

## THERE ARE NO LOW-HANGING FRUITS LEFT.

Pandemics, broken supply chains, alarming level of global inflation, sky-rocketing energy prices, climate change, overwhelming difficulties related to the sustainability of natural resources, and wars... Also the new developments in technology like AI, new fintech solutions, 5G, metaverse, digitization of commerce and shopping.

Brands have never had to fight such a tsunumi of change before that challenges growth, profitability, and customer retention.

Times have changed. Now brands will need to find new ways to sustain relevance and win against their rivals.



## NOW IT'S THE ERA OF 'ELEVATED BRANDS' DEFINING THE NAME OF THE GAME.

The winners of the new times will be the elevated brands which will not only cope with the change better, but also use it as an engine for growth to increase revenues, profitability, and market share.

That's what we call TOTAL BRAND ELEVATION.

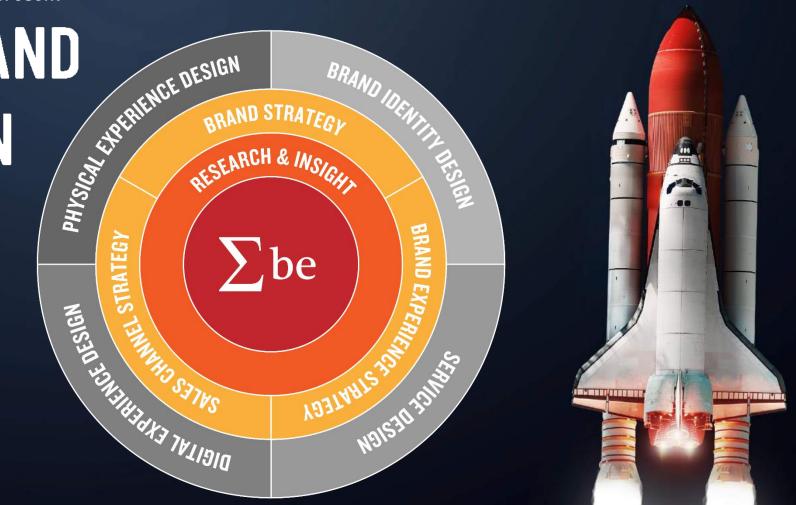


#### Argus Growth Agency & I-AM present

## TOTAL BRAND ELEVATION

a breakthrough brand management model that enables orchestration of all phases of strategic brand management, from insight to day-today operations.

TBE begins by uncovering the deepest customer motivations and market opportunities that a brand needs to become sustainably competitive. It develops brand strategies that redefine the game and identifies all the priorities, actions and design elements needed to implement the strategy.





### PRE-ELEVATION DIAGNOSIS [RESEARCH AND INSIGHT]

#### HOISTHATHER BRAND STRATEGY BRAND STRATEGY HESEARCH & INSIGHT HESEARCH

Unprecedented times require unprecedented measures. In order for your brand to remain as a sustained growth engine, it has to find new ways to explore the untapped opportunities.

Conventional techniques are too shallow to understand customer's behaviors and their relationship with purchasing decision. Our patented research and analysis tools aim to unearth deeper insights and help you understand your brand's true potential with actionable next steps prioritized according to their impact on business results.











## **ELEVATION ROADMAP**

### [STRATEGY]



Your brand's elevation process requires a unique strategy, developed according to the untapped opportunities meticulously matched with your competencies and resources.

Be it a brand strategy, a sales channel strategy or a brand experience strategy, we help you put your brand into the right track to remain as a sustained powerhouse.

With hundreds of true success stories in diverse set of industries from telecom to FMCG, durables to retail, our strategy tools help you walk the talk with a result-driven roadmap.



ENERJIGO Penti





## **ELEVATION DESIGN**

### [BRAND IDENTITY AND EXPERIENCE DESIGN]



Translating customer insights into strategy, and strategy into design is the key to business success. In order to achieve total brand elevation; all customer touchpoints, whether it be brand, physical sales channels or digital channels, should be designed in line with the brand strategy built to reach the desired customer experience.

With our multi-disciplinary design team in our London, Istanbul and Dubai studios, we design brand identity, physical spaces and UX/ UI processes that guarantee the best business results.



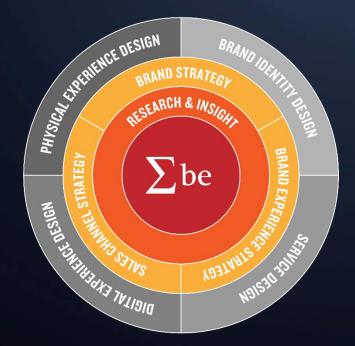






### **TOTAL BRAND ELEVATION**

### [BRAND MANAGEMENT GUIDELINES AND PRINCIPLES]



We provide you with all the musts and rules to guide you manage your brand in accordance with the right strategy and right brand experience design.

We give you THE TOTAL BRAND ELEVATION BIBLE to make sure that your day-to-day operations are consistent and relevant with your brand's true growth potential.

In the total brand elevation bible you will get all the WHYs, WHOs, WHATs, HOWs, and WHENs to keep your brand in the growth path.





## MORE ABOUT YOUR TOTAL BRAND ELEVATION TEAM

[SOME OF OUR PAST REFERENCES AND SUCCESS STORIES]



# HERE FOR NEPAL

Increasing market share from 30% to 55% in just 9 months in an underdeveloped country where there is no marketing ecosystem or modern infrastructure to build a brand from scratch.



#### The Stituation

Telia Sonera, one of Europe's leading Telecom groups, entered the Nepalese GSM market in 2011 by acquiring Mero Mobile, the second largest GSM company on the market. Telia Sonera needed to replace the Mero brand with another brand in order to get a better share from the growing Nepelese GSM market.

#### The Solution

•We made a thorough brand and business analysis (by re-analyzing brand and marketing plans, holding workshops with participation of the heads of the key divisions, also and running a Mind-Decoder® study, Argus' patented research technique, to explore hidden opportunities on the market)

Mero name was replaced with Ncell.

- Developed the brand value proposition for the new Ncell brand backed up with a solid marketing plan
- •Designed the tariff models, value-added services strategy and distributions channel strategy according to the new brand value proposition
- -Guided and managed the relaunch process
- •For almost six months, directly managed and guided all the local teams to deliver the anticipated results.



#### What We Did

Mind-Decoder<sup>®</sup> Deep-dive Study Winning Brand Strategy<sup>®</sup> Deploying Winning Brand Strategy<sup>®</sup>

# REVIVING SANA

Regaining market leadership in the category within three months following the implementation.

#### The Stituation

Unilever was leading the spreads market in Turkey with her two brands, Sana and Becel. In the recent years, the spreads market had been shrinking. In addition to this, Sana, UL's main brand was losing market share despite its high brand equity. Unilever assigned us two tasks as stopping the bleeding in Sana and finding ways to make the spreads market recover.

#### **The Solution**

- We made a thorough brand and business analysis (by re-analyzing all the existing marketing research reports, brand and marketing plans, holding workshops with participation of the heads of the key divisions, and conducting a deep-dive study)
- Developed the brand value proposition for Sana and Becel brands backed up with a solid marketing plan
- Designed outlines for the promotions and the look&feel
  according to the new brand value proposition
- Recommended and realized some bold strategic actions

# Unilever



#### What We Did

Opportunity Miner Analysis Mind-Decoder® Deep-dive Study Brand Magnet® Workshop Winning Brand Strategy® Brand Architecture and Marketing Mix



Realize your growth potential

### ENHANCING LEADERSHIP POSITION

Brand and business transformation from an innerwear brand to a bodywear brand.

#### The Stituation

Penti, leading brand in the Turkish innerwear market, needed to enhance its leadership position in the market and sustain revenue and profitability growth through effective category management and marketing elevation.

#### The Solution

- In order to help Penti's marketing teams, we conducted various researches to unearth strategic insights to explore a different angel of the strategic framework.
- Created Penti's banding strategy to serve the brand objectives and KPI's.
- Pinpointed the white gaps in the brand architecture and defined brand extension strategy
- Defined the growth model and key growth strategy.

## Penti

#### What We Did

Opportunity Miner Analysis Mind-Decoder® Deep-dive Study TEMP® and e-TEMP® Research Brand Magnet® Workshop Winning Brand Strategy® Brand Architecture TEMP® Omnichannel Strategy Boosta® Category Growth Strategy



Realize your growth potential

#### AYDEM ENERGY

## **ENERGY FOR LIFE**

### Increased brand appeal for all key stakeholders before a series of IPOs.

#### The Stituation

Preparing for an extensive IPO, Bereket Energy Group, the third-largest energy company in Turkey, suffered from low brand image. Bereket Enerji needed to increase its perceived brand value and redesign its brand architecture to elevate its image and reputation for a successful IPO.

#### The Solution

- We conducted extensive research to unearth customers' motifs related to energy usage and everyday life.
- We thoroughly analyzed the Bereket brand and suggested replacing it with Aydem Energy to meet the image objectives.
- Designed the brand strategy to serve the strategic growth vision.
- Transformed and launched the new brand ID.
- Defined the new brand architecture vis a vis the new corporate identity.



#### What We Did

Opportunity Miner Analysis Mind-Decoder® Deep-dive Study TEMP® and e-TEMP® Research Brand Magnet® Workshop Winning Brand Strategy® Brand Architecture

ARGUS Growth Agency

Realize your growth potential

#### TURKCELL

### UNLOCKING THE ULTIMATE CUSTOMER EXPERIENCE THROUGHOUT THE YEARS

We created an experience-based store, structured as three main areas, where customers can easily interact with the products in a relaxed and friendly environment.

#### The Stituation

Turkcell wanted a store design concept that could showcase a large range of products in a exciting and engaging way.

#### The Solution

We updated the Turkcell Pera flagship store design with inspiration driven from the historical Istiklal avenue. The store concept is an extension of the avenue with the nostalgic tram unit setting the tone of the store. The life bustling at Istiklal is harmonized further with cafe-like setting where visitors can be seated as they wait to be served. The overall experience provided is segmented into product categories showcased on units resembling street food carts. Taking the advantage of the high ceilings of the store; we added more authenticity by showcasing original posters of all events Turkcell sponsored over the years.



#### What We Did

Interior Design Visual Language Art Direction Branded Environments









#### GARANTI

### LIVING GREEN WITH GARANTI

A dynamic, modern and welcoming design embraced by Garanti customers and employees alike. The branch concept continues to be applied across Garanti branches.

#### The Stituation

As one of the largest private banks in Turkey, Garanti operates over 500 domestic branches and provides retail, commercial, corporate and private banking services. Garanti has developed a worldwide reputation for product innovation. I-AM were commissioned to design the architecture and interiors of their flagship branch as well as their smaller branches located across Turkey.

#### The Solution

I-AM created a radically enhanced customer experience that builds on successful existing elements by bringing the Garanti branch to life through the concept of "Living Green". This approach has bought warmth and vitality to the brand and has been applied throughout the branch experience. The new branches include features such as contoured multi-faceted frontages, a new merchandising strategy throughout the customer journey and a suite of branded collateral.



#### What We Did

Brand Visual Language Communication Strategy Product & Services Comms Customer Journey Planning Brand Integration Integrated Digital Technologies Architecture Interior Design Small Format Mini Format ATM Kiosk Self Service



**Our Projects** 

## **GARANTI BANK**

DESIGNING THE BRAND EXPERIENCE IN EVERY POSSIBLE CHANNEL FOR OVER 10 YEARS



People Inspired Experiences

I-AM

#### Garanti Bank

## WE DESIGNED A HUMAN CENTERED CONCEPT WHEN BANKS WERE TALKING JUST NUMBERS

### **LIVING GREEN CONCEPT**

### **VISUAL STYLES**

### **BRAND COLLATERAL**









## THE POWER OF BRAND: A STAND-OUT FLAGSHIP DESIGN





People. Inspired. Experiences.

### I-AM IS WELL-ORGANISED HIGHLY CREATIVE AND INNOVATIVE

Hüsnü Ereli, EVP, Garanti



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Farkı Garanti'den

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#### Garanti Bank

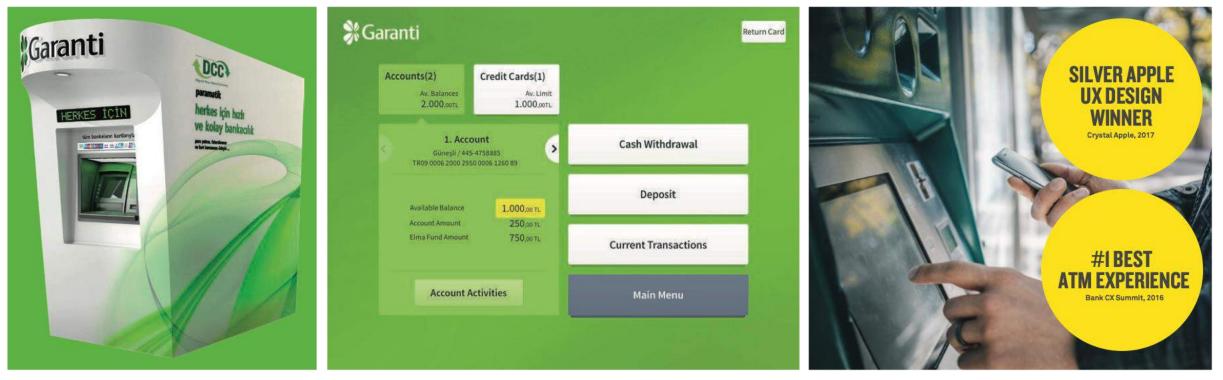
### WE DESIGNED ASSISTED SELF-SERVICE TOOLS AND THE USER EXPERIENCE SCREENS





#### Garanti Bank

### WE DESIGNED AWARDED ATM KIOSKS, AND USER FRIENDLY SCREENS





# **CARE FOR** LIFE

Al Dawaa is the most loved pharmacy brand in Saudi Arabia with over 800 sites across the Kingdom and a loyal customer base. They approached I-AM in 2019 to refresh their brand and store designs to attract a wider audience and create new brand advocates.

#### **The Situation**

With their closest rivals gaining popularity, Al Dawaa approached us to breath new life into the brand and create an experience that excelled expectations.

#### The Solution

We defined the brand essence of 'Care for life'. A mantra that the new business direction would live by. As well as refreshing the brand identity, we created a space that catered for all aspects of life, not just medicine.

#### What we did

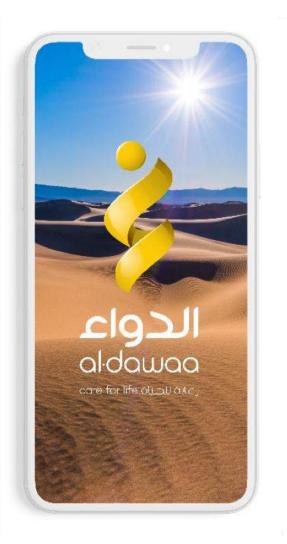
- Brand strategy
- Brand Identity
- Visual Language
- Graphic Design
- Branded Environments
- Signage & Application
- Interior Design
- Awareness Strategy
- UX, UI for App
- UX, UI for Website

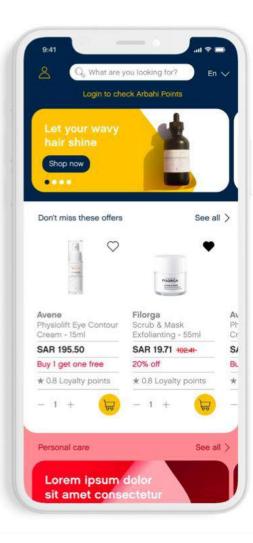


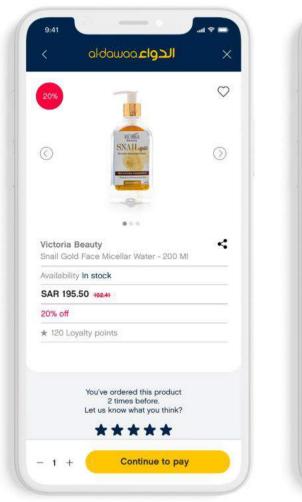
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**People Inspired Experiences** 













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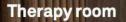


















I-AM

Al Dawaa











## A FINGER LICKIN' GOOD Experience

I-AM and KFC have worked together to deliver innovation, excitement and fresh relevance into the QSR sector. This work is transforming KFC's dine-in, drive-thru and take-home brand experience across the world.

#### **The Situation**

In 2015 I-AM were appointed to develop a new, more urban KFC restaurant format for city centres, to push back against the rising Fast Casual sector. This led to further work in the UK&Ireland, and across all Global markets, to shift the perception of KFC from 'Fast Food' to 'Fast *Good* Food'.

#### **The Solution**

Driven by the Yum Group's mantra for Brand Experiences of 'RED': Relevant, Easy & Distinctive, I-AM elevated early concepts for 'Cool KFCs' into a wide-ranging restaurant design strategy that embraced new tech and channels creating smoother ordering & collections, while expressing the unique Brand Story: the legend of The Colonel through architecture, interior design, art and communications

#### What we did

- Name Generation
- Brand Identity
- Visual Language
- Brand Architecture
- Graphic Design
- Branded Environments
- Signage & Application
- Interior Design
- Awareness Strategy



# **A DELICIOUS PARTNERSHIP**





#### **Small Box Concept**

A new urban KFC restaurant format in the UK & Ireland, targeted at city-centre, style savvy customers

#### K2S Concept

Bringing elements of Smallbox style & communications treatments to the core KFC restaurant format in the UK & ireland: Out of town drive-thru/large dine-in



2017

#### K3 Concept

Radical re-invention of out of town drive-thru/large dine-in for the UK&Ireland territory, introducing self-order kiosks, 'The Colonel's Table', Digital menus & messaging, fresh brand art and a look and feel that set the innovation benchmark for KFC globally

#### **Global Design Strategy**

2019

Strategy, concept design, visualisation& documentation of 'Relevant, Easy & Distinctive' design solution to set the standard for range of KFC restaurant format types across all global territories



2020

Next Generation concept for KFC UK&I building on the success of K3 and updating restaurant design, experience and brand expression to embrace new channels and create solutions relevant to a postpandemic landscape



#### **Global Brand Art**

Development of inrestaurant comms package including creation of a suite of in-restaurant art pieces expressing the compelling and unique story of the Colonel and his brand

# SMALLBOX

A new urban KFC restaurant format targeted at city-centre, style savvy customers.

2015

**People Inspired Experiences** 



KFC

### THE IDEA

### CELEBRATING Orginality

A new urban KFC restaurant format in the UK & Ireland, targeted at city-centre, style savvy customers.



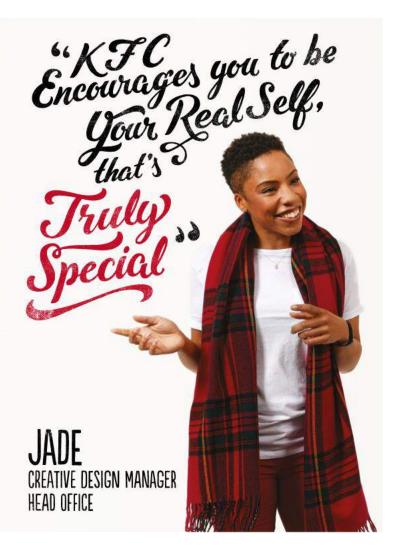




































#### MEY DIAGEO

### LIBERATING THE STORY AND THE RICH HISTORY OF RAKI

An alcoholic drink made of twice-distilled grapes and anise, Raki and the experience built around consuming Raki with good food, friends, music and deep conversation is a national favorite in Turkey with a deep cultural history. Traditionally produced from a raisin/grape spirit called suma, Mey Diageo's Alasehir factory is the largest producer of suma & home to the inspirational brand history and heritage of Raki strengthened with deep information creating trust and assurance in the brand quality. In order to overcome the difficulties of the industry, Mey Diageo needed a fresh approach to inspire innovation.

#### The Stituation

With restrictions against marketing actions of alcoholic drinks in Turkey, Mey Diageo needed to create an experience that would showcase the brand expertise and high quality products.

#### The Solution

I-AM designed a wholistic journey starting at the targeted consumer's doorstep demonstrating the innovation and production complexity through an immersive sensory journey. Working around the 4C's i.e. communicate, connect, contribute and create; the journey leads to an empathic brand connection by allowing the visitor to learn and co-create.

### **(M) mey** DIAGEO

#### What We Did

Brand Identity Visual Language Graphic Design Branded Environments Customer Journey Interior Design Construction

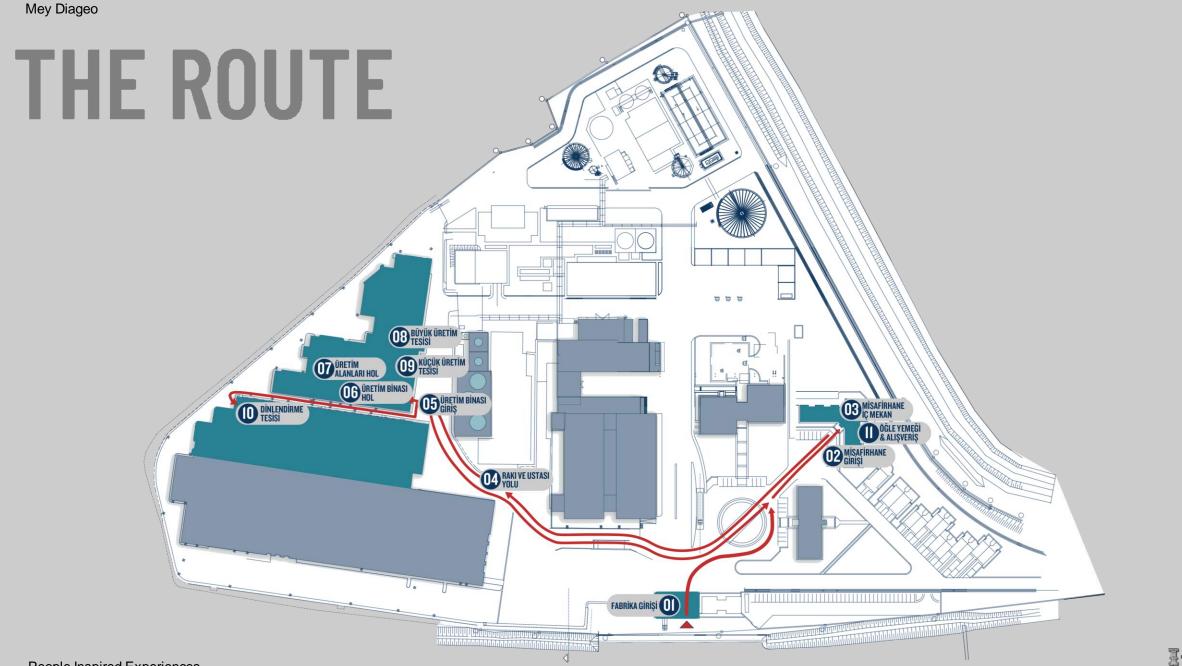








People Inspired Experiences



People Inspired Experiences

# INVITE & TRAVEL

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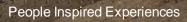
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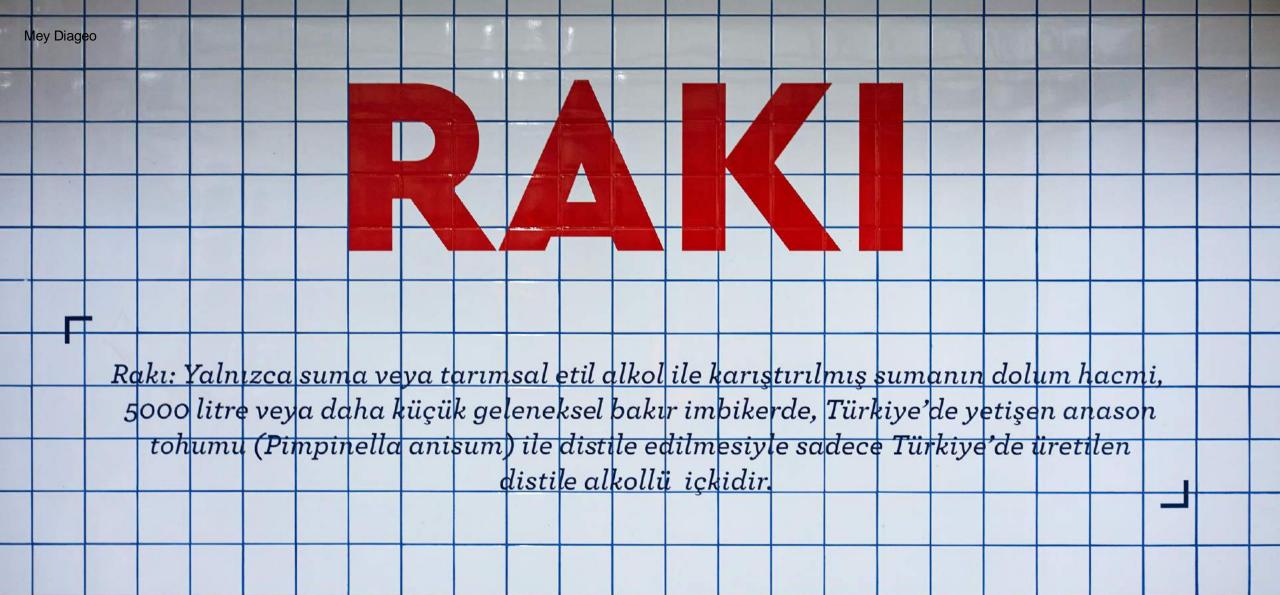
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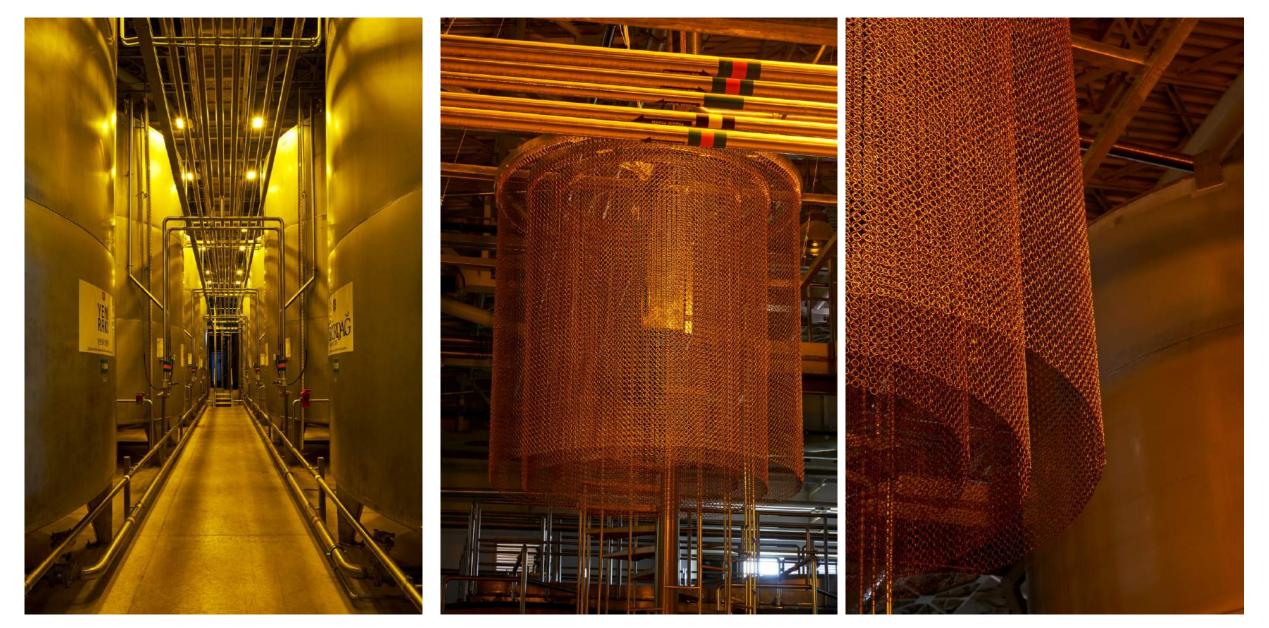
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Mey Diageo

# SOUVENIR









## **TO LEARN MORE ABOUT TOTAL BRAND ELEVATION**

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