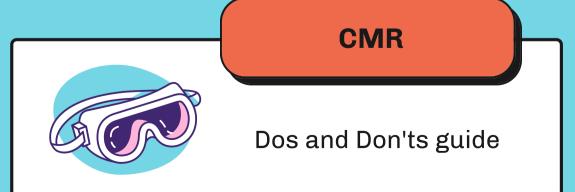


Portfolio Project

AGENDA







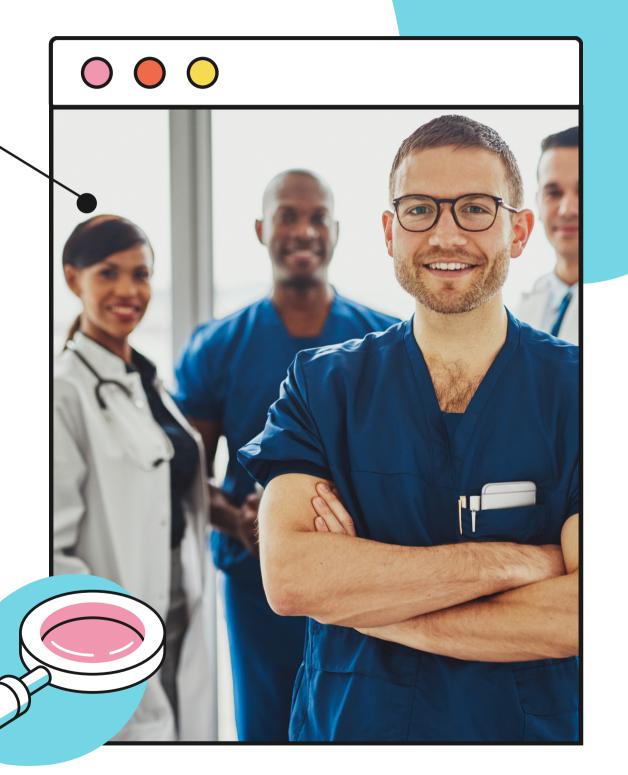
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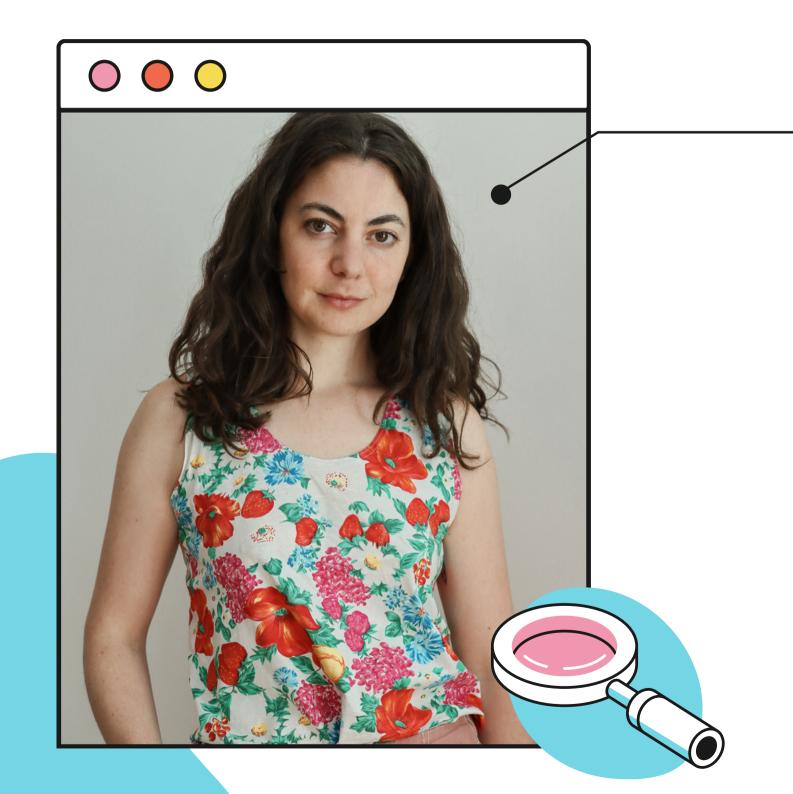
THE CLIENT

One Health is a general hospital in New _ York City that has just launched its virtual service where patients can consult with their doctors online.

Their new service will be offered as a health subscription to individuals as well as part of an employee benefits program.

One Health has outsourced its social media marketing to Neworks a marketing agency that specialises in social media.





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MY ROLE

My role in this case study was to research One Health's market and competitors to develop a strategy appropriate for Twitter, Facebook, and Instagram respectively.

My role also included creating content and defining guidelines so that another designer could create content and easily stay on brand.

COMPETITOR ANALYSIS

PLATFORMS

One Health's competitors active on Twitter, are Facebook, Instagram and Linkedin. Each platform targets a different kind of user.

• Healthcare tips

- Promotions
- Influencer Videos

TOPICS

- How to Guides
- Holidays
- Articles
- Events

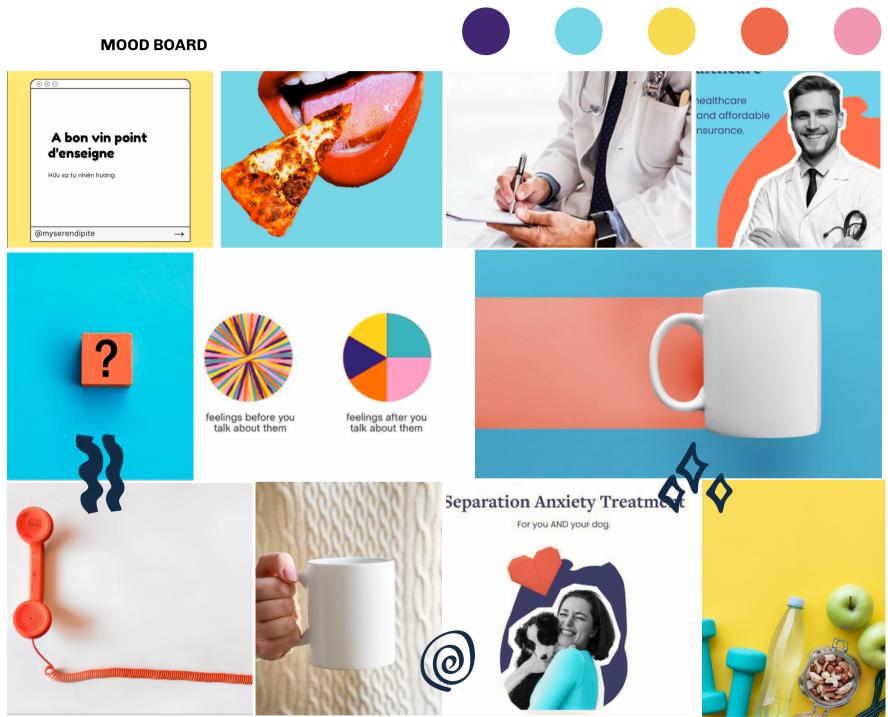


DEMOGRAPHICS

- Millenials
- Gen X
- Baby Boomers

EXPANDED **BRAND GUIDE**

The Branding was expanded beyond the original two brand colors and the logo. I pumped the brand full of energy with bold popping colors. Because the product is a virtual service, the brand has the opportunity to steer away from "traditional sterile healthcare" and into "friendly tech-forward."

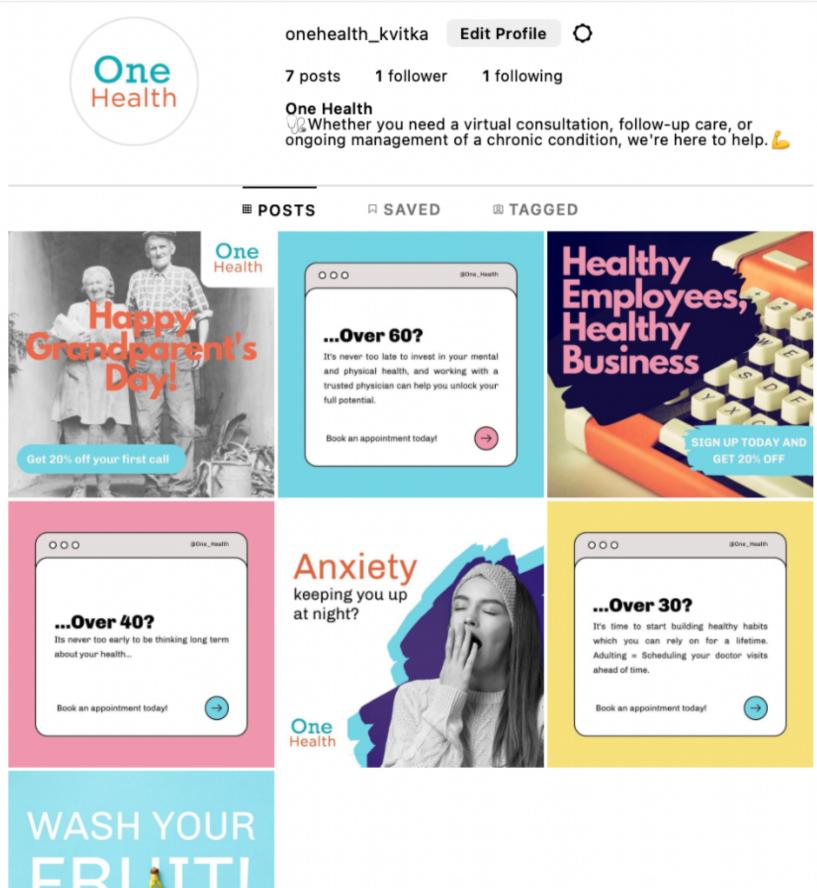


INSTAGRAM



The content needs to reflect the various formats for Facebook Twitter and Instagram.

For each pillar, I designed templates appropriate for each platform, that could be used again and again.



CONTENT -DESIGNED

The content needs to reflect the various formats for Facebook Twitter and Instagram.

For each pillar, I designed templates appropriate for each platform, that could be used again and again.

FACEBOOK



One Health _ Kvitka 5 May at 16:19 · 🕥

Happy World Food Safety Day! As we celebrate the importance of safe food for everyone, let's remember that fruits and vegetables are not exempt from potential health hazards. Harmful germs like Salmonella, E. coli, and Listeria can sometimes be present on these foods. But don't worry! There are simple steps you can take to keep yourself and your loved ones safe. From the store to your table, follow these tips to ensure your fruits and vegetables are safe and healthy to eat!

...



TWITTER

One Health

CONTENT -DESIGNED

The content needs to reflect the various formats for Facebook Twitter and Instagram.

For each pillar, I designed templates appropriate for each platform, that could be used again and again.

OneHealth_Kvitka @OnehealthK · May 7 WEBINAR ALERT: Don't miss our free event, "Watch Your Pressure! All About Hypertension." Join top healthcare experts as we explore the causes, symptoms, and treatments Sign up today to reserve your spot and get your questions answered. #HypertensionAwareness **#OneHealthWebinar**

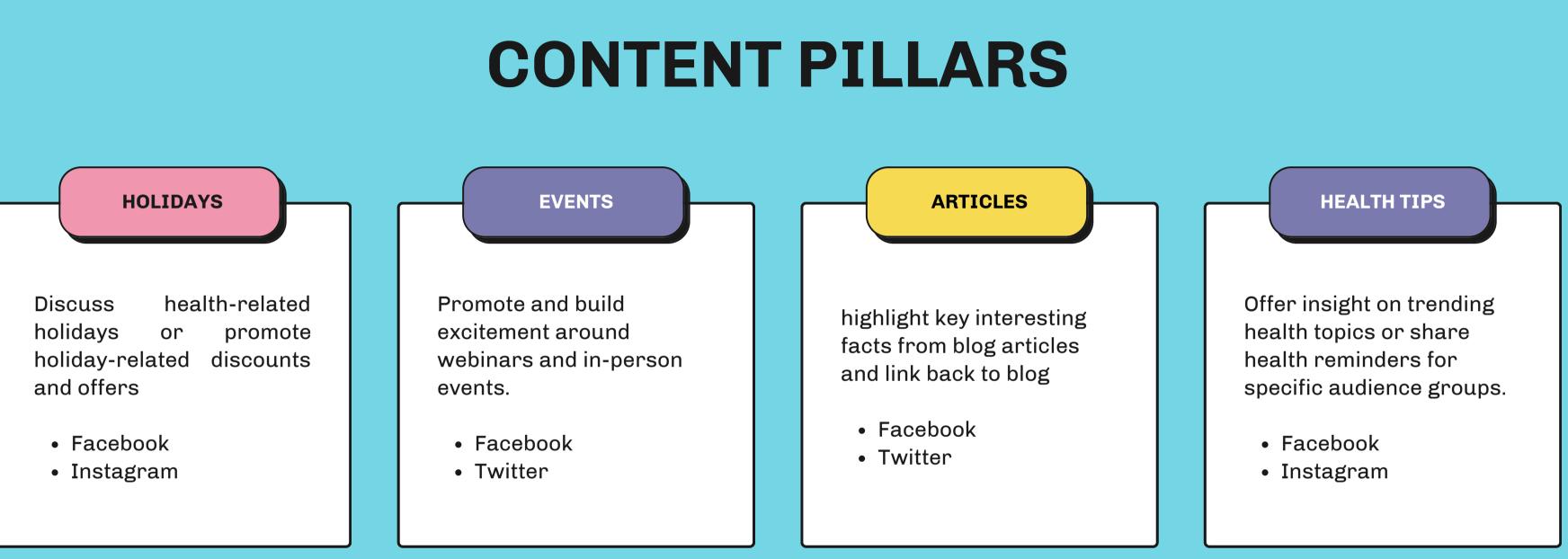
Hosted by One Health 😇 Friday May 23rd 17.00- 18.00

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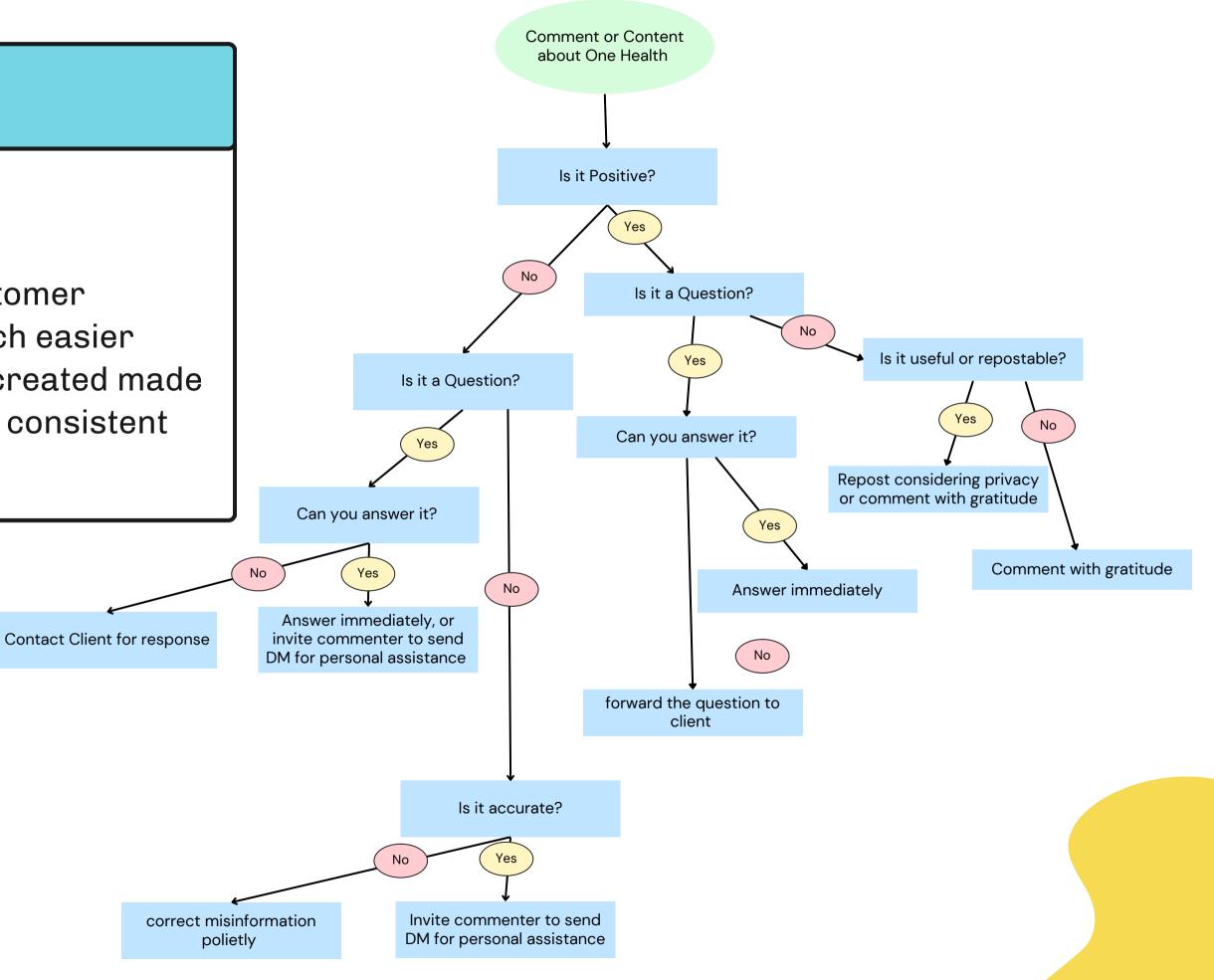
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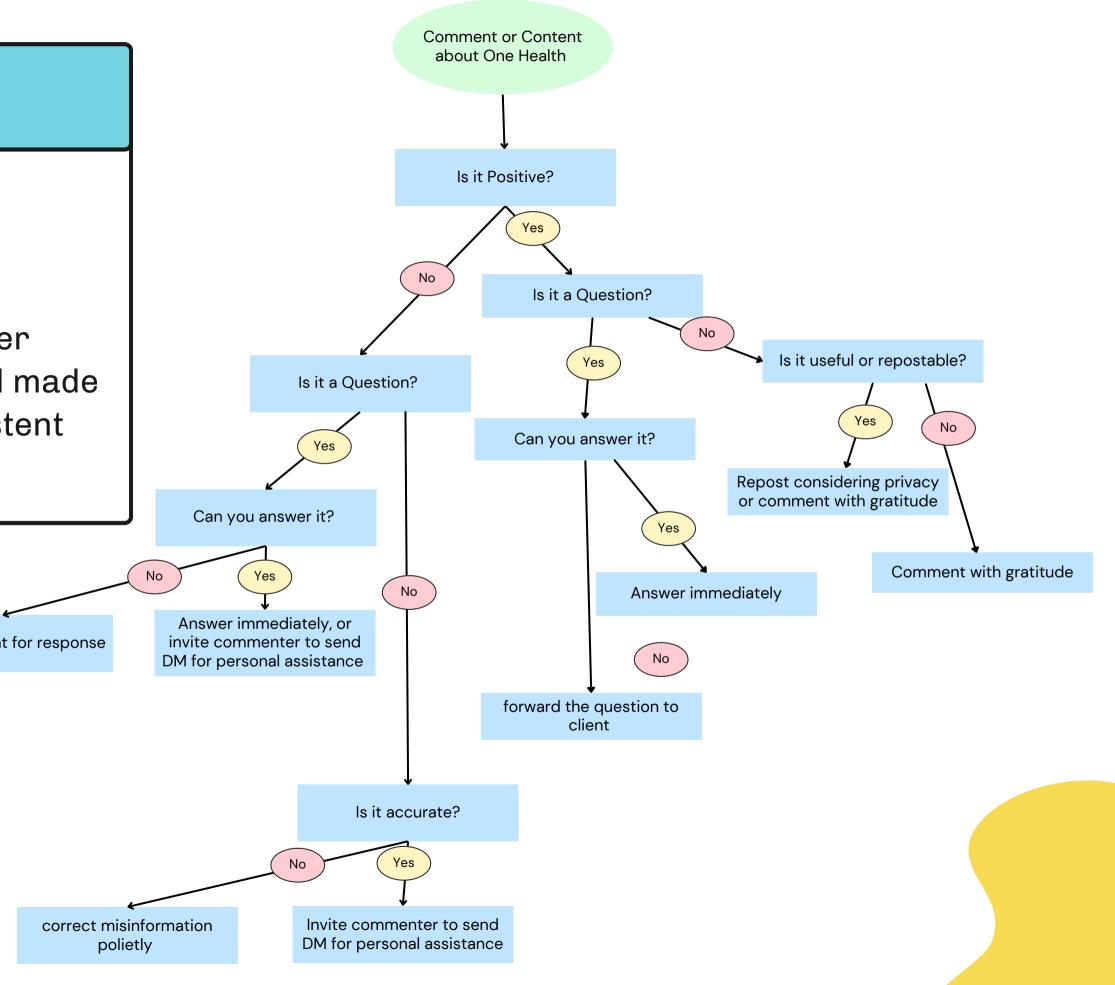


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CRM

Deciding how to respond to customer comments and messages is much easier using a flow chart. This guide I created made replying to customer comments consistent and quick.



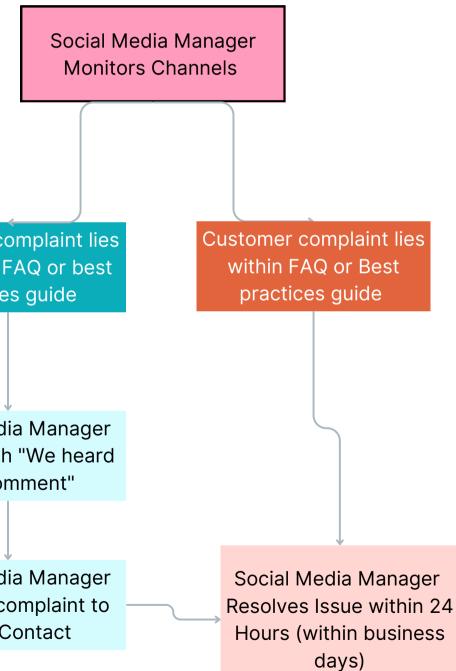


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CRM

Deciding how to respond to customer comments and messages is much easier using a flow chart. This guide I created made replying to customer comments consistent and quick.





Customer complaint lies outside of FAQ or best Practices guide

Social Media Manager Replies with "We heard you comment"

Social Media Manager forwards complaint to **Client Contact**

Response Process Proposal

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CAMPAIGN RESULTS

With only two weeks of content published, it's perhaps too early to analyse the success of organic traffic. However the branding is recognisable and striking, the templates are tested and functional for a variety of content, and the pillars are broad enough to be used for years while staying relevant and interesting.



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REFLECTIONS

This case study was a helpful learning experience for thinking through how to share the same message using different language and imagery for each platform.

Crafting the message and strategy for a client offering a service rather than a physical product was a new experience but not as much of a challenge as I anticipated.

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THANK YOU

For reading all the way through this case study!

Thoughts? Questions?

Email me at: Vivian.Kvitka@Gmail.com

