Names of competitors and information on them

Small analysis on the strategy of the top 5 brands in the sector for their online strategy

KOHLER

One of the most famous foreign brand of bath and kitchen fixtures

Arrived in Hong Kong in 1995, Kohler set up its office to kick off its development in Chinese market. 4 years later, Kohler chose Shanghai as its China's headquarter and established its office in Beijing, Guangzhou, Chengdu, Wuhan, Hangzhou, Nanjing, and Shenzhen. As for now, Kohler owns 10 factories, more than 500 show rooms and 10 flagship stores in China.

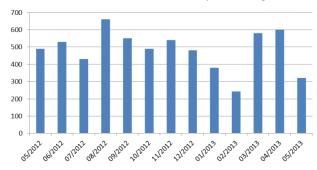
Marketing strategy

- Position: Middle or high-end
- Supplier for high-grade residence, office building, 5 stars hotel, Shanghai F1
 International Circuit, VIP Box of National Stadium, the Water Tube, Diaoyutai State
 Guesthouse, etc.

Brand	Concept	Target	Product positioning
Kohler	Creates art craft	Affluent group	Art & luxury

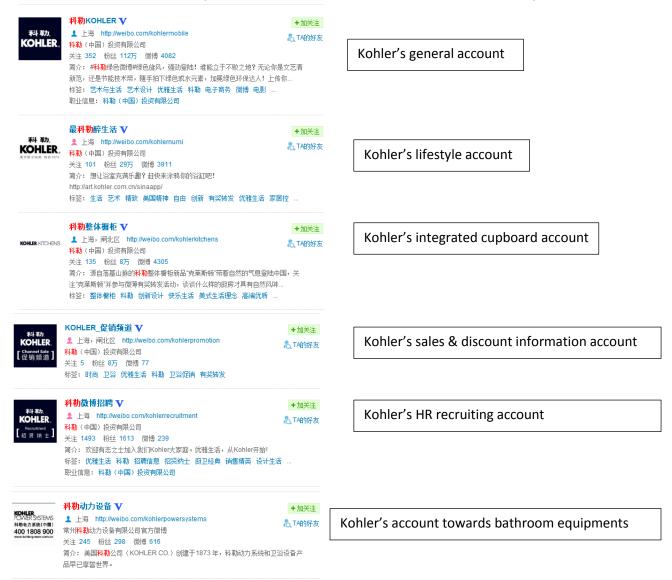
Online Marketing

- The amount of press release contains the key word "Kohler" is about 361,000.
 - Media monitor publishing trend in the past one year



- Sina Microblog:
 - Establish different verified accounts for different business segments of Kohler in order to divide functions into various channels to deliver to the public. Benefits:
 - Due to its complex business structures, it is a good way to distinguish its business segment to educate customer that Kohler is not only the brand for shower head, or only for tap, or only for bathtub.
 - The account for sales & discount is one of the most attractive accounts with 80 thousand followers and whose weibo are the most-frequently retweeted.

In order to attract followers, Kohler organized several activities such as
 "@ 3 of your friends to ask them to follow Kohler" to win a lucky draw.



Online Video:

- To some extents, the success of Kohler should be attributed to its TV commercials broadcasted several years ago (following two famous videos were published on Chinese TV channel).
- Even they are not the ads merely produced for China's market; they gathered a lot of attention from the public.
- As for now, the amount of video about Kohler's commercials is about 296, covering 9 influential Chinese video websites. Some of the videos are tagged with key words such as funny, creative ads.
- The most viewed video of Kohler are shared by netizens for 80 times to SNS websites.



















• Tmall flagship store: Kohler opened an online flagship store on Tmall, a famous Chinese-language website for business-to-consumer (B2C) online retail.



Christofle

Baidu Baike

- The presentation of Christofel on Baidu Baike is comprehensive and detail-oriented. The
 structure of this reference consists of basic information, brand profile, introduction of
 founder, celebrity's choice, worldwide popularity, unique techniques, Christofle and
 desigers, tailor-made product, Haute couture skill, Chronicle of events, store in China.
- In order to present its luxury and high-end image, Christofle puts lots of effort on storyline that Christofle is the choice of royal family, such as King Louis-Philippe and Mexican King Maximilian, famous celebrity, such as Bill Gates and Tom Cruise, and luxury hotels, such as Luxury cruise ship and Hotel Ritz in Paris, Lisbon, and London.
- Personal feeling: the whole writing style of this reference and various stories of users are very readable, pleased, and romantic.

News report or online article

- Publishing platform: Christofle classifies itself into fashion category so that it tends to choose fashion column or fashion magazine to publish articles. Such as:
 - Vogue: through the form of slide show, Christofle tells its storyline from the founder to a certain type of product.



o Luxury brand database on Fashion.ifeng.com



Fashion column of Haibao.com



Sina Microblog

- As for now, Christofle gathers 9792 followers which are not a lot but has become a
 popular topic among relevant professions through indirect occasions and opportunities
 of mention on other influencers who gather massive amount of followers.
 - Columnist talked about Christofle: an Associate Editor from Wine Press mentioned Christofle during a dinner in Shangri-La Hotel.



o Editor from Elle furniture column:



- Weibo of Christofle is displaying following information:
 - Store information in detail
 - Adequate daily post
 - o Video







Cassina

- No Baidu Baike
- Very few news reports
- Chinese name "卡西纳" is referred to a Greece gymnast, which is easy to make people confused by its name.

Artemide

- No Chinese name & Baidu Baike
- Related news report: 227 articles
- Sina Microblog: merely 551 posts are related to topic of "Artemide" from March of 2010 till now. (Compare to Kohler which was talked about 1000 times from 9th May in 2013 till now, 551 posts are very few)
- The only stunning online marketing spot is a list of pictures displayed on Renren Xiaozhan (人人小站) which is a function generated by Renren with simple background design style to display pictures and few words of description.

Lalique

News report & article

Haibao.cn



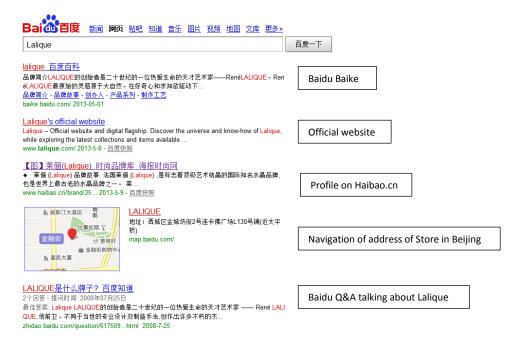
• Vsuch.com: established its own profile on Vsuch to publish introduction of this brand, special technique, definition of design and style, and related pictures.



- Other fashion or luxury brand columns:
 - o <u>www.ce.cn</u>
 - o http://app.fashion.ifeng.com
 - http://www.yoka.com/luxury

Baidu

• The order of result comes out after searching the key word "Lalique" is quite easy to customer who does not know about Lalique to access to.



Grohe (高仪)

Baidu Baike

- The information on Baike includes introduction of Grohe, scale of compay, developing path, advantage of Grohe.
- Personal feeling: the whole style of this reference is very technic, practical, and scientific.

The result of searching on Baidu

- When we searched Grohe's Chinese name on Baidu, the result shows a set of official
 result about Grohe (the green frame) to show Grohe is a serious and big brand. Within
 the yellow frame, it provides links of official website of online store on Tmall and OCJ,
 product e-brochure on Grohe official website, and information about local distributors
 and after-service center.
- Following the "Baidu Promotion" set (green part), we can also find Baidu Baike of
 explanation of Grohe, official website of Grohe (important: the name of this website is
 not only in English/German, but also written its company's Chinese full name). Besides,
 a service hotline is followed up.



Sina Microblog

- There are 938 posts about Grohe on Sina Microblog from May of 2011 till now.
- There is only 1 account for Grobe so that all the information released from Grobe published via it.



Articles

• There are about 51,700 articles related to Grohe searched out by Baidu.

Baccarat

Result of Baidu

When search Baccarat on Baidu, the order of result is Baidu Baike, Profile on Haibao.cn, official website (en), official website (hk), dictionary, official website (cn), profile on Meilishuo, official website (fr), profile on 525zb, map of store in Beijing (Beijing Oriental Plaza & Guomao Shopping mall).

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      Daccarat 百度百科

      巴卡拉所不成名称: Baccarat中文名称: 巴卡拉所属国家: 法国创始时间: 1824年创始人名: ReneLalique产品卖别: 装饰摆件、餐具、灯具、家私、配...

      巴卡拉河公司2013-04-22

      【個】巴卡拉小島Baccarat】时尚品牌库 浩报时尚网

      4条回頁: 安船时候 2013年1月18日

      法国水島品牌 2013年1月18日

      法国水島品牌 2013年1月18日

      法国水島品牌 2013年1月18日

      法国水島品牌の水島、巴卡拉 (Baccarat) 是天下最易费的水晶、巴卡拉 (Baccarat) 10 的水島家具 1 い 水島 1 の水島 1 の水島
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Sina Microblog

• There are about 553 posts about Baccarat on Weibo since April of 2012 till now.

Articles and storyline

• There are about 1,390 articles mentioned Baccarat on Baidu searching engine.

The show room in Beijing Sanlitun Village

 Next to Armani, Balenciaga, Lanvin, Alexander McQueen, and other international top brand. Baccarat chose Sanlitun village as the place of show room. The total area is about 300 m² with selection of furnishings, wine set, stationary, lamps and lanterns, and ect.

Baccarat is in the gift list of Sarkozy for Obama

News about cosmetics (perfume & lip-stick), hotel, crystal show, wine.

Alessi

Store in China

 The agent of Alessi is in Shanghai. The stores of Alessi cover Shanghai, Beijing (Xin Guang Palace & Guomao Mall), Tianjin, Shijiazhuang, Taiyuan, Zhengzhou, Qingdao, Changchun, and Harbin.

Sine Microblog

- Alessi AGENT opens two accounts on Weibo;
- There are about 669 posts mentioned Alessi from May of 2012 till now.



Renren Xiaozhan (人人小站)

• There is a Xiaozhan exclusively displays different designs of Alessi's product with pictures.



Baidu

• The order of result after searching "Alessi" on the first page of Baidu is Baike, official website (en), official website (tw), official website (it), profile on Haibao, Map of Alessi store in Beijing, official website (uk), Baidu Wenku of Alessi's classic design, profile on Rayli, profile on 51hejia.

Articles and storyline

• There are 1,110 articles mentioned Alessi.

Online Store on 360buy (JD.com)

• Official online store on JD.com. But it is not found on Tmall.



Faiences de Gien

No information

Roche Bobois

• Brick-and-mortar store is located in Beijing, Shanghai, Shenzhen.

Sine Mircoblog

• There are two official accounts of Roche Bobois on Weibo; one is company's official website, another is the CEO of China.

• There are about 177 post mentioned and talked about Roche Bobois on Weibo since January of 2010 till now.



Baidu Baike

Except for regular description of company's basic information, this reference also
mentions Roche Bobois is a choice of celebrity from Lady Gaga, Marilyn Monroe, to
royal family such as prince from Kuwait and Kingdom of Saudi Arabia.

Baidu

 The order of Chinese name result on Baidu is the official website (cn), Baidu Baike of Roche Bobois, Baidu picture of Roche Bobois, profile on home.focus, profile on Rayli.com, profile on Sina furniture, profile on alibaba, profile on Dazhong Dianping, profile on Weibo, profile on Vogue.

Articles & storyline

- There are about 1,320 news reports about Roche Bobois.
- Articles about the opening ceremony of Roche Bobois flagship store in Beijing, furniture exhibition, DaVinci Furniture Scandal, in-depth article about Roche Bobois.

Kartell

Sina Microblog

- Two official accounts opened on Weibo.
- There are 416 post discussed about Kartell on Weibo.



News report and storyline

• A total of 845 news releases searched out by Baidu.

• Storyline: in-depth news report, Milan fashion trend, furniture and decoration information.

Baidu

• Order of searching result: Baidu Baike, official website (it), profile on PChouse, profile on Chinasspp, introduction on Douban, introduction on Baidu Wenku, alibaba.

Sambonet

Sina Microblog

- No official weibo opens
- Only 14 posts talked about Sambonet

News report and storyline

- A total of 17 articles about Sambonet
- Storyline: luxury tableware brand collaborated with Versace, flagship store news, Cruises news, furniture exhibition.

Pierre Frey

Sina Microblog

- No official account opens
- Only 24 posts mentioned Pierre Frey

News report and storyline

- A total of 13 articles about Pierre Frey
- Furniture exhibition news.

Yves Delormes

Brick-and-mortal store

 Only 2 stores in Beijing: Golden Resources Lufthansa store & Lufthansa store in Liangmagiao

Baidu Baike

 A short presentation about Yves Delormes, including the information of founder, merchandised stores, target customer (age/education/salary)

Baidu

- Order of searching result: baidu baike, profile on Chinasspp, news about Yves Delormes on Sina and lady.163, profile on Dazhong Dianping.
- A total of 106 articles about lifestyle, textile bedding products mentioned Yves Delorme.

Jadousa

No information

Bernardaud

Sina Microblog

A total of 212 posts on weibo mentioned Bernardaud

Baidu

• Order of searching result: official website in French, articles about Bernardaud on fashion.ifeng.com and other never-heard small websites.

News report & storyline

- A total of 126 articles are found on Baidu searching engine.
- Storyline mentioned Bernardaud: Xiamen Taiwan cultural industries fair, real estate news, and in-depth news about Bernardaud.

Magazines talking about the sector

It is common to find the sub-section and topic discussing about bathroom product under the furniture category.

Rayli.com(瑞丽家居) - Bathroom section http://deco.rayli.com.cn/bathroom/C0007024.html



Rayli bathroom section is a blog-style page with different articles talk about bathroom ceramic products and accessories.

Furniture section of web portals - Bathroom section

Sohu.com (搜房装修家居网卫浴板块) http://home.soufun.com/weiyu/

Sina.com.cn (新浪装修家居网卫浴板块) http://jiaju.sina.com.cn/products/taociweiyu/

Home.focus (焦点装修家居网)http://home.focus.cn/jiancai/weiyu/

PC House (太平洋家居网卫浴板块) http://weiyu.pchouse.com.cn/

Let's take Sohu as an example.



Sohu bathroom section provides several sections towards sanitary products for presenting different information. Such as section of news, directory of product, directory of company, picture of sanitary product, hot topic, evaluating section, forum discussing about brand, and online store.

Apart from above, here are some sub-sections for the newest and hot topics:

Product information



Top brand



Special Zone for Toilet & Accessory



Special Zone for Bathtub & Accessory



Special Zone for Sanitary Furniture



And also special zone for wash basin, shower head and tap.

Professional website about bathroom product

Following links are integrated websites provide industrial information, e-commerce and searching engine service to manufacturers, channel distributors, shop keepers, and buyers.

WYW (http://www.wyw.cn/)

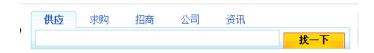
Ytwy360 (亚太卫浴网) http://www.ytwy360.com/

Let's take WYW as an example:

Information Navigation Function:



Search Engine Function



Industrial Category Index Search by Pinyin



Traditional Media about Bathroom products

Ceramic Sanitary Product of China 《陶瓷·中国卫浴》



Zhongguo Sanitary Product Newspaper《中国卫浴报》is the only printing media in sanitary product industry. Providing industrial information, market analysis, market research report, company directory and so on, t is regarded as an authoritative media among producers, distributors, professions, and potential customers.

Some tweets on social networks: Weibo, QQ group, others QQ Groups:

QQ Group is one of the features of QQ instant messenger that provide a platform for industrial professions who are working in the same area to communicate and exchange idea in a public place.

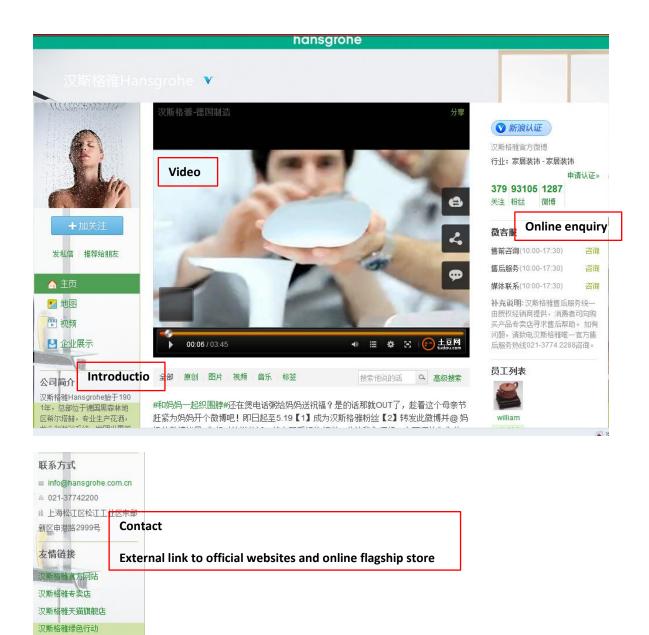


Sina Weibo: a twitter-resembled website with 500 million registered members.

• Famous brands of bathroom product registered on Sina Weibo with verified real name



Take Hansgrohe as an example to show what a company account can publish on Weibo:



• The Chinese name 唯宝 between Villeroy & Boch and Vitacare, a formula brand, is exactly the same which make it difficult for Villeroy & Boch to register with its Chinese name.



Besides, there are only 209 sina weibo talked about Villeroy & Boch since 25th of May in 2010. While the number of sina weibo discussed about Kohler is over 1000 since 30th of April in 2013.

Picture of products of competitor's websites (5 of them, high-end if possible)

The first 9 brands plus Villetoy & Boch are the ten top international brands (ceramic sanitary product) in China's customers mind (from Baidu Baike).

	Total times of mentioning by news report
Vitra	669
Roca	18,600
Keramag	590
Laufen	13,400
Noken	19
Flaminia	108
Duravit	998
тото	169,000
Kohler	361,000
Villeroy & Boch	25,500

Vitra (威达): http://www.vitra.com/en-lp/living/











Roca (乐家)'s Chinese website:

http://www.roca.cn/?utm_source=baidu&utm_medium=cpc&utm_term=roca&utm_c ontent=roca&utm_campaign=%C6%B7%C5%C6%B4%CA











Keramag (凯乐玛)'s Chinese website: http://www.keramag.cn/











Laufen (劳芬): http://www.laufen.com/wps/wcm/connect/laufen.com/en/home/



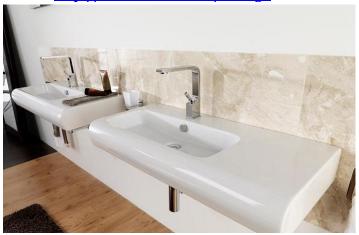








Noken: http://www.noken.com/?idi=gb











Flaminia: http://www.ceramicaflaminia.it/











Duravit: http://www.duravit.cn/











TOTO (东陶): http://www.toto.com.cn











KOHLER (科勒): http://www.cn.kohlerco.com/home.cn











Hansgrohe's official Chinese website: http://www.hansgrohe.com.cn/ Hansgroh is good at shower head.











Novellini: http://www.novellini.com/







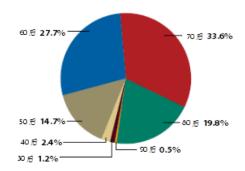




Chinese Mass Affluent Group Analysis

Source of figure: 2013 Chinese Mass Affluent Report released by Forbes.

The age distribution of mass affluent people



Period of birth:

1930 - 1940: 1.2%

1940 - 1950: 2.4%

1950 - 1960: 14.7%

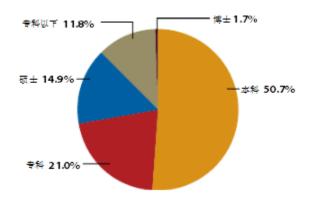
<u> 1960 – 1970: 27.7%</u>

1970 **–** 1980: 33.6%

1980 – 1990: 19.8%

After 1990: 0.5%

Education background of mass affluent people



Bachelor degree: 50.7%

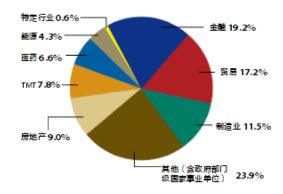
Diploma: 21%

Mater degree: 14.9%

Under Diploma: 11.8%

Doctor: 1.7%

Working field of mass affluent people



Finance: 19.2%

Business trade: 17.2%

Manufacturing: 11.5%

Others (including administration and state-owned enterprise): 23.9%

Real estate: 9%

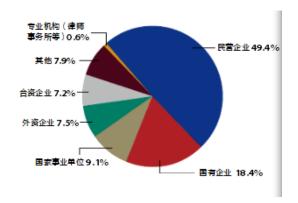
TMT: 7.8%

Medicine: 6.6%

Energy: 4.3%

Special industry: 0.6%

Nature of the working place of mass affluent people



Private company: 49.4%

State-owned enterprise: 18.4%

National institute: 9.1%

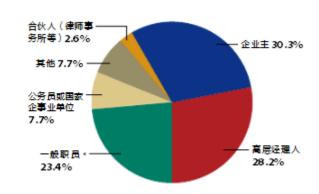
Foreign company: 7.5%

Joint-venture Company: 7.2%

Others: 7.9%

Professional agency (lawyer and so on): 0.6%

Title of mass affluent people



Entrepreneur: 30.3%

Executives: 28.2%

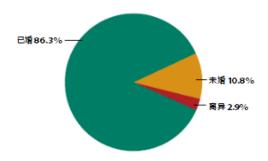
Clerk: 23.4%

Officials: 7.7%

Others: 7.7%

Partners (lawyer and so on): 2.6%

Relationship status

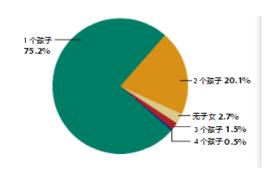


Married: 86.3%

Unmarried: 10.8%

Divorced: 2.9%

Do they have children?



One child: 75.2%

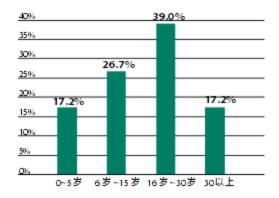
2 children: 20.1%

No child: 2.7%

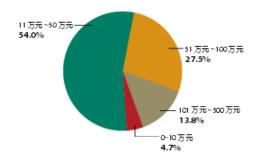
3 children: 1.5%

4 children: 0.5%

Age distribution of child



Total revenue in 2012 of mass affluent people



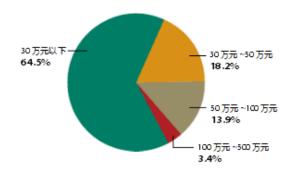
0 - 100 thousand: 4.7%

110 - 500 thousand: 54.0%

510 thousand - 1 million: 27.5%

1 million – 5 million: 13.8%

Total expense in 2012



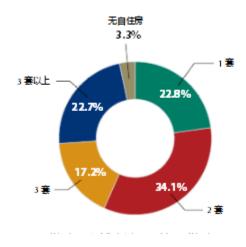
Under 300 thousand: 64.5%

300 - 500 thousand: 18.2%

500 thousand - 1 million: 13.9%

1 million – 5 million: 3.4%

How many real estate properties do affluent people own?



0: 3.3%

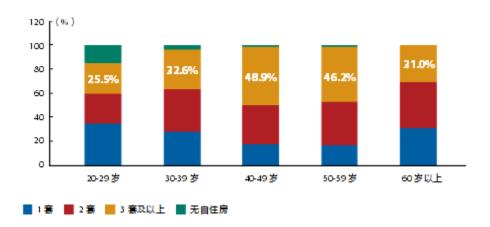
1: 22.8%

2: 34.1%

3: 17.2%

Above 3: 22.7%

40 – 59 years old mass affluent people own 3 or more real estate properties.



Chinese Online Market

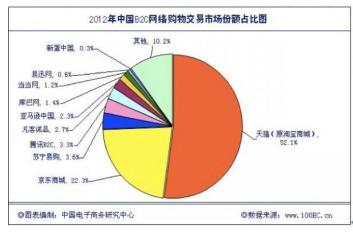
2008 - 2013 Transaction Scale of Online Retail Market in China



Source of data: China E-business Research Center

- As to December of 2012, the transaction scale of Chinese online retail market reached 1320 billion RMB, with a year on year growth of 64.7%.
- The number of Chinese people who have online buying experience increased from 203 million in 2011 to 247 million in 2012.

Market share of E-commerce websites in B2C market in 2012



• In 2012, the market share of B2C Chinese e-commerce websites is as followings:

Tmall: 52.1%

JD.com: 22.3%

Suning: 3.6%;

Tencent: 3.3%

Vancl: 2.7%

Amazon: 2.3%

Kubah: 1.4% Dangdang: 1.2% 51buy: 0.6% Newegg: 0.3%

Take Tmall as an example to explain sanitary product online market in China

- Sanitary product is a kind of category which was included into e-commerce website
 offering list later than other consumer goods. There are more than 200 sanitary brands
 established its online vendor on Tmall, including Kohler, Arrow, American Standard,
 Jomoo, Dongpeng, Hansgrohe, Faenza, Joyou and other well-known domestic and
 international brands.
- On the day called "Super Singles Day" (11th November in 2012), which is the similar to the Boxing Day, the total sale generated from Tmall reached 19.1 billion RMB. Besides, there were 3 vendors whose sales broke through 100 million RMB, but excluding any sanitary product vendor.
- During the "Super Singles Day" in 2012, 50 of those vendors participated in this big sales day and they yielded 3.1 billion RMB sales. Jomoo, with 29 million RMB sales, ranked the first place. Kohler took the second place with 7.93 million RMB sales, American Standard was 4.7 million, Huida Group reached 4.53 million RMB.
- Top seller was mainly focused on "Hardware Accessories" such as shower head. The bulk merchandise such as bathtub was not attractive due to the difficulty of logistic, delivery and assembly.

Your feelings on the industry online

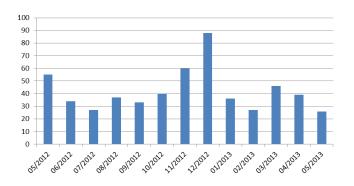
- Baidu Baike (百度百科):
 - It is good to take advantage of Baidu Baike to establish a definition towards the Chinese name of Villeroy & Boch (唯宝). However, when we search the English name Villeroy & Boch on Baidu, we could not be directed to the Chinese definition, which fails to enable Chinese customers who firstly know Villeroy & Boch only by its English name to search information.
- Chinese Pinyin Method:
 - When we type phrase "Wei Bao", the Pinyin of 唯宝, with the most popular Chinese Pinyin input method editor, there is no existing term provided for customer to choose.



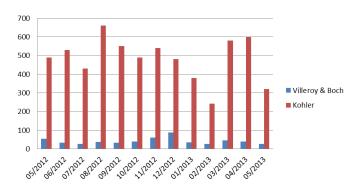
News report about Villeroy & Boch:

- Compare to Kohler and other well-known brands, Villeroy & Boch has not taken initiatives in publishing articles and press release on China's media. Even though we can find out 25,500 articles discuss about Villeroy & Boch amid Chinese media, the overwhelming majority of them are articles from real estate companies who introduce their refined decoration apartment and just name the brand of facilities. Villeroy & Boch should weigh on publishing news report about them.
- Frequency of press release discussed about Villeroy & Boch: if we review and make a statistic about Villeroy & Boch's news report. We can find the frequency of publishing report as following chart.

Villeroy & Boch's Frequency of Publishing News Release



Compare to Kohler in Frequency of Publishing



• The rank of official website in Chinese is placed even lower than the version in German.



唯宝

百度一下 推荐:用手机随时随地上百度

唯宝 百度百科

<u>PLE ID REIT</u> 经整范围框空 (VILLEROY&BOCH),德国卫浴品牌。品牌形象德国唯宝在近261年来,传承 经典、创造时尚,以初诵教妙的步伐引绕卫浴鞘流的发展,被... 经营范围。品牌形象<u>品牌历史。唯</u>宝在中国 baike baidu.com/2013-04-02

Villeroy & Boch
Kompetenz für das Leben und Wohnen aus einer Hand. Villeroy & Boch, der Markenherstelle
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