

Press Contacts

Celest Lim
Adobe
+65 6511 9959
celim@adobe.com

Jamie Tan/ Redzuan Samad
Text100 for Adobe
+65 6603 9000
AdobeSG@text100.com.sg

APAC Research: It Pays to be an Experience Driven Business

SINGAPORE — 21 August 2018 — New Adobe-commissioned research has confirmed that brands which invest in experience transformation across people, processes and technology, achieve superior business performance. By investing across these disciplines, businesses in Asia Pacific (APAC) can trigger a transformation in customer experience that results in increased revenue and a rise in the acquisition and retention of customers.

Adobe commissioned Forrester Consulting to evaluate the business impact of investing in customer experience across the customer lifecycle. The study, [*The Business Impact of Investing in Customer Experience – A Spotlight On Asia Pacific*](#), found that long term investment in customer experience is paying off for those brands willing to embrace it. The study found that APAC brands focusing on customer experience achieve an average revenue growth rate of 23%, compared with 13% of other companies surveyed.

"There is no doubt that investing in customer experience is essential to business success," said **V.R. Srivatsan, Managing Director, Southeast Asia, Adobe**. "While it's exciting to see the impact that investment in customer experience is having, the study highlights that only 29% of brands in APAC can claim to be experience driven businesses. There are still huge opportunities in the region. Companies that delay their transition to becoming an Experience Business will find it harder to compete."

Key findings of the study include:

- **Experience driven brands sacrifice short term wins in favor of creating holistic experiences.** Organizations that prioritize holistic customer experiences report higher costs, however they enjoy more than twice as much return on ad spend. They also report 80 per cent higher year-on-year growth rates, and a doubling of their customer lifetime value.
- **Experience driven businesses are customer obsessed.** They invest in specific customer experience and marketing initiatives such as loyalty programs and customer analytics; they are also twice as likely to increase their investment year-on-year.

- **Experience driven businesses report happier and more engaged employees.** Employees in these businesses enjoy 60 per cent greater personal and team satisfaction than their counterparts in other businesses. They also feel 30 per cent greater company-wide satisfaction.

"The age of the experience driven business is well and truly upon us and it's encouraging to see brands across APAC investing in experiences and customer loyalty," said **Scott Rigby, Head of Digital Transformation, Adobe.**

"There is a higher cost for these businesses, but the boost to their revenue growth rate, customer lifetime value, and even the happiness of their employees, all mean the investment is worth it.

"Customers are responding to businesses that are clearly dedicated to providing a unique and customized experience for their entire journey. As customers become more accustomed to this, businesses that don't manage to deliver that experience are likely to be left behind."

"Everything we do today centers around our customers. We invest in analytics and tools that help us understand what our customers want, so we can customize our offerings and deliver experiences that are hyper-personal and meaningful, and applicable at scale," said **Cedric Dias, Head, Digital Marketing, Product Marketing and Silver Segment, OCBC Bank.** "This has in turn resulted in OCBC Bank increasing its relevancy to its customers, resulting in happier customers with greater value for them as well as for the bank as a whole."

"The higher-education space in Malaysia is a highly competitive one. Beyond ranking, reputation and quality of courses and educators, student experience is an often understated but key differentiator," said **Ben Foo, Chief Marketing Officer, Taylor's University.** "By making sure we deliver the right content and experience to the right student and prospect at the right time, we build stronger relationships with our students and alumni community, while at the same time deliver better academic experience across the board."

View the full study: [*The Business Impact of Investing in Customer Experience – A Spotlight on Asia Pacific*](#)

About Adobe Experience Cloud

Adobe Experience Cloud is a comprehensive set of cloud services designed to give enterprises everything needed to deliver exceptional customer experiences. Comprised of Adobe Marketing Cloud, Adobe Advertising Cloud and Adobe Analytics Cloud, Experience Cloud is built on the Adobe Cloud Platform and integrated with Adobe Creative Cloud and Document Cloud. Leveraging Adobe Sensei's machine learning and artificial intelligence capabilities, Adobe Experience Cloud combines world-class solutions, a complete extensive platform, comprehensive data and content systems, and a robust partner ecosystem that offer an unmatched expertise in experience delivery.

About Adobe

Adobe is changing the world through digital experiences. For more information, visit <http://www.adobe.com/sea>, and follow the Adobe Southeast Asia official Facebook page <http://www.facebook.com/AdobeSEA> for updates.

###

© 2018 Adobe. All rights reserved. Adobe and the Adobe logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. All other trademarks are the property of their respective owners.