

SOLUTIONS



HIGH TECH



Email Re-engagement Campaigns

Garmin creates, targets, and delivers personalized communications to keep customers heading in the right direction.

Challenges

- Integrating existing content into new marketing campaigns
- Increasing personalization across campaigns, according to customer interests and location in the world
- Boosting engagement across global markets with a diverse lineup of products

Key Results

- Personalizes customer communications, sending 110M emails in the first year
- Completes critical marketing functions in hours versus days or weeks
- Establishes a scalable foundation for engaging with customers globally
- Accelerates time to market for new campaigns using existing content and new cross-channel marketing functionality
- Creates relevant campaigns across international markets, languages, and product lines



What used to take us one or two days or weeks can now be done in one or two hours.

Amanda Cichon Internet Applications Manager, Garmin International



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