APRIL 11 2024

RESULTS

Q1 2024 Earnings Preview

José Antonio Martínez Aguilar CEO Making Science

Disclaimer



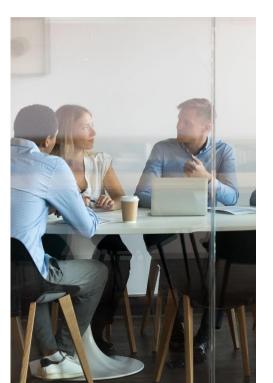
This document and the conference-call webcast (including the Q&A session) may contain forward-looking statements and information (hereinafter, the "Information") relating to MAKING SCIENCE GROUP, S.A (hereinafter "Making Science" or the "Company"). This information may include financial forecasts and estimates based on assumptions or statements regarding plans, objectives and expectations that make reference to different matters, such as the customer base and its evolution, organic growth, potential acquisitions, the Company's results and other aspects related to the activity and financial situation of the Company. The Information can be identified in some cases through the use of words such as "forecast", "expectation", "anticipation", "projection", "estimates", "plan" or similar expressions or variations of such expressions.

The Information reflects the current view of Making Science with respect to future events, and as such, do not represent any guarantee of future certain fulfilment, and are subject to risks and uncertainties that could cause the final developments and results to materially differ from those expressed or implied by such Information. These risks and uncertainties include those identified in the documents containing more comprehensive information filed by Making Science, such as Annual Accounts or the Information Document (Jan. 2020).

Except as required by applicable law, Making Science does not assume any obligation to publicly update the Information to adapt it to events or circumstances taking place after the date of this presentation, including changes in the Company's strategy or any other circumstance.

This document and the conference-call webcast (including the Q&A session) contains or might contain non-audited financial information as prepared by management of the Company. The Information contained herein should therefore be considered as a whole and in conjunction with all the public information regarding the Company available, including any other documents released by the Company that may contain more detailed information. Neither this document nor the conference-call webcast (including the Q&A session) constitute an offer to purchase, sell or exchange any shares, a solicitation of any offer to purchase, sell or exchange any shares, or a recommendation or advice regarding any shares.

Table



of contents



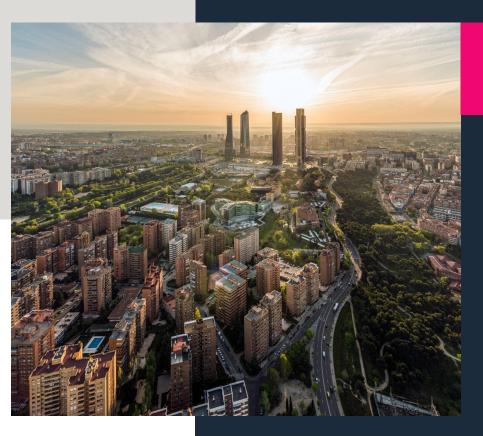
Q1 2024 Earnings Preview

- **01** Overview of Making Science
- **02** Where are we today in the development of Making Science?
- **03** Overview of our Principal Markets
- **04** Business Lines
- **05** Q1 2024 Results
- **06** Guidance 2024 and Plan 2027

Appendix

01

Overview of Making Science





Who are we?

Making Science is a marketing and technology consulting firm helping companies accelerate their digital capabilities



Making Science is an international digital acceleration company with more than 1,200 employees and presence in 15 countries.

Making Science's business focuses on the **high-growth** markets of digital advertising, data analytics, e-commerce and cloud.



1000 EUROPE'S FASTEST GROWING COMPANIES 2023





Ticker: MAKS

1,200+ Employees 850+
Customers

15 Countries 22 Offices **€236M**Revenues

Revenues in 2023 €8M

Recurring EBITDA in 2023

Making Science's Services

360º Capabilities



Paid Media Campaign Management & **Programmatics**



Analytics, CRO, Dashboarding & Big Data



Brand Identity and Values

User Experience & User Interface (UX & UI)

Platform Development & Infrastructure

Content Production. Photos. Videos

& Content SEO Positioning (Search Engines)





Data (CPD)

Data Segmentation & Activation

Machine Learning, Al & Gauss

Feed Generation for Digital Marketing

Paid Media Campaign Management & Programmatics

Lifetime Value & Customer Management

Social Media & Community Management



Platform

Development

& Infrastructure

Our Flywheel

Complementary, high-growth business lines that reinforce the value proposition to the client





Some of Our Clients

We create value through integrated solutions to deliver a 360-degree, results-oriented experience



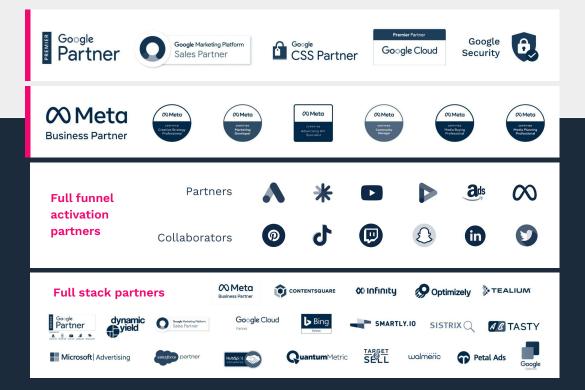


Working with the Largest Global Platforms

Experienced in all channels of the digital ecosystem

We are partners of the main technological players in the sector, which gives us a complete vision of the digital advertising ecosystem.

Our way of working is linked to our technology partners, so we can offer the latest developments in the market and the best treatment by the partners.





02

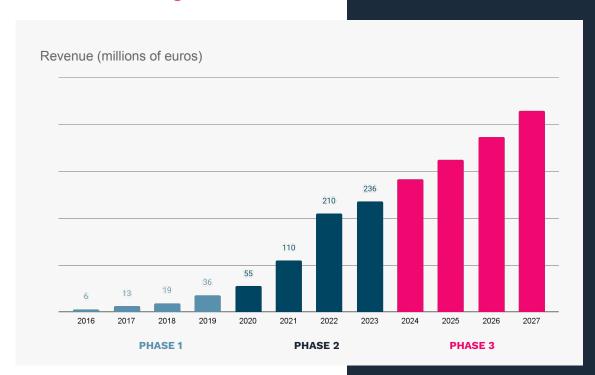
Where are we today in the development of Making Science?

Where are the new opportunities?



Evolution

Phase 3 of Making Science





The company is entering its Phase 3

This graph is shown for illustrative purposes only and does not constitute guidance on the company's future performance.

Phase 3 of the Company

What does it consist of?



THE COMPANY
IS ALREADY
VERY LARGE
AND
DIVERSIFIED

THE COMPANY
DOUBLES IN
SIZE EVERY
3 OR 4 YEARS

MUCH HIGHER OPERATING LEVERAGE AND ECONOMIES OF SCALE

THE GEOGRAPHIC
LOCATION OF THE
COMPANY'S
RESOURCES MAKES
IT MORE
PROFITABLE

THE COMPANY CAN SERVICE LARGER AND MORE GLOBAL CUSTOMERS

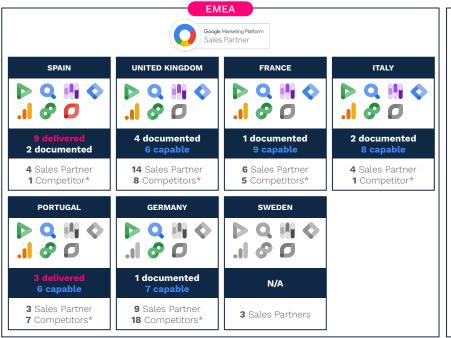
THE COMPANY WILL
BE MORE
PROFITABLE



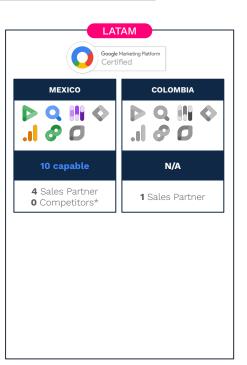
Investing in Growth

Google Certifications



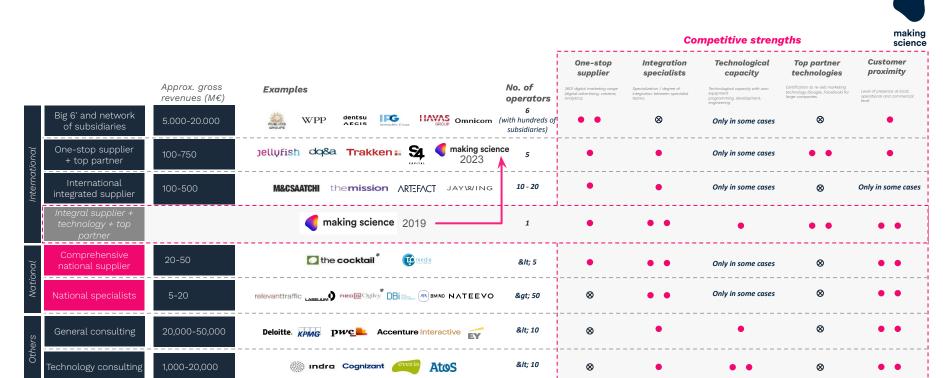






Making Science's Development Status in 2019

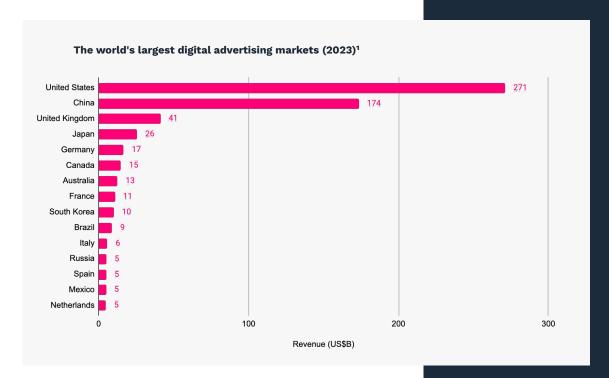
Slide used in the IPO document.



* Non-independent, linked to Big 6 company.

The Opportunity

Of the U.S. market





The USA is the world's largest digital advertising market, accounting for 40% of global digital advertising spend and 53% excluding China.

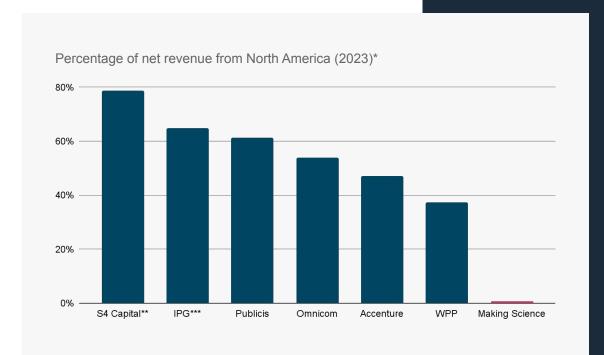
Despite its large size, it is expected to continue to grow at a faster rate than other world markets.

A significant presence in the United States is fundamental to our ambitions to be a world leader in digital acceleration.

1. Source: Statista Digital Market Insights

North American Presence

Of other consulting firms





Compared to other major global agencies and consulting firms, Making Science has very little presence in North America.

This represents an opportunity to grow in this region.

^{*} Fuente: Statista, annual reports.

^{**} Incluye todas las Américas.

^{***} Excluye Canadá.

Why is it Important to be a GMP Reseller?

Google Marketing Platform is the leading Digital Marketing platform, used by major companies



Type of Clients Using Google Marketing Platform

The Market Opportunity in Spain vs. the US







MaxMara



	Spain	USA
Sales Partners: Analytics	6	18
Sales Partners: Advertising	5	15
Sales Partners Full Stack	4	13
Target Companies for Google Marketing Platform (*)	200	4,000
Market Potential: Annual Net Revenues Reselling (*)	15M	400M
Market Potential: Annual Net Revenues Services (*)	50M	2,400M

Google Certified Resellers in the USA





Making Science is part of a select group of resellers in the USA operating globally

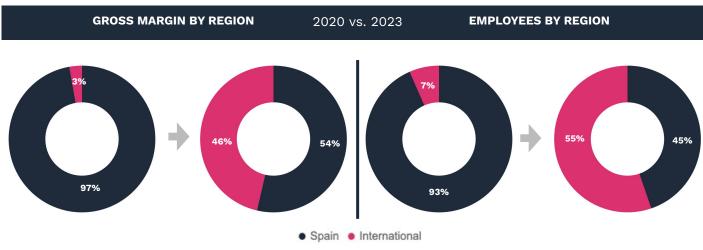
Source: Enterprise Marketing Portal Google

nttps://enterprisemarketingportal.google/auth/find-a-partner?salesPa tner=ADVERTISING&:salesPartner=ANALYTICS&:countri esFilter=US&:a=2004025378

Global Diversification

EBITDA and employees





In 2020, 97% of the gross margin came from Spain; in 2023, this figure has been reduced to only 54%.

As **Making Science** has expanded internationally, its employee base has become more globally diversified with more than half of employees now outside of Spain.

Making Science has made significant progress in diversification throughout Europe and the global economy.

03

Overview of our Principal Markets



Making Science is Becoming More Global



Spain

People	520
Entry into Market	2016
Acquisition / Entry Terms	n/a

















Italy

People 100

Entry into Market 2020

€4.1M in cash
Acquisition / Entry Terms €2.0M in earn-out
€1.0M in shares

Selected clients:

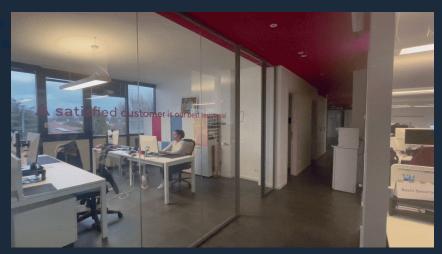






LUISAVIAROMA

MaxMara





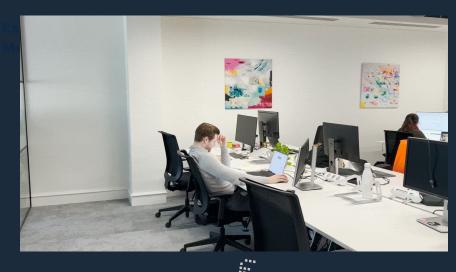
United Kingdom

People	25
Entry into Market	2021
Acquisition / Entry Terms	€2.5M in cash €2.0M in earn-out €1.7M in shares











France

People 55

Entry into Market 2021

Acquisition / Entry Terms

€5.5M in cash €2.7M in earn-out €4.7M in shares

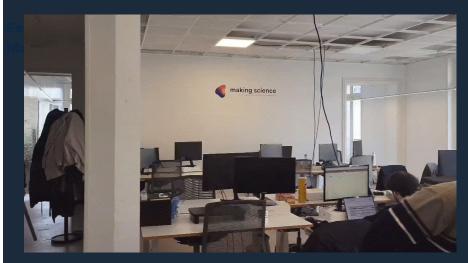














Colombia & Mexico

People 35

Entry into Market 2021

Acquisition / Entry Terms Organic













Sweden, Denmark, Norway and Finland

People	70
Entry into Market	2022
Acquisition / Entry Terms	€1.3M in cash €5.9M in earn-out €2.9M in shares (Sweden & Denmark)















Georgia

People 350+

Entry into Market 2021

€1.5M in cash
Acquisition / Entry Terms €4.2M in earn-out
€2.6M in shares

















USA

15 People Entry into Market 2021 / 2023

Small acquisition in Acquisition / Entry Terms 2021, organic in 2023

Selected clients:





EVERGREEN





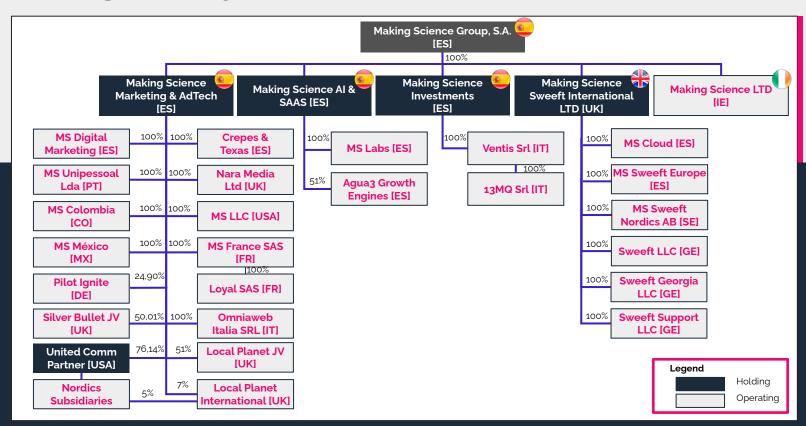
04

Business Lines





MSG Legal Entity Structure





Our Business Lines

4 Business Lines



making science

Making Science has developed different lines of business in recent years.

- All business lines are profitable and growing at double digits
- A new structure has been defined with global COOs by business line
- A business plan for growth is being defined for each of them
- A new corporate website was developed, with a new investor website, new corporate and client videos, and additional information about Making Science's different businesses, clients and ESG activities:

https://www.makingscience.com/corporate/

New Business Line Heads







COO



science

BL₁ The Tech Enabled Global Digital Agency

With presence in 15 countries and where 70% of our business is; it is principally advertising, GMP reselling, content, SEO, creativity and media management.



Where we have DeVOps, Software Development (Front and Cloud), Cloud and Cyber. All the people in this business line are in Spain and Georgia.

BL3 SAAS & AI

Where we have our AdTech technology. In this business line we have our products Gauss Al, Ad-Machina, and Trust Generative AI.

BL4 Investments

Where we have Ventis and TMQ.

Business Lines



		Q1 2024			
	Digital Marketing	Cloud, Software and Cybersecurity		Investments	
Gross Margin (€ millions)	11	4.4	1.1	1	
Annual Growth	16.0%	7.0%	23%	33%	

These estimates are provided for directional purposes only. More detailed information will be provided in the future.

05

Q1 2024 Results



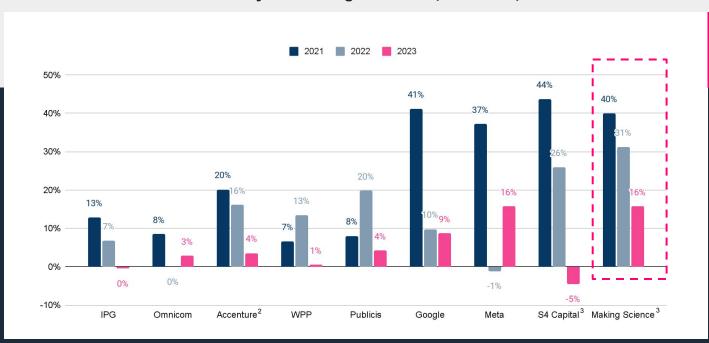


Market Environment

Declining growth rates

making science

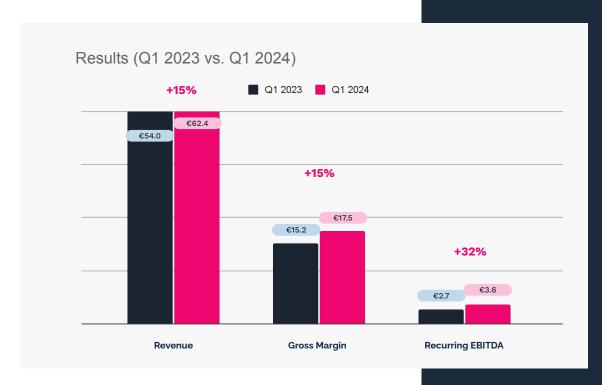
Year-over-year revenue growth rates (2021 - 2023)1



- 1. Source: Statista, annual and quarterly reports.
- 2. The annual periods represent December-November due to the August 31 year-end.
- 3. 2021 and 2022 presented on a like-for-like comparative basis.

Q1 2024 Results

Consolidated





Our international investments made in prior years and cost control policies are producing strong operating leverage.

- The combination of an established market such as Spain growing at 10% and the international segment growing at 23% ensures sustained organic growth.
- Lower expense growth from automation and economies of scale drives 32% EBITDA growth over 2023.

Q1 2024 Highlights: Spain

04 03 **U2 Selected New Clients Financial Results New Gauss Tool Services Partner** of the Year 2024 **Quirumed** gauss ai **MEDAC** Google Cloud Cookie Deprecation Impact Recurring EBITDA Tool 62% dd ad machina IBERIA Partner This is the first solution Growth that will allow companies of the Year Q1 2023-2024 unicef to measure in real time LA ROCHE-POSAY LABORATOIRE DERMATOLOGIQUE with percentage data Services what impact cookie Holaflu **♦** Santander deprecation will have on €2.75M 2024 their conversion rates. **MAPFRE Q1 Recurring EBITDA**

Q1 2024 Highlights: International

Selected New Clients (Nintendo) **Red Bull** Pellegrini Bonduelle (ompeed STELLANTIS amazon music ticketone

02

03

04

making science

Financial Results

New Certifications

Joint Venture in Fi<u>nland</u>







Expansion of comprehensive services and consolidation of leadership in the Nordic countries. The value of a local agency with expertise in media and insights, combined with global technology in data and adtech developed in-house.

Q1 2024 Highlights: USA

01

02

03

04

making science

Selected New Clients

Google Marketing Platform Reseller

Event with Google: Privacy Challenge

Focus on New Business as Reseller

L.L.Bean

eventbrite



NETJETS°

EVERGREEN



As of January 1, 2024, we are a Google Marketing Platform Sales Partner in the USA.





- **3** Reseller contracts signed
- 2 contracts in advanced negotiation

Target to reach more than 20 new customers by the end of 2024.

Our Growth Cycle in New Markets



Investment in Talent and Marketing

- Increase in personnel expenses
- Increase in other expenses

Customer Growth

- Gross margin growth
- Increase in personnel expenses
- Stabilization of other expenses

Growth in Revenue and Gross Margin

- Accelerated gross margin growth
- Stabilization of personnel expenses
- EBITDA growth

EBITDA Growth

- Other expenses not growing
- Limited staff growth

Year 1

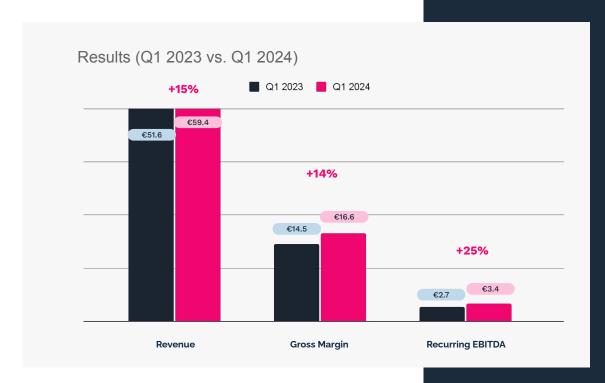
Year 2

Year 3

Year 4

Q1 2024 Results

Core Business



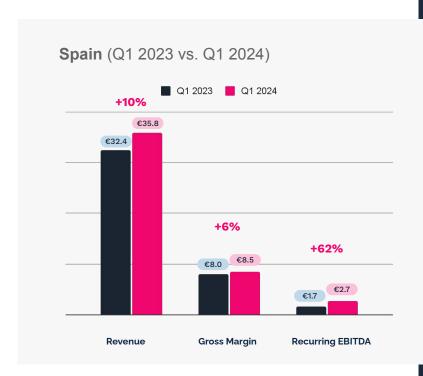


Significant growth in our business demonstrates the strengths of our core operations (*Core Business*).

- Revenues and gross margin grew by 15% and 14% in Q1 2024, to €59.4 million and €16.6 million, respectively
- Recurring EBITDA increased by 25% to €3.4 million in Q1 2024, explained by operational efficiencies reflected in operating cost growth below gross margin growth

Q1 2024 Results

Core Business by Segment







Q1 2024 Gross Margin

Core Business by Country



Gross Margin by Country IFRS

Numbers in € '000	1Q23	2Q23	3Q23	4Q23	1Q24	Var. 1Q24/23. %
Spain	8,033	7,039	7,940	9,149	8,527	6.1%
International	6,464	6,564	6,923	8,028	8,054	24.6%
- France	1,028	985	1,071	1,325	1,512	47.0%
- Italy	914	956	914	897	1,103	20.6%
- Nordics	1,540	1,691	1,638	2,298	2,031	31.8%
- U.K.	418	483	422	482	516	23.4%
- Georgia	2,308	2,235	2,586	2,891	2,715	17.7%
- USA & Others	256	214	292	134	178	-30.3%
Core Business	14,497	13,603	14,863	17,177	16,581	14.4%

Q1 2024 EBITDA

Core Business by Country



Recurring EBITDA by Country IFRS

Numbers in € '000	1Q23	2Q23	3Q23	4Q23	1Q24	Var. 1Q24/23. %
Spain	1,697	604	1,114	2,418	2,749	62.0%
International	1,009	402	583	426	635	-37.0%
- France	329	352	361	314	505	53.5%
- Italy	227	300	244	102	301	32.6%
- Nordics	184	250	221	503	339	83.8%
- U.K.	-5	12	-65	-54	144	n,a,
- Georgia	385	302	463	326	88	-77.3%
- USA & Others	-111	-813	-641	-765	-741	565.0%
Core Business EBITDA*	2,706	1,006	1,697	2,843	3,384	25.1%

Stability and Predictability of Revenues

Historical Gross Margin



Fee Structure

The structure of service fees may vary considerably depending on each case, client and company, but in general the following can be distinguished:

- Recurring Fees: Fees are charged based on the dedication/availability of resources (e.g., campaign management, media buying, analysis and reporting, maintenance, personnel and time spent). They have continuity in time and, therefore, high recurrence.
- Projects: Fixed fees per project. They are associated with the completion of a series of tasks with a specific objective and within a limited time frame (e.g. audits, strategy, specific campaigns, web or app development and migrations).

Between 80 and 85% of the service revenues obtained by Making Science are under the monthly recurring fee model, which explains the high predictability of our revenues from quarter to quarter.

Quarterly Gross Margin (Core) (millions of euros)



Q1 2024 Results

Core Business: Margin evolution





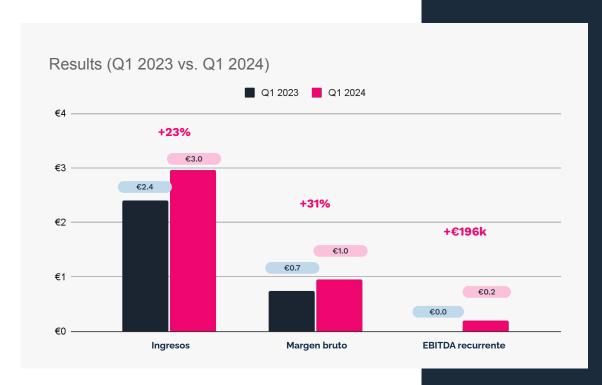
Investments in talent have reduced profitability, but this has already begun to be reversed

- In terms of profitability (recurring EBITDA / gross margin), in recent quarters it has fallen below historical levels due to the investment in strengthening the business' structure for growth
- EBITDA margin is expected to return to historical levels in the future (margin level above 20% between 2019 and 2022)

Note: For historical comparison purposes, figures are shown under Spanish GAAP rather than IFRS.

Q1 2024 Results

Investments: E-Commerce & Products





Significant opportunity for value creation in Ventis' operational improvement

- Net revenues increased by 23% in Q1 2024 over Q1 2023, and gross margin increased by 31%, as the profitability improvement initiatives began to take effect
- These cost saving initiatives led to EBITDA of €205k, the best quarter in Ventis' history, in contrast to the €9k EBITDA achieved in Q1 2023

Adoption of IFRS

Principal impacts

The audited financial statements for the year ended December 31, 2023 will be published in accordance with International Financial Reporting Standards (IFRS).

a Big 4 to assist in the transition of the accounting standards.

IFRS 9 IFRS 16 (Expected losses)

The Group will adopt an

expected loss model for

its Accounts Receivable.

significant impacts due

to the application of this

We do not expect

standard on annual

FBITDA.

EBITDA →

(Finance leases)

For leases identified as finance leases, mainly of our offices, we will no longer have the cost of leases in administrative expenses, but they will be reclassified between interest and amortization.

EBITDA ↑ Net income →

IFRS 38

(Goodwill)

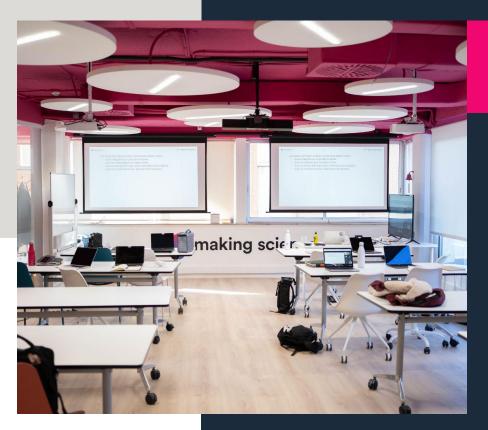
Under the new standard there will be no amortization of goodwill generated from acquisitions of companies we have made, reversing what we have already amortized.

Shareholders' equity ↑ Net income ↑

Making Science has hired



Guidance 2024 and Plan 2027





Objectives

Guidance 2024 and Plan 2027





Guidance 2024

€14 - 15 M

Plan 2027

€23 - 27 M

Implied compound annual growth rate (2024-2027)¹

20%

Stability and Predictability of Revenues

Historical Gross Margin



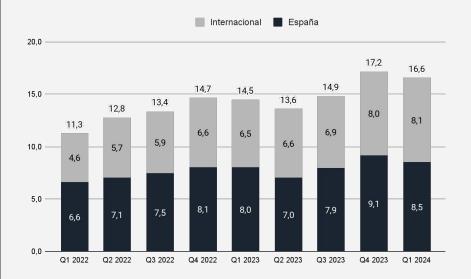
Fee Structure

The structure of service fees may vary considerably depending on each case, client and company, but in general the following can be distinguished:

- Recurring Fees: Fees are charged based on the dedication/availability of resources (e.g., campaign management, media buying, analysis and reporting, maintenance, personnel and time spent). They have continuity in time and, therefore, high recurrence.
- Projects: Fixed fees per project. They are associated with the completion of a series of tasks with a specific objective and within a limited time frame (e.g. audits, strategy, specific campaigns, web or app development and migrations).

Between 80 and 85% of the service revenues obtained by Making Science are under the monthly recurring fee model, which explains the high predictability of our revenues from quarter to quarter.

Quarterly Gross Margin (Core) (millions of euros)



1) Stability and Predictability of Revenues

85% of service revenues are based on monthly fees with long term contracts





2) Stability and Predictability of Revenues

Low client turnover

Low client turnover

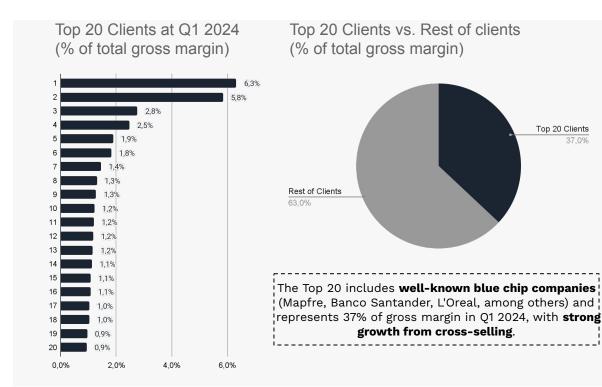
Customer churn has historically been quite low and has been offset by growth in both the number of customers and cross-selling / upselling of existing customers.

Low customer churn and a high percentage of revenue based on recurring fees provide us with high revenue visibility.



3) Stability and Predictability of Revenues

Low client concentration



Low client concentration

- Among Making Science's largest customers, no single customer accounts for more than 6.3% of service revenue
- The top 20 customers as a whole represent only 37% of the total, which shows that Making Science has a diversified portfolio of clients

Detailed Guidance 2024

Key Figures

The **Making Science Board of Directors** met on March 31, 2024.

After analyzing the year's forecasts, the Board unanimously decided to maintain the recurring EBITDA forecast for 2024 in the range between €14 and €15 million and to include the following guidance for 2024 on a consolidated basis:



	2023	20	24
	Close	Low	High
Revenue (€ millions)	236	270	290
Annual Growth		15%	23%
Gross Margin (€ millions)	64	74	77
Annual Growth		15%	20%
Recurring EBITDA (€ millions)	8	14	15
Annual Growth		74%	86%
EBITDA/Gross Margin Ratio	12.6%	18.9%	19.5%

Key Elements

Plan 2027

"Our goal is to be one of the leading advertising and technology consulting firms in the world, with a strong international presence."







A&Q N





APPENDIX





Q1 2024 Results By segment



			Q1 2023		
Figures in € '000	Spain	Int'l	Core	Invest,	Total
Revenues	32,411	19,233	51,644	2,402	54,046
Cost of Sales	(24,378)	(12,769)	(37,147)	(1,668)	(38,815)
Gross Margin	8,033	6,464	14,497	734	15,231
Operational Cost	(6,343)	(5,448)	(11,792)	(730)	(12,522)
-Personnel	(5,732)	(4,295)	(10,027)	(390)	(10,417)
-Capex (IFRS)	781	0	781	65	846
-Administrative	(1,392)	(1,153)	(2,546)	(405)	(2,951)
Expected Loss Provision			-123		-123
Other Income	82	42	124	5	129
Recurring EBITDA	1,697	1,009	2,706	9	2,715
Non-Recurring Costs	(252)	(47)	(299)	(297)	(596)
EBITDA	1,445	962	2,407	(288)	2,119

Spain	Int'l	Core	Invest,	Total
35,777	23,641	59,418	2,963	62,381
(27,250)	(15,587)	(42,837)	(2,005)	(44,841)
8,527	8,054	16,581	958	17,540
(5,792)	(7,159)	(12,952)	(763)	(13,715)
(5,485)	(6,271)	(11,757)	(204)	(11,961)
1,217	0	1,217	54	1,271
(1,524)	(888)	(2,412)	(614)	(3,025)
-75	-328	-403		-403
89	68	157	10	167
2,749	635	3,384	205	3,589
(88)	0	(88)	0	(88)
2,661	635	3,296	205	3,502

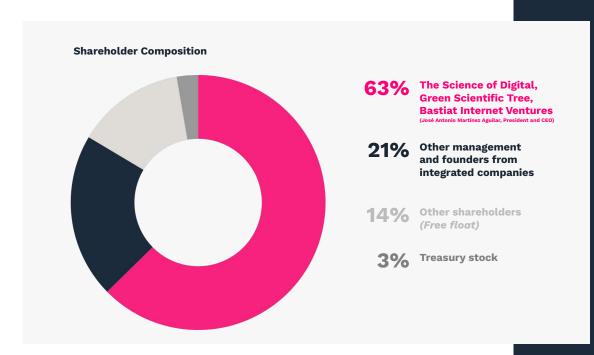
01 2024

	Var.	
Spain	Int'l	Core
10.4%	22.9%	15.1%
11.8%	22.1%	15.3%
6.1%	24.6%	14.4%
-8.7%	31.4%	9.8%
-4.3%	46.0%	17.2%
55.8%	n,a,	55.8%
9.4%	-23.0%	-5.3%
1.0%	568.8%	226.7%
9.0%	61.1%	26.6%
62.0%	-37.0%	25.1%
-65.2%	-100.0%	-70.6%
84.1%	-34.0%	36.9%

Shareholder Information

Significant ongoing investment from key stakeholders of the company





Share Information

BME Growth	(Madrid)
EURONEXT	(Paris)
Shares Outstanding	8,418,903
Shares Outstanding Share Price April 8, 2024	8,418,903 €8.50

Management and employees of Making Science collectively own ~84% of outstanding shares, ensuring financial alignment with shareholders.

Acquisitions, Partnerships and Joint Ventures



International Acquisitions				
		Area of expertise / complementarity		
OMNIAWEB o o o digital marketing	Oct. 2020	Presence in Italy		
mara nara	Feb. 2021	Presence in United Kingdom		
	Feb. 2021	Presence in France		
ARALY FISION	Apr. 2021	Presence in the United States		
ventis	May 2021	E-commerce based in Italy		
sweeftdigital	Sept. 2021	> 200 developers and data scientists in Georgia. Customers in the UK, Italy, Georgia and Germany		
<elliot></elliot>	Jan. 2022	Reinforcement of digital marketing skills, creativity, data configuration in Georgia		
TREKRONORMEDIA*(76.1%)	Feb. 2022	Presence in the Nordic countries		

Other Initiatives				
		Area of expertise / complementarity		
d ad machina (51%)	Sept. 2021	AdTech technology platform based in Mallorca		
* lesalplanet	Oct. 2021	Making Science joins Local Planet as its specialized digital consultancy partner Network of 62 agencies in 85 markets		
ignite (24.9% joint venture)	Apr. 2022	Joint venture with pilot, one of the leading independent agencies in Germany		
making science Silverbullet (50.01% joint venture)	May 2022	Joint venture with UK data and digital transformation company Silverbullet Group Solutions for the privacy era		
making science N Ø 12 12 3 (60% joint venture)	Jan. 2024	Joint venture to operate in Finland with media agency NØRR3		

Analyst Coverage



Analyst reports are available to investors on the Making Science Investors page.





Analyst

Fernando Abril-Martorell

Analyst

Iván San Félix Carbajo

APPENDIX

Case Studies





CASE STUDY

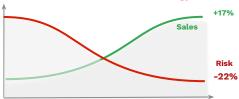
Gauss Al

MAPFRE increased sales by 17% and reduced the risk of non-payment by 22%, thanks to the incorporation of business data in its media strategy

MAPFRE has been the leading insurer in the Spanish market for decades and currently has a market share of 11.3%. MAPFRE has more than 6.5 million customers in Spain, nearly 11,000 employees and the most extensive distribution network in the insurance sector, with around 3.000 offices.

It also has distribution agreements with various financial institutions, enabling it to market its products through its branches.

360 Business Activation Strategy



"Technology as a key business lever"

The Challenge

In the insurance market, reducing claims and customer defaults is key. MAPFRE faced the major challenge of translating business insights into its media strategy to generate sales from new, low-risk clients.

The Approach

MAPFRE has developed a 360° media measurement and activation strategy to understand the user throughout the sales process, and thanks to this understanding, it was possible to create a risk scoring system to qualify users according to their risk of non-payment.

This strategy allowed us to bid for clients with a lower risk of non-payment to improve the profitability of sales, and not only have sales generated through Value-Based Bidding been more profitable for MAPFRE, but the algorithm has also been able to generate higher quality leads and sales at a lower cost.

Thanks to Google Value Based Bidding technology through the "custom variable adjustments" functionality in the new SA360 interface and end2end user traceability. We enriched the optimisation algorithms of paid media campaigns with business information so that they consider the value of the lead according to its real risk and, ultimately, generate more sales with higher profitability.

The collaboration with Making Science

The collaboration between MAPFRE, Google and Making Science allowed us to build an integrated strategy on three levels:

- Media activation
- Technology
- Business knowledge, thanks to which we have managed to exceed our defined objectives.

The results

- By bidding on tROAS with Value-Based Bidding, we generated 17% more sales while reducing sales categorised as high risk by 22%.
- Furthermore, by enriching the algorithms with business information, we improved the lead-to-sale ratio by +17% and a 20% lower cost per sale, thus achieving greater efficiency and generating more business volume with the same budget.

"With Value-Based Bidding, we reduced CPV by 20%, while at the same time improving profitability by increasing customer lifetime value and thus increasing efficiency."

— Jose Luis Luengo Zamorano, Deputy Director of Digital Business, MAPFRE

ESULTS

+17%

Sales



Marketing
PARTNER
AWARDS

-22%

Reduction of sales categorised as high risk

+80%

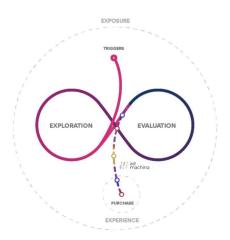
Cost per sale



Ad-Machina

A new tech integration allows Iberostar to increase their revenue in generic SEM campaigns +430%

Iberostar Group is a multinational Spanish travel company that has been around since 1956. Its headquarters is in Palma de Mallorca (Spain). Its hotel division, Iberostar Hotels & Resorts has more than 114 hotels in 18 countries. • https://iberostar.com/



The Challenge

During the pandemic, there were many factors that nearly ruined the travel industry including border and hotel closings, as well as a strong decrease in the number of flights.

The pandemic also changed the way people travel, giving more priority to leisure travel, and being more demanding about how and where they travel. Iberostar Hotels & Resorts decided to take on this challenge through optimizing their SEM campaigns.

The Approach

Iberostar hyper-personalized their ads for each user who makes a Google search using ad-machina technology that generates automatically hundreds of thousands of ads in multiple languages and adapts to changes in consumer behaviour thanks to continuous learn algorithms that make the most of cognitive biases* to move interested parties down the buying funnel.

Additionally, it has its own natural language generating capabilities to spontaneously generate ads with colloquial language, understanding what type of messaging will be most influential on each particular consumer.

*Source:Decoding decisions, Google

The collaboration with Making Science

Making Science is the digital partner for technology and marketing, specializing in e-commerce and digital acceleration, which accompanies companies in the digitization of their entire value chain.

As Google Premier Partners, our experience and our in-house developed solutions in combination with the Google Marketing Platform tools, allow us to offer a comprehensive quality service, providing high value to our clients' marketing strategies.

The results

- The project started with a simple AB test in their brand campaigns, in the UK and the USA. This test brought about a 15% net benefit, a 14% increase in bookings, and a 17% reduction in cost per click (CPC). These numbers are particularly impressive because Iberostar already had highly optimized campaigns.
- Since then, Iberostar has worked with ad-machina to expand the strategy to all its markets. These results are even more impressive: bookings have increased by 430% in generic search campaigns, and the Return on Advertising Spending (ROAS) has improved by 325%.

"Thanks to Ad-machina we started to be more relevant for the user."

— Pep Juaneda, Paid Traffic Area Responsable, Iberostar Hotels & Resorts

RESULTS

+430%

Revenue Generic KW



Marketing
PARTNER
AWARDS

x3.3

ROAS Generic KW

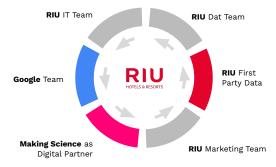


CASE STUDY

Custom CDP

RIU increases bookings by 99% thanks to its new business structure based on exploiting its First-Party Data

RIU Hotels & Resorts has more than 100 hotels in 20 different countries and more than 24,000 employees. RIU is currently one of the 35 largest hotel chains in the world, the third largest in Spain by revenue and the fourth largest by number of rooms.



The Challenge

The COVID-19 pandemic had a profound impact on the hospitality industry. Changes in tourist behavior, including a decrease in the frequency of travel and demands for more flexible hotel policies such as free cancellations, have challenged the industry. In the early parts of 2021, as the industry started to recover, RIU Hotels posed a challenge to Making Science and Google. They wanted to focus their customer acquisition campaigns on attracting more profitable users, without compromising the volume of conversions. This presented a difficult balance to strike, as they had previously been forced to choose between profitability and volume. The challenge emphasized the need to consider overall business outcomes, not just the results of each platform.

The Approach

With this in mind, we initiated the task of organising, making accessible, and utilising all available data at RIU's disposal. This covered a broad range of information, from their Customer Relationship Management (CRM) system detailing final bookings, cancellations, and customer recurrence, to digital data, call centre interactions, and specific information about each hotel. This holistic approach completely transformed RIU's working methods. The marketing, data, and IT teams needed to collaborate to establish a solution for storing, analysing, and applying business data. This resulted in the creation of their unique data architecture, underpinned by Google Cloud. They developed a Customer Data Platform (CDP), tailored entirely to their specific needs and organisational structure.

The collaboration with Making Science

Making Science is the digital partner for technology and marketing, specializing in e-commerce and digital acceleration, which accompanies companies in the digitization of their entire value chain.

As Google Premier Partners, our experience and our in-house developed solutions in combination with the Google Marketing Platform tools, allow us to offer a comprehensive quality service. providing high value to our clients' marketing strategies.

The results

The outcome of this collaboration was that RIU successfully established its 1st Party Data within its dedicated Google Cloud project. The data is now secure, structured, and most importantly, activatable (the new central core of its entire marketing strategy.) By leveraging this asset, RIU was able to implement more advanced technological solutions. These solutions, powered by AI models, harness the potential of RIU's 1PD. As a result, they have achieved an increase in both volume and profitability. Specifically:

A 99% increase bookings with 45% higher spend, achieved through the optimisation of ad copy with the current availability of the different hotels in real time.

Revenue increased by 250% with 230% better ROAS by predicting which users are most likely to cancel and which are most likely to complete the booking successfully.

"The challenge for all hotel chains is to try to sell more at a lower cost and in a sustainable way. This is what we are doing now."

— Eugenio del Pino, Director of Direct Sales RIU

RESULTS

+430%

Revenue **Generic KW**



x3.3

ROAS **Generic KW**



THE DIGITAL ACCELEDATION COMPANI