# Switzerland. get natural.





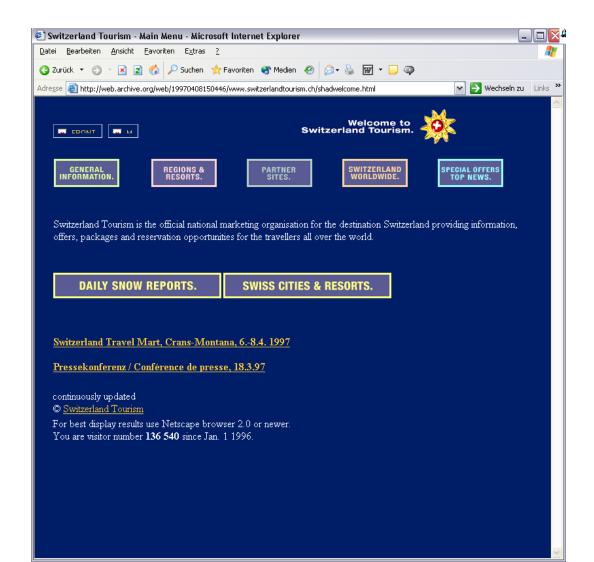
## Design between 1996 and 2009





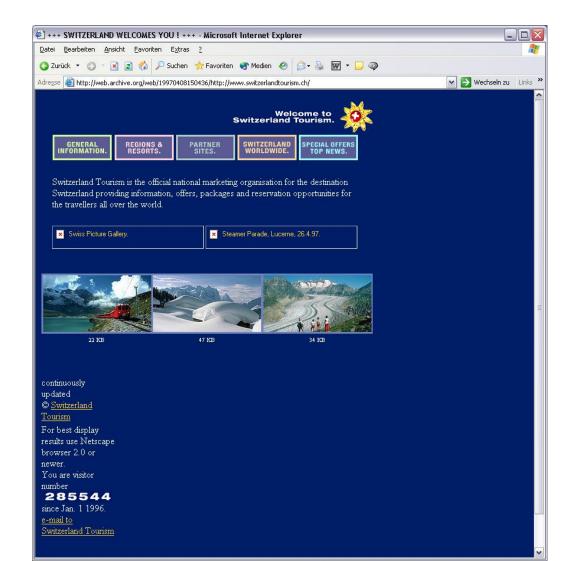


#### November 1996.



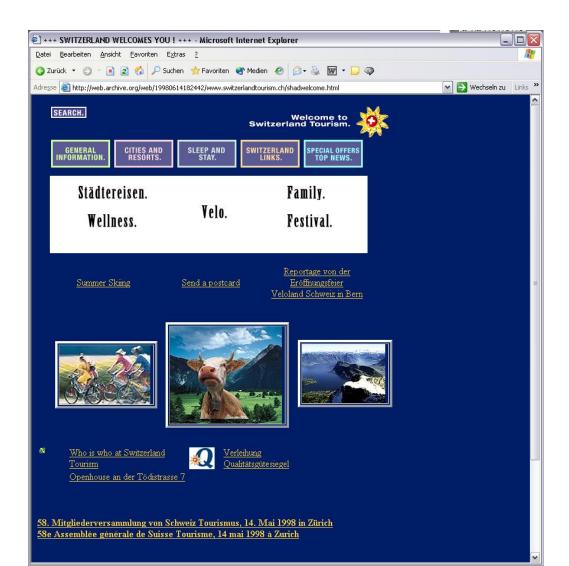


## **April 1997.**



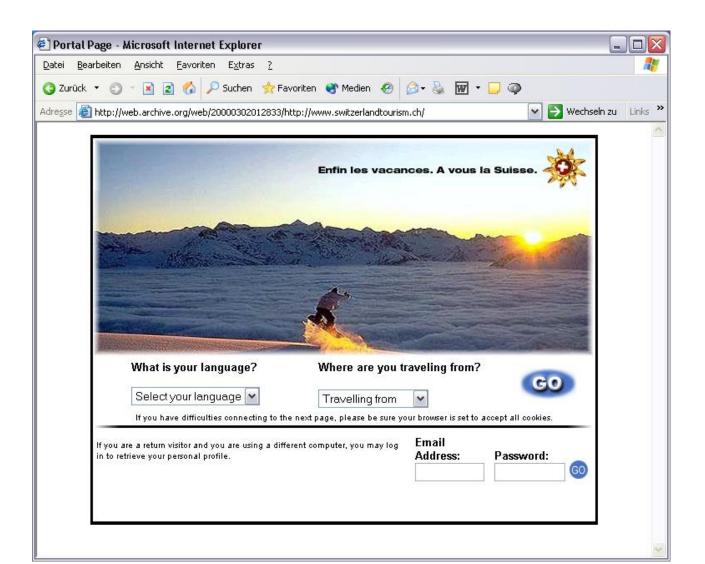


#### June 1998.



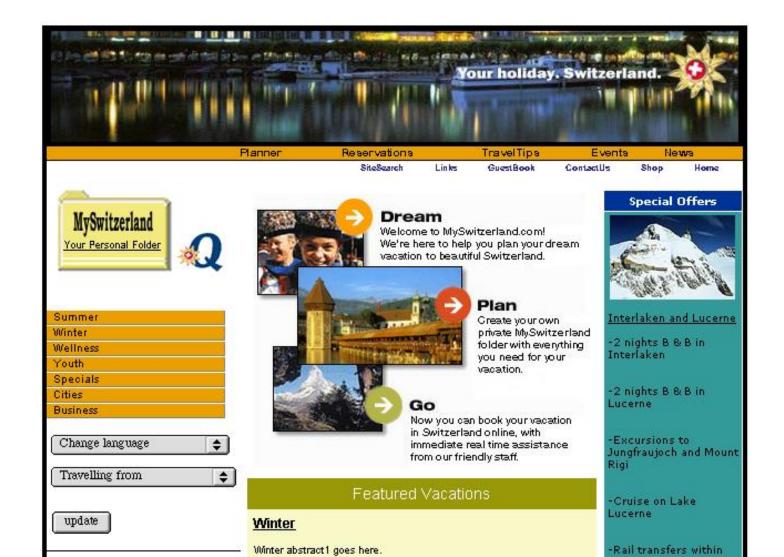


#### March 2000.



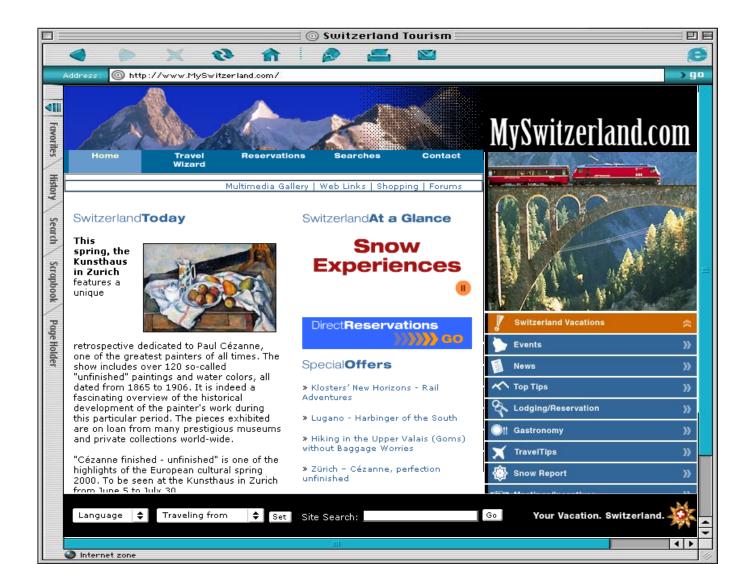


## **April 2000.**



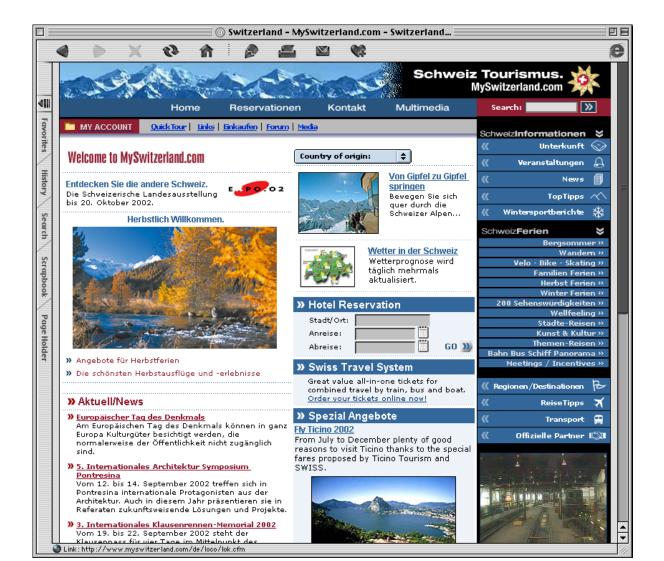


## February 2001.





#### **August 2002.**





#### October 2003.



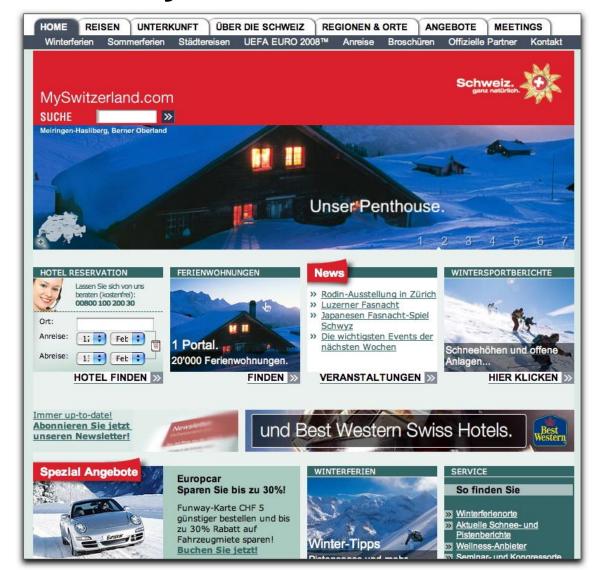


#### June 2006.



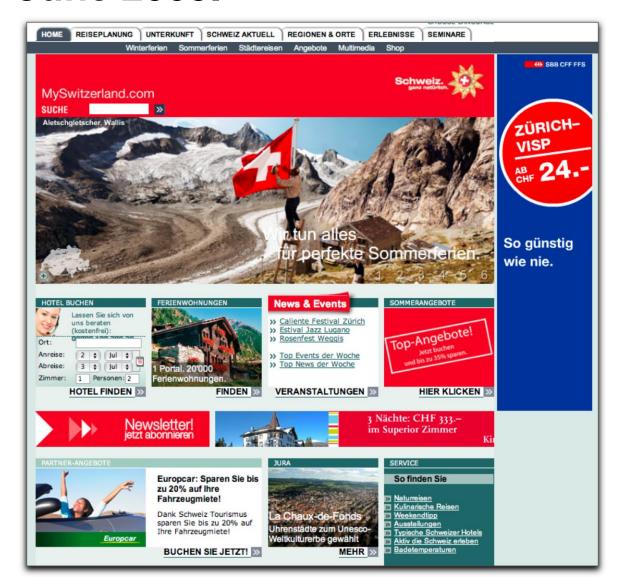


#### February 2007.



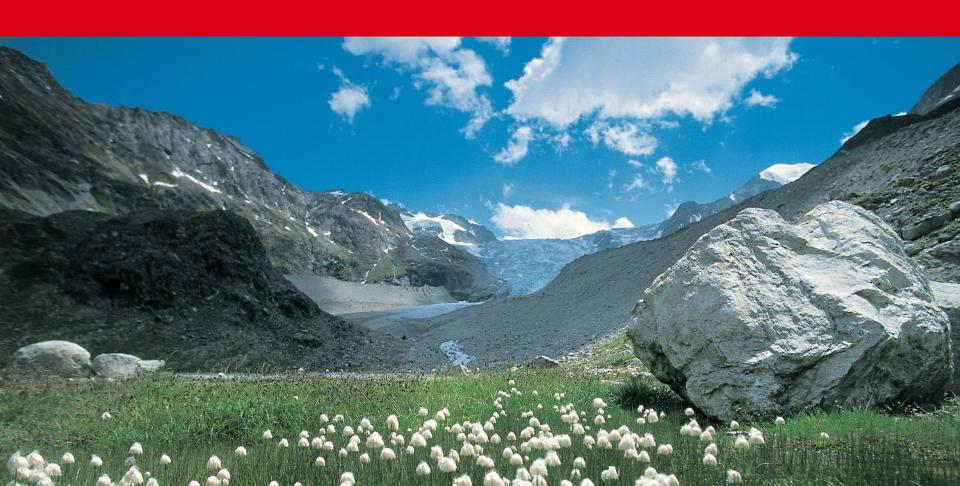


#### June 2009.



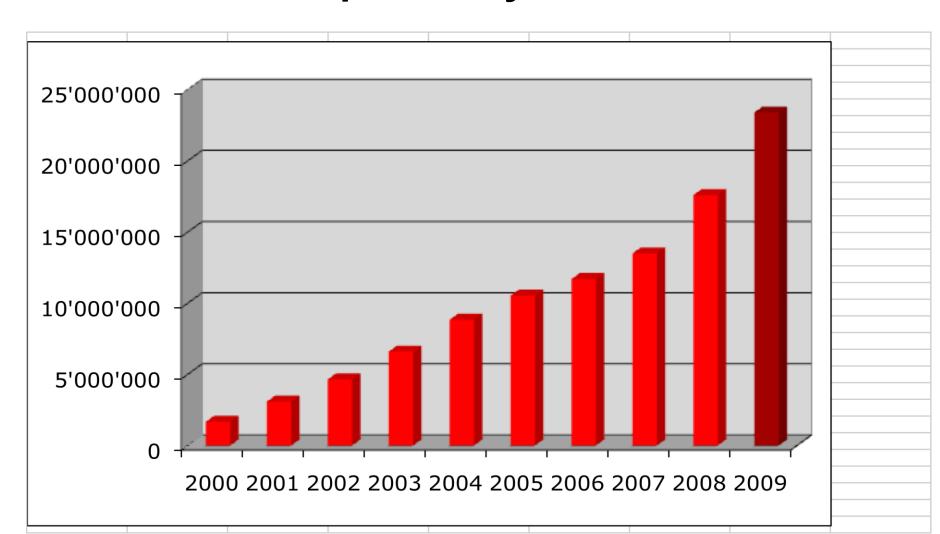


# eMarketing.





#### Visitors' development MySwitzerland.com.





## MySwitzerland.com Facts 2009.

Visitors23.4 million (+32%)

Visitors' average/day 64'000

Via Search Engine55%

Subscriber to newsletter 415'000

Sent newsletter6.9 million

Languages15



# eMarketing Strategy.











**Promotion** 



## Optimizing the e-Presence.

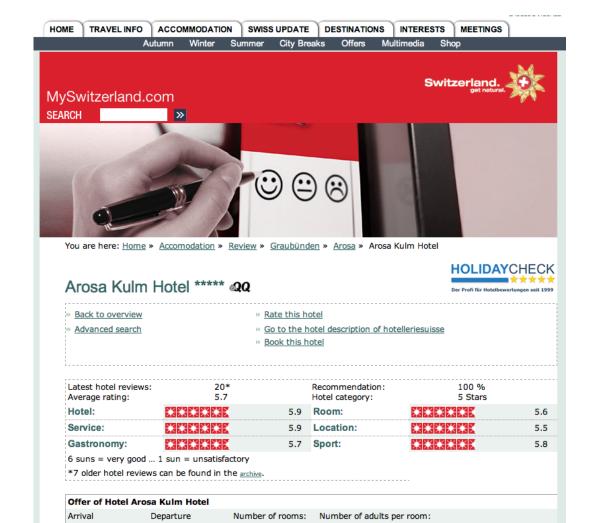




# Principle 1: quality makes the difference.



### Hotelratings.



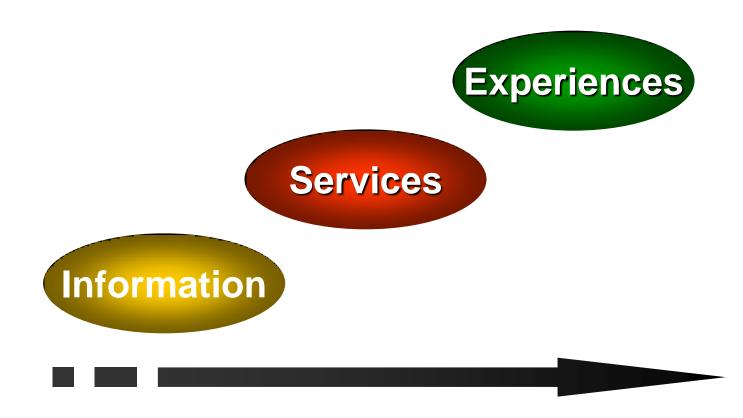


# Principle 2: it's all about the finding.





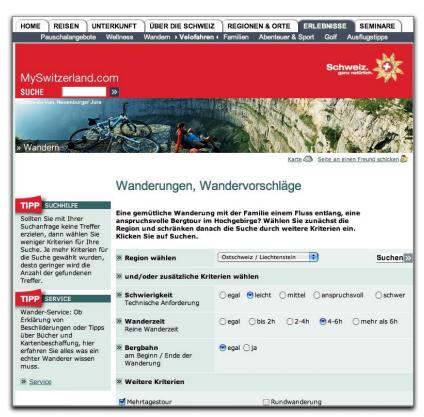
# It's not the searching, it's all about the finding.



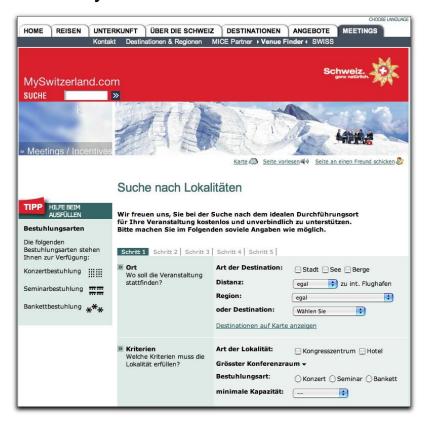


#### Easy access to the content.

#### Find your hiking trail



#### Find your seminar hotel



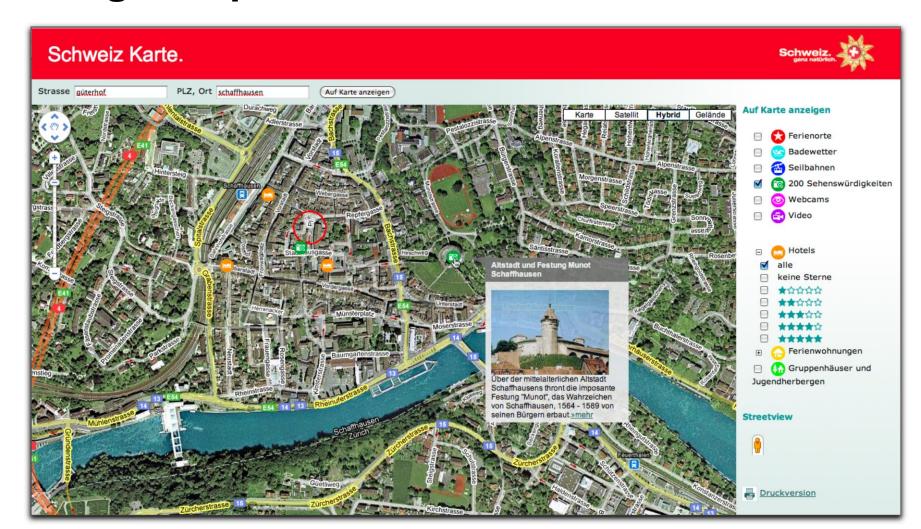


## Switzerland in 3, 5 or 10 days.



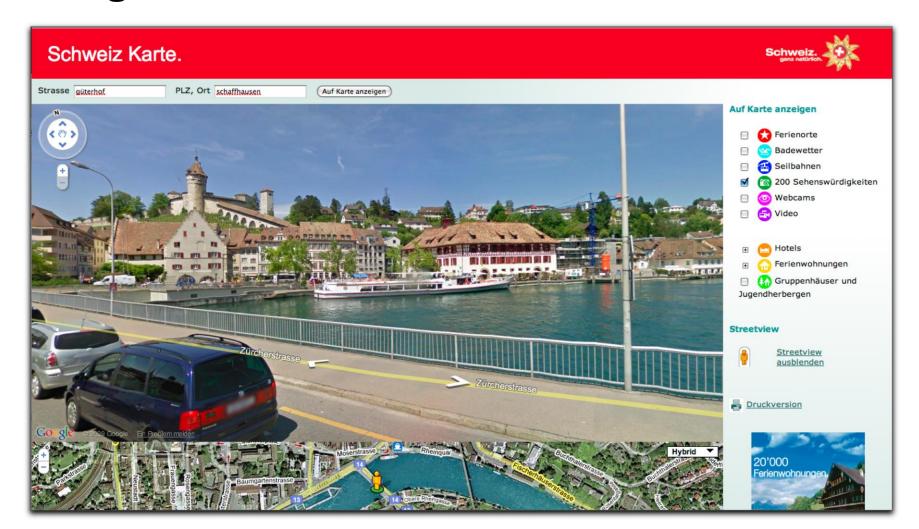


## Google Maps.





## Google Street View.





# 60 Weekend Video-Tips. Switzerland in 60 seconds





# Principle 3: increasing customer loyalty.





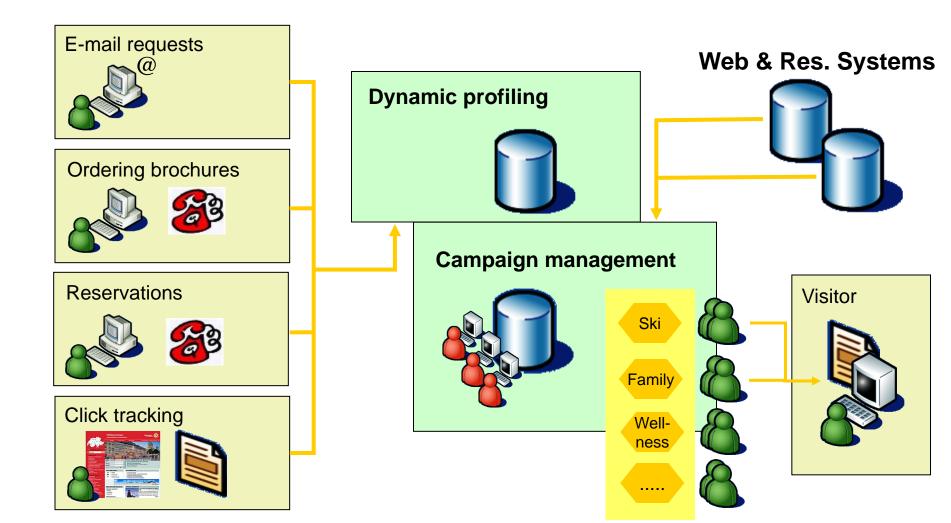
#### eCRM.

- Communicating regularly to our clients
- Increasing their interest
- Emotionalizing
- Creating communities
- Increasing being recommended

--> Permission marketing = licence to promote.



#### eCRM.



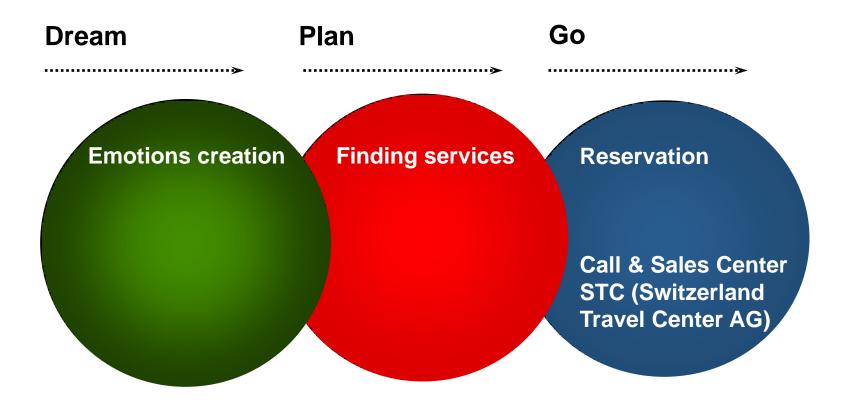


# Principle 4: Dream. Plan. Go.





### From emotions to bookings in one place.





#### Switzerland Travel Center Ltd.

- Provides one stop shop for hotels, appartments, rail tickets, air tickets, rental cars
- Is integrated with local and regional reservations systems
- Owned by Swiss Federal Railways (majority) and Switzerland Tourism

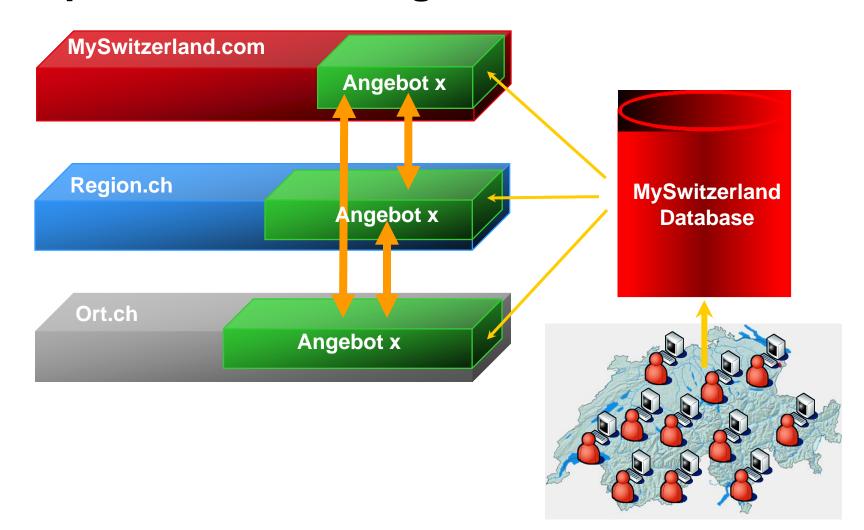


# Principle 5: one central knowledge base.





## One single data input. Multiple worldwide usage.





# Principle 6: servicing our tourism partners.





### An integrated solution.



MySwitzerland for You

Hotel & App.
Reservationsystems



eCRM for You

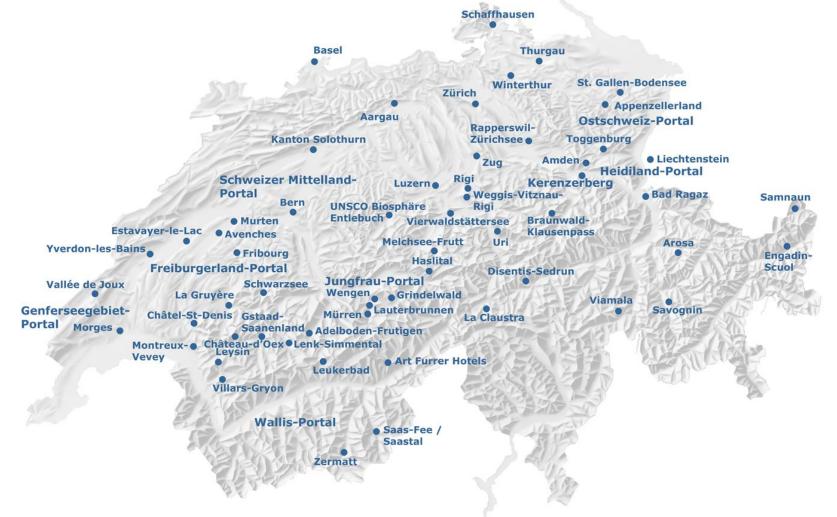


Mailinghouse for You

**Integrated Processes** 



## 57 Destinations based on MySwitzerland.





#### Zermatt.



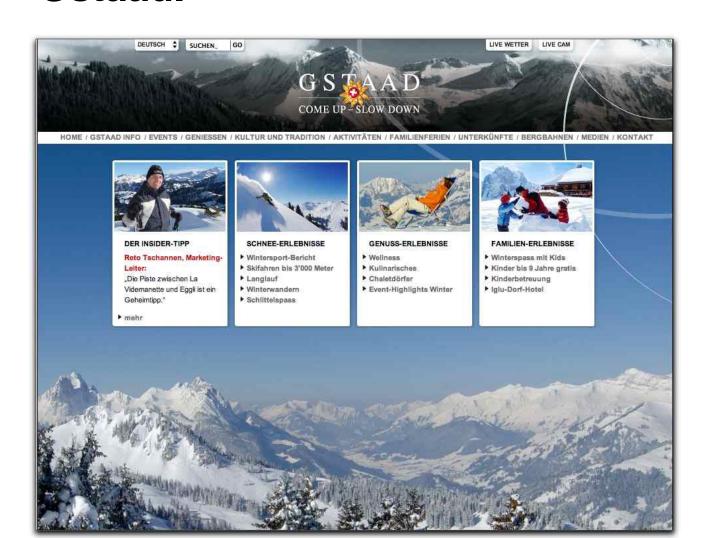


### Region du Leman.





#### Gstaad.

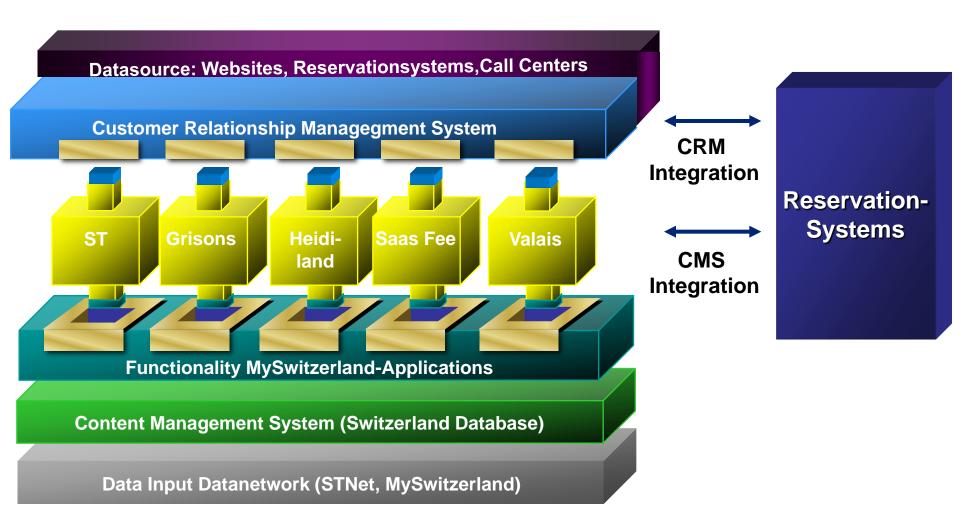




# Strategy overview.



#### IT Innovation Cluster.



# Switzerland. get natural.

