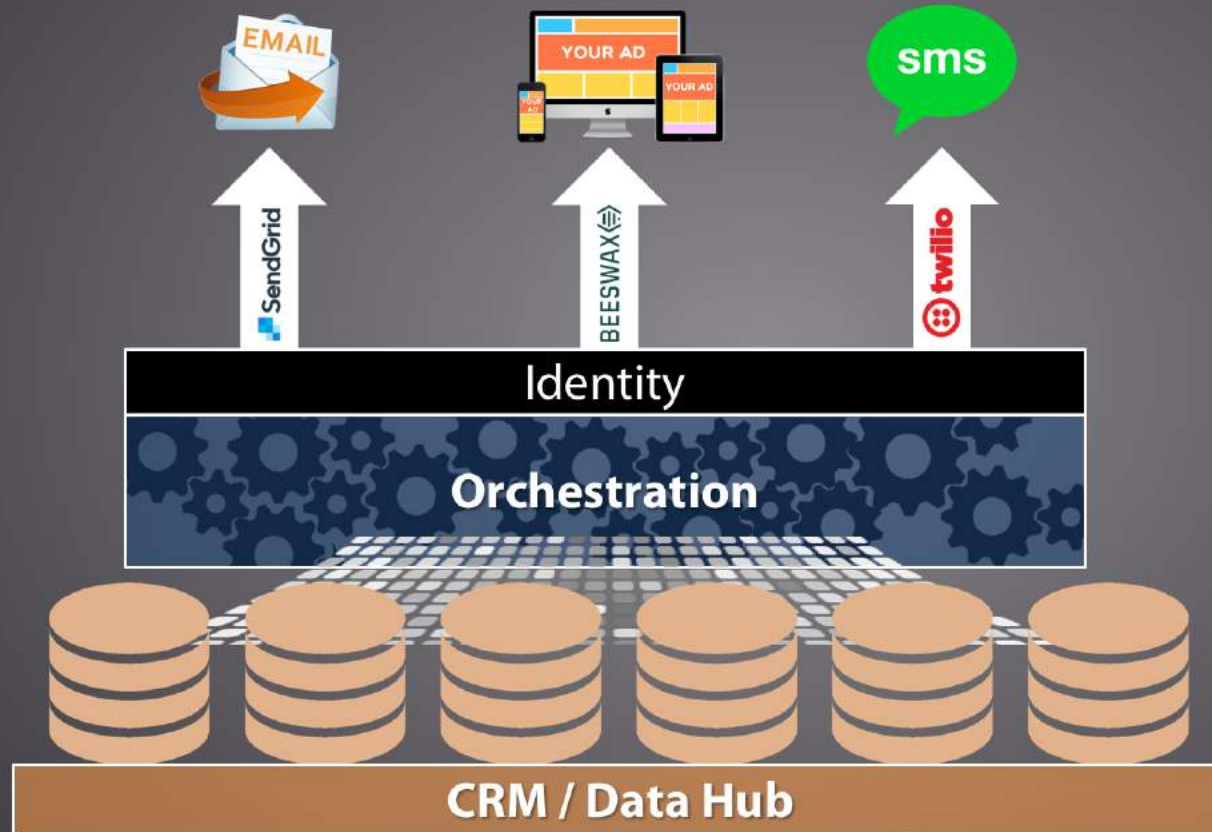
Precise, Tailored Marketing



*Traditional marketers often aren't able to identify their consumers until they become purchasers. This forces them to utilize "spray & pray" advertising using unknown, cookie-based IDs to target demos rather than individuals. Meanwhile, D2C brands place identity at the core of their marketing strategy, using 1<sup>st</sup> party data to identify consumers further up the purchasing funnel, allowing them to tailor messaging to consumers on an individual level.*



# Identity is Key to Marketing Orchestration

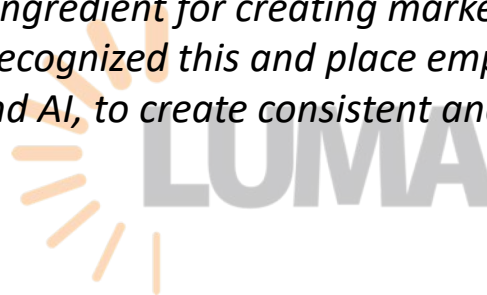


Utilizing:

- Identity
- Data
- AI



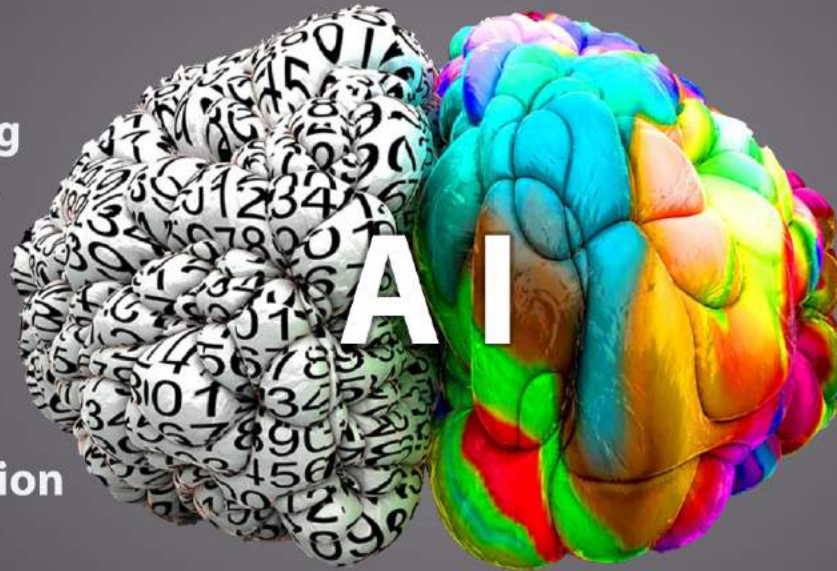
*Identity is the key ingredient for creating marketing orchestration across all channels. D2C brands have recognized this and place emphasis on utilizing identity capabilities, along with data and AI, to create consistent and effective marketing across channels.*





# Numerous AI Applications to Marketing

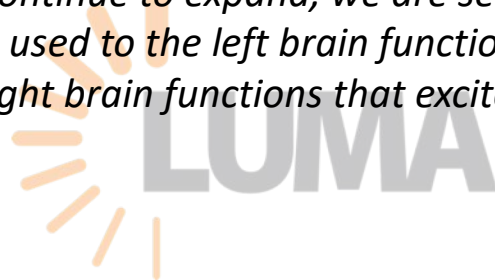
Propensity Modeling  
Predictive Analytics  
Media Buying  
Ad Targeting  
Lead Scoring  
Dynamic Pricing  
Marketing Automation



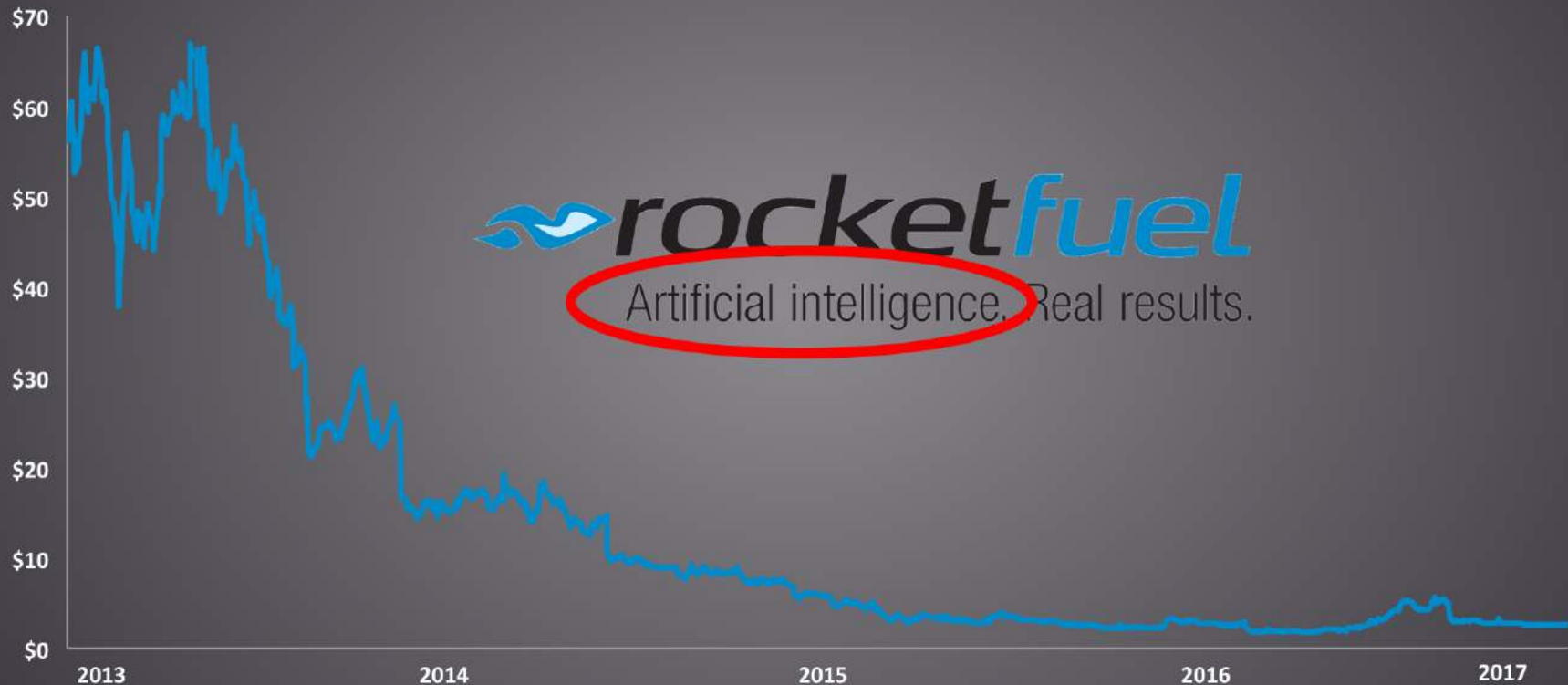
Ad Copy Generation  
Automated Content  
Content Curation  
Chat Bots  
Voice Search  
Web Personalization



*As AI capabilities continue to expand, we are seeing more and more applications within marketing. We are used to the left brain functions that AI has been good at for some time, but it's the right brain functions that excite us, as AI continues to develop.*



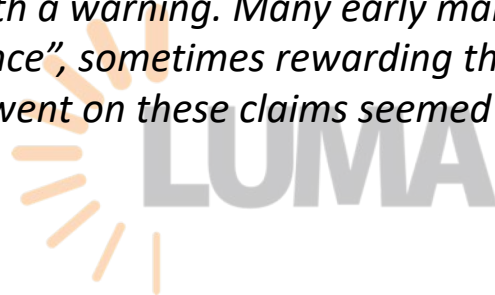
# But Be Wary of Hyperbolic AI Sales Pitches



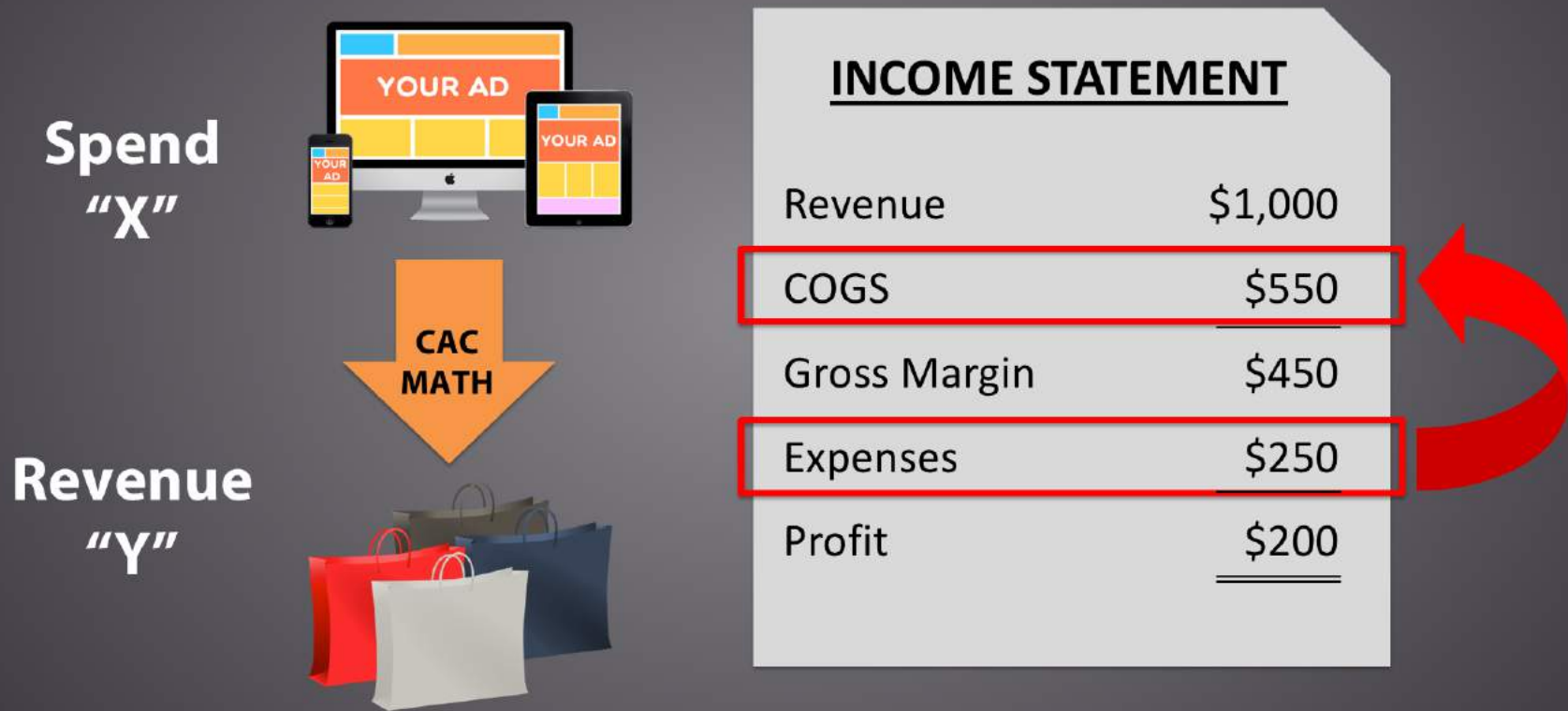
Source: Markets Insider



*This does come with a warning. Many early marketing companies labeled themselves as “artificial intelligence”, sometimes rewarding them with significant share value. However, as time went on these claims seemed to be overstated, leading to significant price decline.*



# D2C Brands Use Advertising as a Profit Center



Source: Dave Morgan

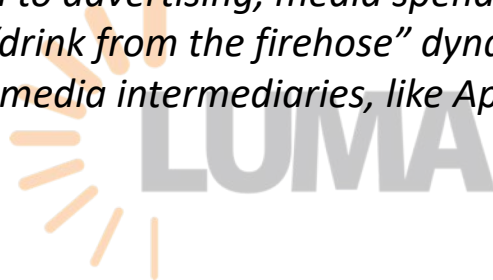


*The way D2C approach advertising is fundamentally different. D2C brands know the lifetime value (LTV) of a customer and can thus calculate the bounty to pay for a qualified new customer, which is just customer acquisition (CAC) math. Accordingly, these brands treat advertising as a profit center, effectively moving it up the income statement from a discretionary expense to a cost of goods sold.*

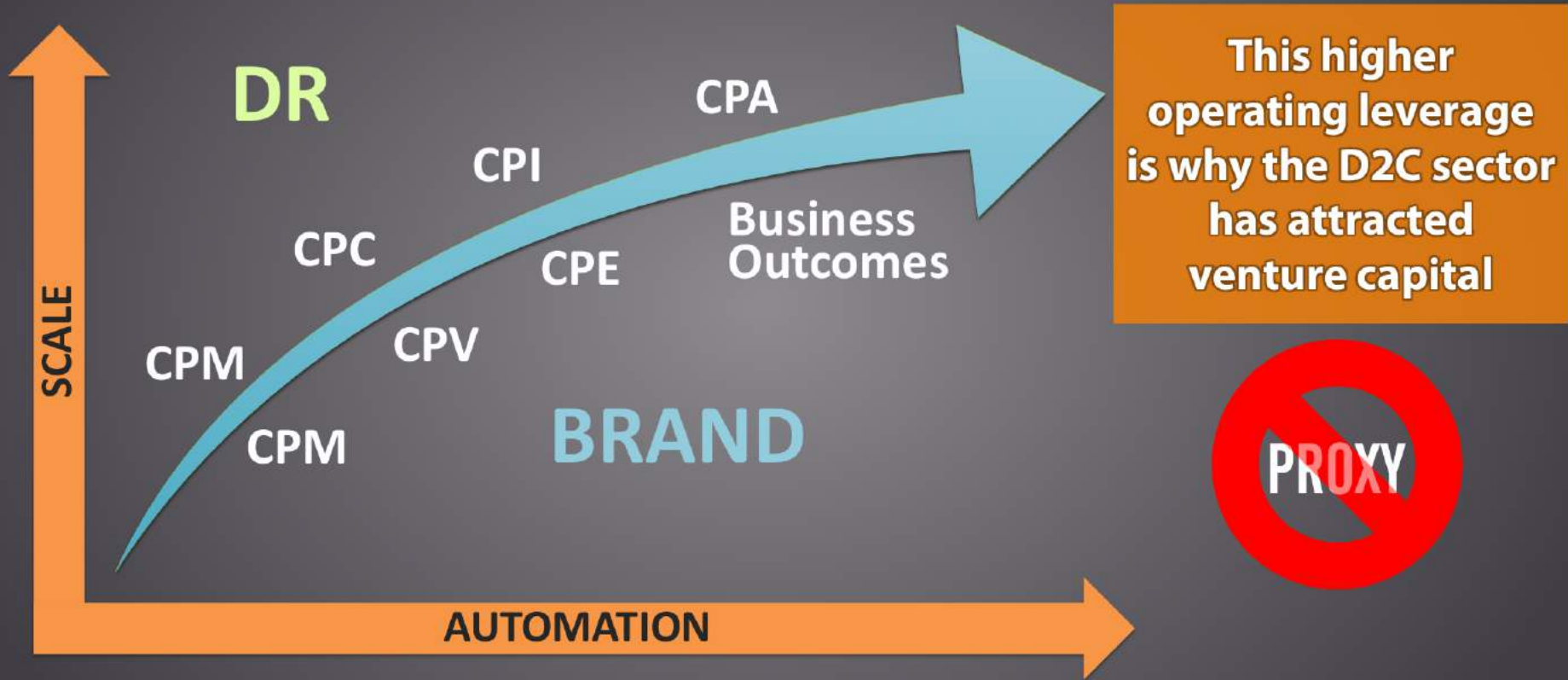
# And Media Spend is Always On / Firehose



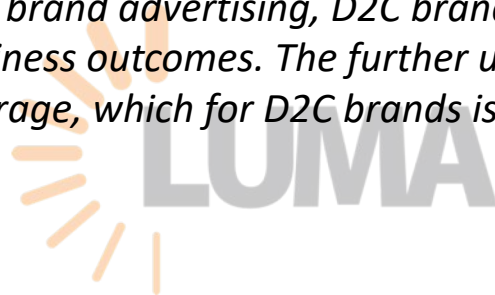
*With this approach to advertising, media spend is always on as there is no campaign “off” switch. This “drink from the firehose” dynamic has allowed the D2C brands and their performance media intermediaries, like AppLovin, to scale very rapidly.*



# Performance Drives Operating Leverage



*Whether it's DR or brand advertising, D2C brands are migrating away from proxies and more towards business outcomes. The further up the curve companies are, the higher the operating leverage, which for D2C brands is attracting venture funding.*



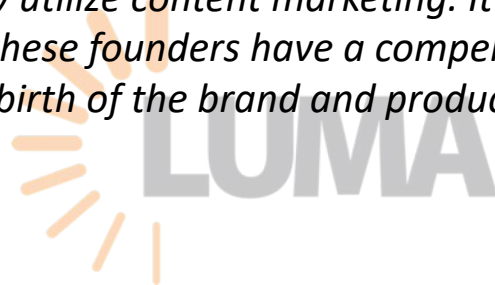
# Content Marketing Drives Customer Engagement

The collage features three distinct digital marketing assets:

- Instagram Post:** A top-down view of a cafe table with coffee, pastries, and a 'HERE' sign featuring a woman in a white robe.
- Gmail Newsletter:** A dark-themed email for 'BONOBOS' with the headline '#EvolveTheDefinition' and a video thumbnail of a man.
- Webpage:** A screenshot of 'INTOTHEGLOSS' featuring a woman in a yellow jacket and a 'How To Treat Different Kinds Of Pimples' article.

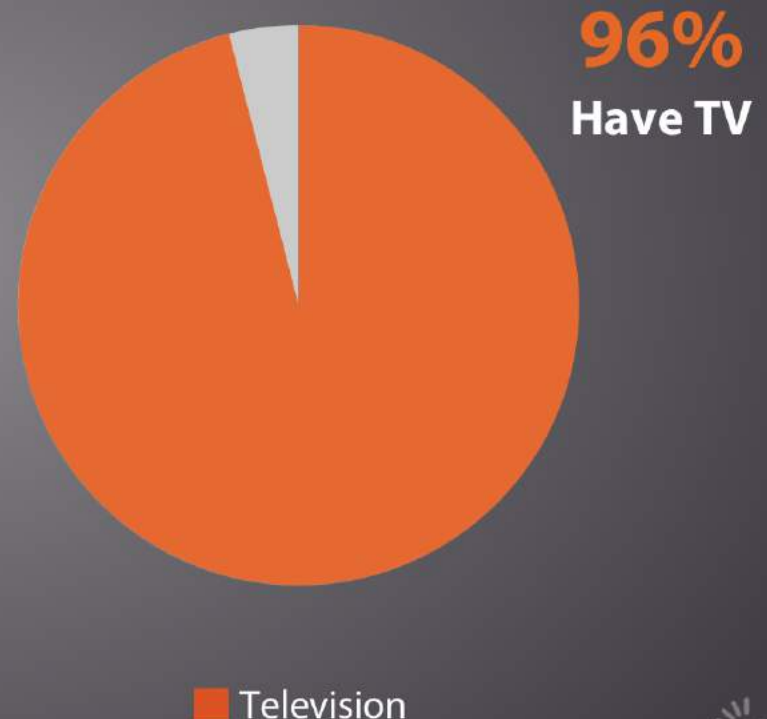
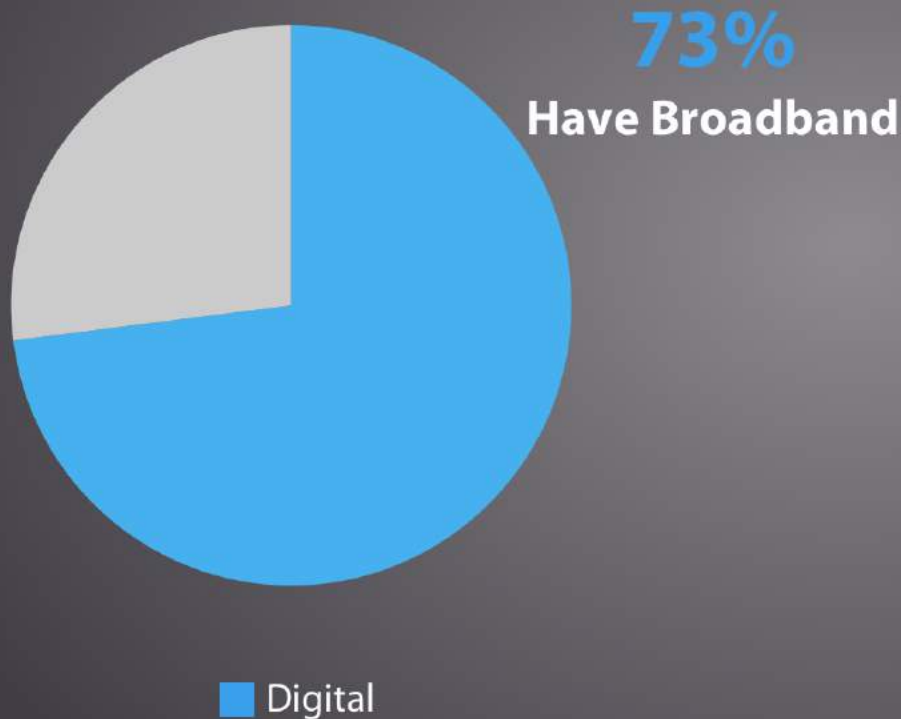
**“Storytelling is an essential part of our marketing.”**  
Steph Korey, Co-Founder, Away

*D2C brands heavily utilize content marketing. It can be a more efficient strategy than paid media. Also, these founders have a compelling narrative to share with their consumers on the birth of the brand and product, which is very effective for marketing.*



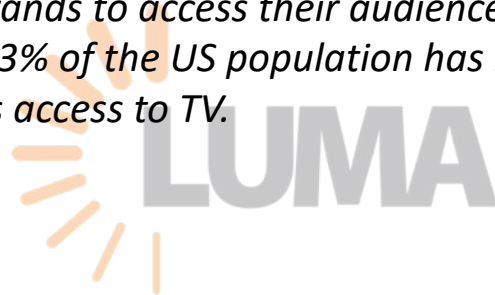
# D2C Brands Need TV to Expand Their Reach

## Percentage of US Population



Source: Pew Research, Nielsen

*In order for D2C brands to access their audience, they need to utilize TV and expand their reach. Only 73% of the US population has broadband penetration, while 96% of the population has access to TV.*



# OTT is D2C's Nirvana: Matching the Youth Demo

Millennials Prone  
to Buy D2C Brands

iab.  
**2x**  
Propensity

Millennials Who  
Subscribe to OTT

Source: iab

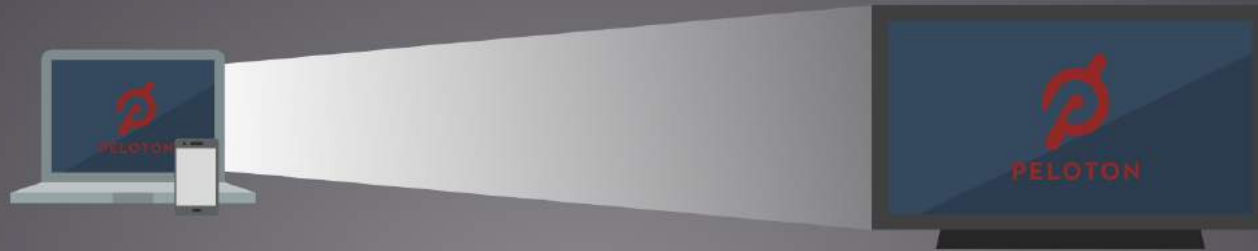


*The fast growing Over-The-Top (OTT) category is D2C's nirvana. The cohort of millennials who subscribe to OTT and the cohort of millennials prone to buy D2C brands are virtually the same demo. In fact, according to an IAB study, there is a 2x propensity for those who subscribe to OTT to buy D2C brands.*





# D2C Leveraging CTV: Digital Attributes to TV



Targeting



Personalization



Attribution



Performance



Sight, Sound & Motion



Audience & Spend Scale



Premium Inventory



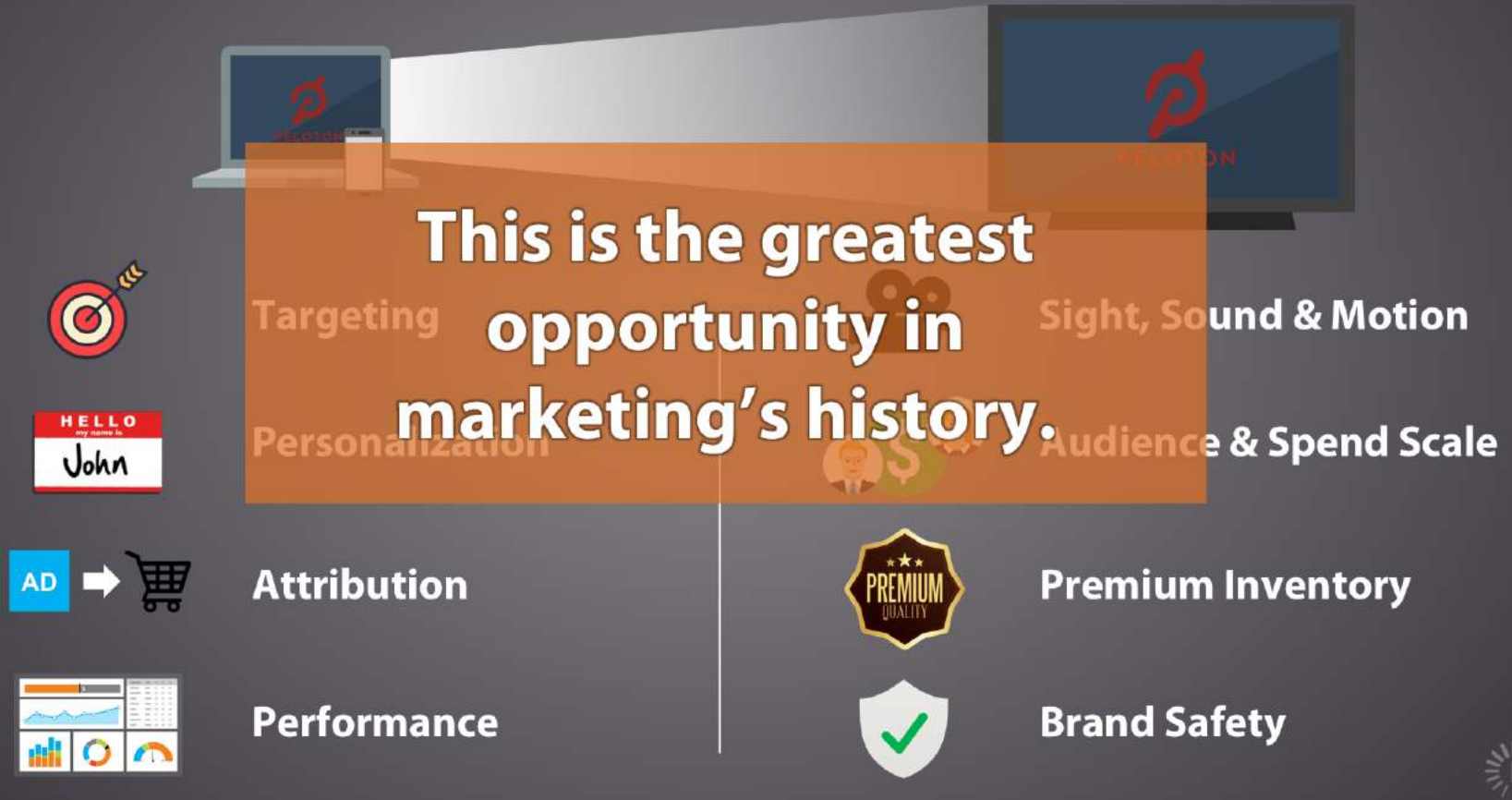
Brand Safety



*Convergent television (CTV) applies the digital attributes of targeting, personalization, attribution and performance to TV's sight, sound and motion format, audience and ad spend scale, premium inventory and brand safety.*



# D2C Leveraging CTV: Digital Attributes to TV



*This CTV opportunity is the greatest in marketing's history.*



# Can Any Marketer Do It?



# Can Any Marketers Do It?



Can traditional marketers be the fourth iteration of this natural gestation? Let's take a look.




# Can Traditional Marketers Join the D2C Fun?



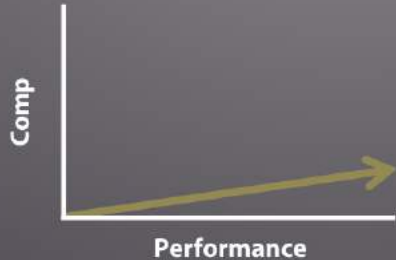
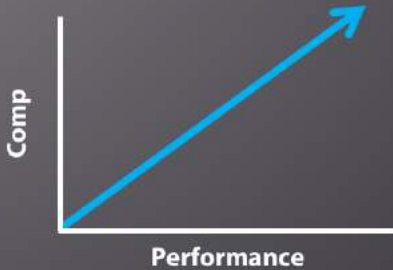
1) Digital native; mobile centric	<input checked="" type="checkbox"/>
2) Focus on product design / UX	<input checked="" type="checkbox"/>
3) Disintermediation (agencies, retailers, etc.)	<input checked="" type="checkbox"/>
4) Identity-focused customer relationship	<input checked="" type="checkbox"/>
5) Performance-oriented media spend	<input checked="" type="checkbox"/>
6) Content marketing for brand storytelling	<input checked="" type="checkbox"/>
7) Growth-focused marketing talent	<input checked="" type="checkbox"/>

\* May require personnel change



1) Can traditional marketers be digital native / mobile centric? **No.** 2) Focus on product design / UX? **Yes.** 3) Disintermediate? **No.** 4) Utilize identity-focused customer relationship? **No (many don't even know their customers).** 5) Use performance-oriented media spend? **Marketers could, but those models are already set and most likely won't change.** 6) Use content marketing for brand storytelling? **Yes.** 7) Infuse growth-focused marketing talent? **Yes, but with an asterisk. That step may require a personnel change.**

# D2C Brands Have Different Talent and Incentives

		Traditional CMO	D2C Brand <del>CMO</del> CGO
Average Age		45-60	25-35
Education		Liberal Arts	Data Science
Comp	Salary	\$750 K	\$250 K
	Bonus	\$400 K	\$500 K
	Equity	Minimal	Lots
Compensation Leverage			



*Traditional CMOs and D2C CMOs are different at every level, starting with their titles. D2C marketing leaders are Chief Growth Officers (CGO), with a focus on results not spend. Age is a generational difference, educational backgrounds are diametrically opposed and the comp structures have completely different incentives. Traditional CMOs have a cash heavy salary, while the D2C CGOs are more heavily weighted on performance bonuses and equity. As a result, D2C CGOs have more leverage.*



# There are Two Strategy Options for Growth



*For traditional marketers wanting to become more like D2C brands there are two options: build or buy. Let's start with build.*

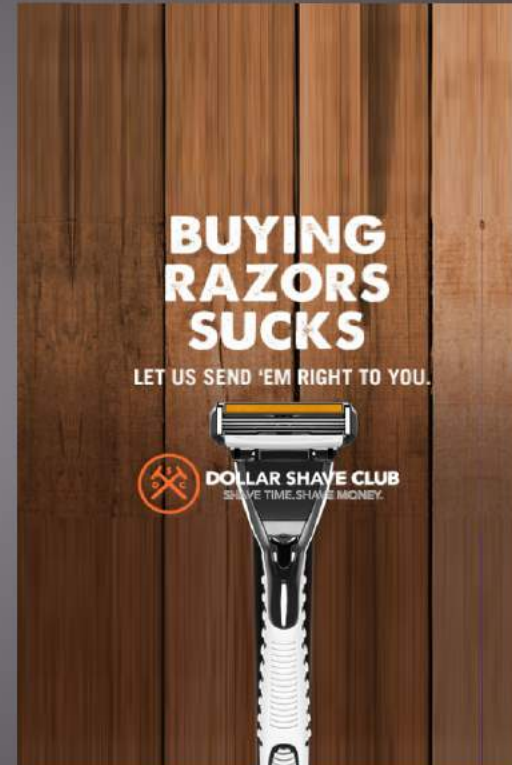


# Hard For Legacy Marketers to Build D2C Brands

Mike Dubin, Founder and CEO



Over 25 MM views  
ORGANICALLY!



- Innovative business model
- Coolness factor



*In general, it's very difficult for legacy marketers to build their own D2C brands.*

*Dollar Shave Club gained market share and popularity with an innovative business model and a coolness factor. The viral video starring Founder & CEO Mike Dubin went viral with over 25 MM views, all organically.*





# Hard For Legacy Marketers to Build D2C Brands



- Copycat business model
- Screams inauthenticity



- Innovative business model
- Coolness factor



*The market share leader, Gillette's response to Dollar Shave Club was to launch Gillette Shave Club, a copycat business model that screamed inauthenticity.*



# Hard For Legacy Marketers to Build D2C Brands

Ever see a middle-aged white man try to dance cool?



=



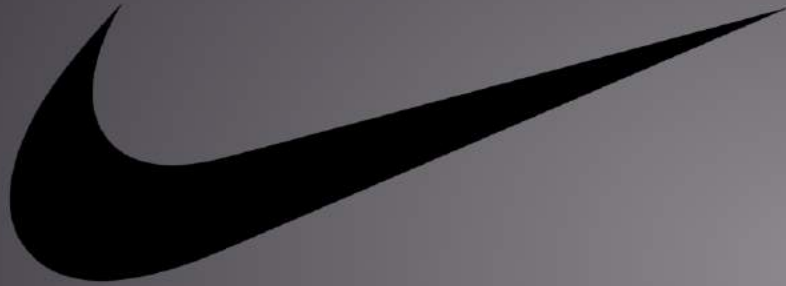
- Copycat business model
- Screams inauthenticity



*Traditional marketers trying to build a new D2C brand, is a lot like a middle-aged white man try to dance cool. It's very difficult to make work.*

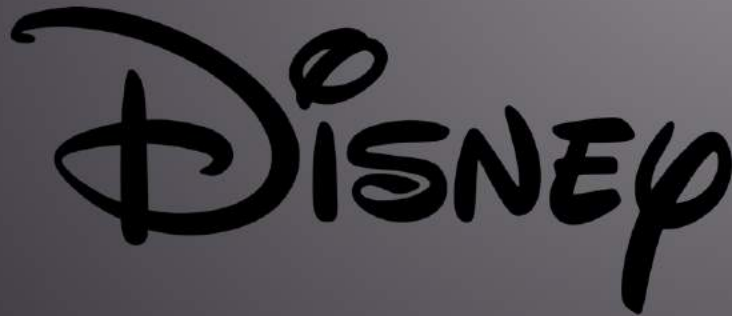


# Few Incumbents Have Had Success With D2C



**JUNE 2017**

**NIKE, Inc. Announces New Consumer Direct Offense: A Faster Pipeline to Serve Consumers Personally, At Scale**

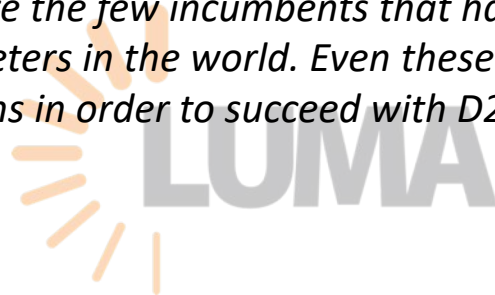


**MARCH 2018**

**Disney Reorganizes Divisions, Creates Dedicated Direct-to-Consumer Streaming Unit**



*Nike and Disney are the few incumbents that have had success with D2C, and they are the greatest marketers in the world. Even these brands required significant initiatives and reorganizations in order to succeed with D2C.*



# There are Two Strategy Options for Growth



*So maybe build isn't the way forward. Instead traditional marketers may need to think about buying.*

















# **WARNING:** LUMA Often Calls for More M&A



*LUMA decks often call for more M&A because when you're a hammer, everything looks like a nail!*



# Scaled D2C Exits Still Nascent

Target	Acquirer	Price	Revenue Multiple	Category	Deal Rationale
		\$3,300 M	3.3 x	Retail	Defensive
		\$1,200 M	>10.0x	Home Security	Offensive
 DOLLAR SHAVE CLUB		\$1,000 M	5.0 x	CPG	Offensive
		\$1,000 M	10.0 x	Health	Offensive
		\$700 M	2.8 x	Food	Defensive
TRUNK CLUB	NORDSTROM	\$357 M	3.6 x	Clothing	Defensive
BONOBOS		\$310 M	2.5 x	Clothing	Defensive
MVMTH	MOVADO	\$200 M	2.8 x	Luxury Goods	Defensive
		\$200 M	2.0 x	Food	Defensive
NATIVE		\$100 M	3.5 x	Retail	Defensive



Source: Pitchbook

*There have only been 10 scaled D2C exits (defined as those over \$100M) in the last few years. As with all acquisitions, these were driven by two opposite strategies, defense, whereby a company is looking to protect their current position, or offense, where a company is opportunistically moving into a new area. The valuations of the defensive rationale deals are multiples of 2-3 x of the underlying valuation. Meanwhile, the offensive deal multiples look more like tech deals with significant multiples to revenue.*

# P&G Isn't Sweating D2C: They're Going Native



November 2017



**Procter & Gamble just bought this venture-backed deodorant startup for \$100 million cash**



*Even P&G, the world's leading marketer, is making the move into D2C, with a \$100M acquisition of Native deodorant.*



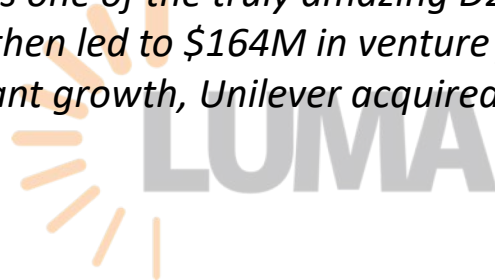
# With Some D2C Exit Outcomes Spectacular

Target	Acquirer	Price	Revenue Multiple	Category	Deal Rationale
Jet	Walmart	\$3,300 M	3.3 x	Retail	Defensive
ring	amazon	\$1,200 M	>10.0x	Home Security	Offensive
 DOLLAR SHAVE CLUB		\$1,000 M	5.0 x	CPG	Offensive
	amazon		10.0 x		Offensive
			2.8 x		Defensive
			2.5 x		Defensive
MVMTH	MOVADO	\$200 M	2.8 x	Luxury Goods	Defensive
Market	Albertsons	\$200 M	2.0 x	Food	Defensive
NATIVE	P&G	\$100 M	3.5 x	Retail	Defensive



Source: Pitchbook

*Dollar Shave Club is one of the truly amazing D2C outcomes. Mike Dubin makes a funny viral video, which then led to \$164M in venture funding. Six years later, after continuing to achieve significant growth, Unilever acquired Dollar Shave Club for \$1B.*





# Culture Infusion Key Component to D2C Value

Target	Acquirer	Price	Revenue Multiple	Category	Deal Rationale
jet	Walmart	\$3,300 M	3.3 x	Retail	Defensive
ring				Home Security	
Target				CPG	
Walmart				Health	
Walmart			2.8 x	Food	
TR			3.6 x	Clothing	
Walmart			2.5 x	Clothing	
Walmart			2.8 x	Luxury Goods	
			2.0 x		
			3.5 x		

**The Motley Fool**  
**1 Year Later, Wal-Mart's Jet.com Acquisition Is an Undeniable Success**  
 Oct 3, 2017 at 8:18AM

**The Motley Fool**  
**The Hidden Risk in Wal-Mart's Acquisition of Jet.com**  
 Aug 11, 2016 at 9:00AM

**BUSINESS INSIDER**  
**'I think it is a terrible mistake': Ex-Sears executive says Walmart just wasted \$3 billion on Jet.com**  
 Aug. 13, 2016, 2:13 PM



*For Walmart, the initial reaction to their acquisition of Jet was mostly negative. However, after just a year, it has become an undeniable success. A key component of this success is the cultural infusion the Jet team has brought into Walmart. Marc Lore is the CEO of Walmart eCommerce.*



# Will We See a 21<sup>st</sup> Century Conglomerate?

## 20<sup>th</sup> Century Conglomerate



## 21<sup>st</sup> Century Conglomerate?

**D2C Brands More Like Each Other Than Vertical**

	Footwear	Luggage	Fitness	Eyewear	Razors
Traditional Brands	COLE HAAN	Samsonite	LIFE FITNESS	sunglass hut	Gillette
D2C Brands	allbirds	AWAY	PELOTON	WARBY PARKER	HARRY'S



*With the premise that D2C brands have more in common with each other than they do with their vertical competitors, it is possible we could see D2C brand conglomerates. Grouping multiple products around common functionality, especially customer acquisition strategies, has been done at early stage investors like Science, Inc., the LA-based incubator (who launched Dollar Shave Club and many more D2C brands).*

# Fragmentation is a Challenge to Find Targets



**CAUTION**  
LIKE THE ENTERPRISE LUMASCAPES,  
THIS CONSUMER ECOSYSTEM WILL  
SUFFER FROM A HIGH STARTUP  
FAILURE RATE. INVEST WISELY!

*One of the challenges of a fragmented ecosystem is finding targets. As with the enterprise side (Ad Tech and MarTech companies), there will undoubtedly be a high failure rate. Therefore acquirers and investors need to choose wisely.*





**Terry Kawaja**  
Founder and CEO



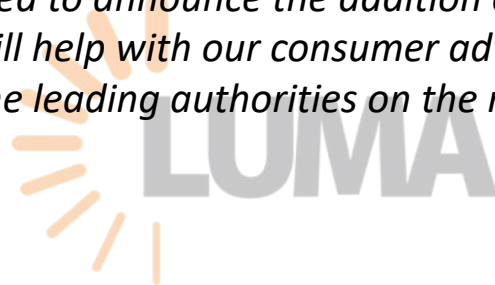
**Scott Galloway**  
Advisory Board



**Gayle Meyers**  
~~CMO~~ **CGO**



*We are super excited to announce the addition of Scott Galloway to the LUMA Advisory Board where he will help with our consumer advisory practice. Scott is, without question, one of the leading authorities on the media, marketing and tech sectors.*



# We've Long Advised the Biggest Consumer Brands



*We have long advised the biggest consumer brands in the media, marketing and technology sector.*



# Looking Forward



# You Have a Choice to Make



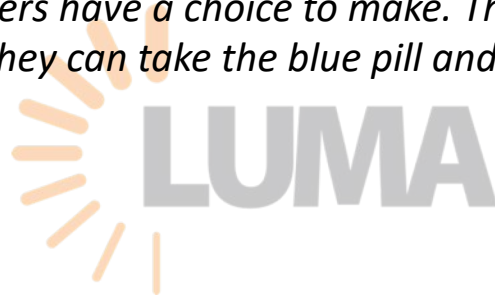
**D2C-Led Innovation**



**Marketing as Usual**



*Traditional marketers have a choice to make. They can take the red pill and pursue D2C-led innovation or they can take the blue pill and go back to marketing as usual.*



# Choose the **Blue** Pill and Go Back to Mediocrity

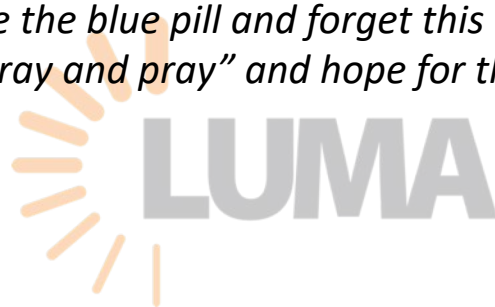
- Forget this talk
- You didn't sign up for this sh\*t
- Go back to spray and pray
- Hope for the best
- Retirement is coming up soon



**Marketing as Usual**



*Marketers can take the blue pill and forget this talk, they didn't sign up for this sh\*t – just go back to “spray and pray” and hope for the best.*





# Choose the **Red** Pill and Get Ready for Growth



1. Study D2C best practices
2. Focus on the customer
3. Re-commit to product design
4. Utilize leading customer identity solutions
5. Adopt performance media
6. Deploy content marketing
7. Make select acquisitions
8. **GET RAISE AND PROMOTION!**

## **D2C-Led Innovation**



*Or marketers can choose the red pill and see how deep the D2C rabbit hole goes. We recommend they study D2C best practices, place more focus on the consumer and identity, re-commit to design, utilize leading customer identity solutions, adopt performance-oriented marketing tactics, deploy content marketing, and make select acquisitions. And while they're at it – get a raise and promotion for reinvigorating growth!*



# My Advice: Choose Wisely!



*My advice? Choose wisely. If marketers do choose the red pill and choose growth, in the immortal words of Mike Dubin, "The party is on."*



# LUMA: Agents Facilitating Business Investment

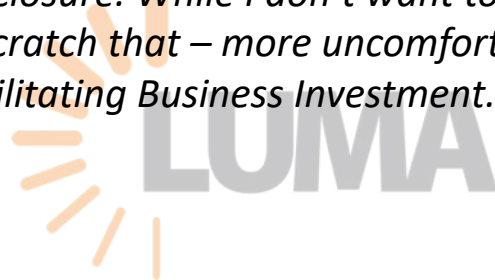
# FBI



ON STAGE AT THE ANA MASTERS  
OF MARKETING CONFERENCE



*And now some disclosure. While I don't want to make anyone in the room uncomfortable – scratch that – more uncomfortable, I do have to disclose that at LUMA we are Agents Facilitating Business Investment. Or, agents of FBI.*





## Investment Banking. Evolved.

New York | Palo Alto

*If you're a marketer who want to learn more about these D2C brands and would like to discuss acquisition strategies or a D2C brand contemplating an M&A exit, please don't hesitate to reach out to LUMA at [info@lumapartners.com](mailto:info@lumapartners.com).*

