Stand alone loyalty card, loyalty for payment cards, e-loyalty, mloyalty. The marketing is the core of these offers driven by two main questions: “How do I have to design my loyalty scheme to increase my customer satisfaction?” and “How do I have to design my P&L to earn money?” These questions are even more important in the banking field.

This two-day seminar will bring you awareness and education on the loyalty card marketing and the key success factors. Gemalto has a long history and recognized expertise in smartcard-based loyalty solutions. During this training, you will benefit from the trainers’ extensive field experience on loyalty card implementation and their in-depth knowledge of the latest loyalty trend.

Objectives
At the end of the training, you will:

- Get the market overview and perspectives.
- Identify new business opportunities offered by innovative loyalty solutions and new services.
- Get the opportunity to have your dedicated workshop to evaluate your loyalty scheme project.

Key topics
- Market overview and perspectives
- Marketing and the business benefit
- The power of card design solutions
- The power of partnerships and coalitions
- New technology and business opportunities

Who should attend
People from management and marketing working in the banking and retail domain involved in the decision process, such as:

- EVP, SVP Credit Cards
- Marketing Managers
- Card Center Managers
- Business Managers, Project Managers

Each session consists of
- Complete training manual

Pre-requisites
- This training does not require any specific skill
- This course is held in English. On customer request a session in French can be organized.

Duration: 2 days

Location: Gemalto premises¹

Course fee: € 1499 per person²

¹ All training courses can be held on-site at customer premises, or at one of the Gemalto training centers. Please contact us for more details.
² Price does not include any taxes
Course schedule

When performed at customer premises, the agenda is tailored to customer attendance profile. The standard agenda is provided below:

Day 1

The main Key Success Factors

- The new customer behaviour
- The digital solutions: the open world for instant customer relationship Loyalty with chip: specifics drivers and constraints
- Data and the power of smart card Data management systems for offline and online card solutions
- Data management systems for digital solutions
- Why and How data will improve the success of the loyalty program

New services and the power of the marketing

- Stand alone cards with or without payment services
- The strength of the payment scheme (VISA/ MasterCard/ American Express, etc) for cobranding card cards
- Coalition: a strategic decision for retailers, brands and banks

Workshop

This workshop is aiming to analyse and to apply through an example the concepts provided in the first part

Day 2

New technologies for new loyalty strategies

- Technology overview and new channels including Social Media
- Customers behaviour and new technologies acceptance
- Instant recognition at POS for tailored rewards Tailored Services for improving ROI
- Designing loyalty for Debit, Credit, Debit & Credit, prepaid, Gift Card (open and close loop), Islamic Loyalty, etc:

Marketing and innovation: the railway for improving your loyalty scheme

- NFC and Contactless
- Loyalty for mobile payment strategies
- ATM for tailored one 2 one rewards
- “Be loyal and earn money” / “Maintain your client and get money”: why and how

Workshops

Face-to-face meeting workshop

For further information about registration, course schedule: please contact us via email to: banking.training@gemalto.com or visit our web site: http://www.gemalto.com/