Why hello there.

Welcome to the Blast Radius brand book. This book is an overview of us – who we are and what we stand for; our past, present and future; and the values we embody as an organization. It's also a brief introduction to the work that we do and clients we go to bat for.

We're a growing, global company in an industry that's constantly changing. With 9 offices and over 400 personalities, it's tough to express our culture. But it's important that everyone is in the loop and on the same page as we move into an exciting new era – so, we created this book.

This is the first iteration of something that we hope will be read around the world by Blastees like you. Please take some time to read it and enjoy.

1.0UR JOURNEY

Before we talk about who we are and where we're going, let's talk about where we've been.

In fifteen years, Blast Radius has grown from a four-person start-up in a one-bedroom apartment into an international agency.

This section talks about the key stages in our development, which help define who we are today.

BIRTH 1996-1998

"Here comes the blast radius!"

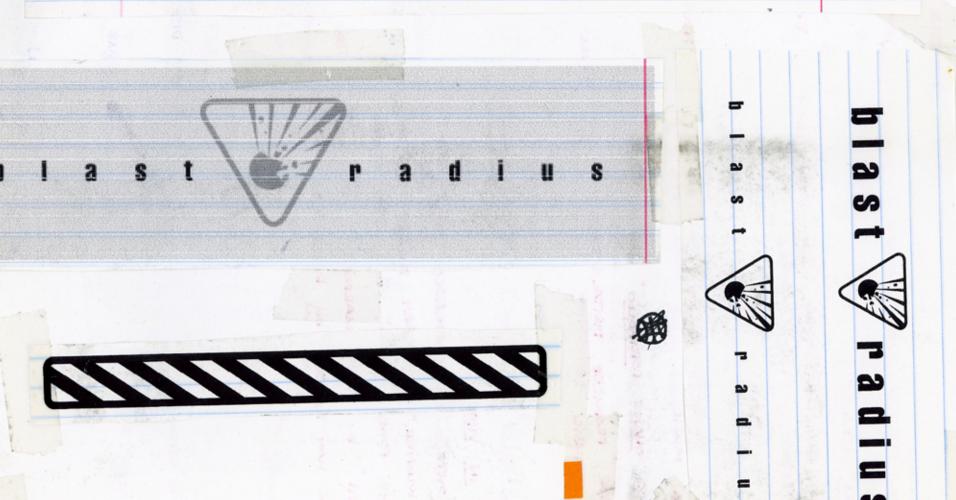
This phrase was first uttered at a Vancouver institution – Benny's Bagels. At the time, it was used to describe the intense, creative energy of one of our founders – who were recent grads of the Vancouver Film School's New Media program.

Later, it became our name because it completely captured the impact, power, and growth the founders foresaw.

At that bagel shop, four very different personalities were converged on a single idea: that the internet was about to change everything.

Sitting around the table were Gurval Caer – to the core, a driven businessman; the visionary strategist we know as Lee Feldman; Francis Chan, designer extraordinaire; and Gary Stuart – the 'people person,' whose networking and relationship skills set a precedent to this day.

blast radius





consult + analyze + plan + implement = produkt

b <mark>ast</mark> radius!"

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[INTELLEKT] [FONIK] [PRODUKT] [SHOKT] [TELEKAST]

O BLAST RADIUS COMMUNICATIONS INC.



BIRTH 1996-1998

Then and there, they knew they had the right combination to create an agency. Each brought something to the table, and through friendly rivalry they challenged each other to think big.

Blast Radius thus started in November 1996. We were a boutique digital agency specializing in interactive, immersive experiences for videogame companies. We developed some of the most creative, engaging sites around at the time – a time when most people weren't even using email.

Working out of a one-bedroom apartment, we impressed clients like Infogrames and Psygnosis with our well-developed consumer insights. From the get-go, we maintained an obsessive focus on customers.

TEEN YEARS 1998-2000

As we grew, we became experts in strategy, technology and design. Our 'big break' in the consumer goods marketplace was a website for the Casio G-shock. This lead to relationships with other major brands including Nike and Nintendo – companies we still work with today.

By 1999, while everyone else was selling websites, we were positioned as "a global Internet solutions developer, helping companies interact with their customers through Internet technologies – strengthening business relationships and competitive advantage."



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WE HAVE MOVED

Hey Kids, Blast Radius has moved its base of operations into the heart of downtown Vancouver's Gastown district to play with the Big Boys and to serve you better.

Come and check us out at our brand spanking new site at www.blastradius.com or feel free to drop by the new pad to say hi.



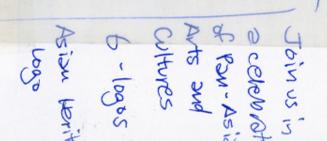
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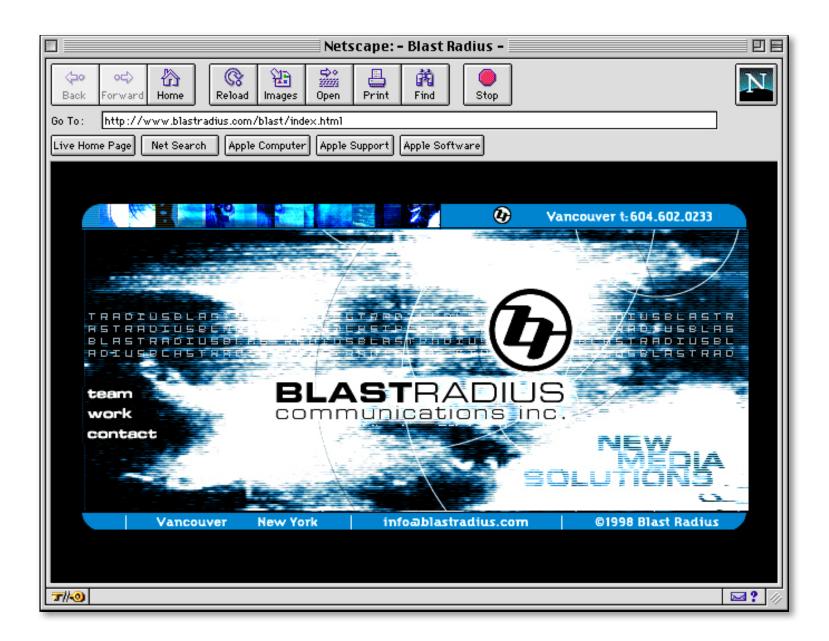




BLASTRADIUS communications inc.







TEEN YEARS 1998-2000

Soon, we were growing again – and quickly. With accounts like Nike, Nintendo, Casio, LEGO, MTV, Universal Studios and Atlantic Records, our single West Coast location wasn't enough, So we took our now-global business model to a global city – New York – and opened our second location. Before the turn of the millennium, Blast Radius also had offices in Los Angeles, Amsterdam, Toronto, and Vancouver.



ADULTHOOD 2000-2006

By the time the downturn began in 2000, we had forged relationships with more major brands. These relationships, along with diligent cost control and growing market recognition for our award-winning work, allowed us to survive the carnage that followed.

But the downturn changed the game. Measurable, bottom-line impact was more important than ever. So we asked ourselves: what could we do to offer more value? How could we do more to help clients tap into the power of networks?

We looked to our earlier work for inspiration. What we found was a common thread—an obsessive focus on our clients' customers. It was this focus that won us the Casio account in 1999. When everyone else was talking bells and whistles, we were talking about customers needs.



Blast Radius is a customer experience innovation firm. We design, deliver and optimize innovative, profitable customer experiences for leading global brands.

Merging deep insights into customer aspirations and the untapped power of networks, our work helps clients achieve a win-win between customer aspirations and bottom-line performance.

Learn more about our service offerings.

SUCCESS STORIES



Heineken

Connecting people to Heineken and establishing unity through clear, honest communication.

DOWNLOADS /

Get started down the road to customer experience excellence in 6 easy steps with the Practitioner's Guide to Customer Experience Management.



MEDIA CENTER!

October 4, 2005

Blast Radius Appoints Renowned Marketing Strategy Expert to Lead Strategy Group

August 31, 2005

Blast Radius Expands Presence in Bay Area

July 20, 2005

ADULTHOOD 2000-2006

We knew that customers needed the means to interact – to engage – with each other and with their favorite brands.

This was way before the Facebook days; no one knew what a "Like" button was or posed 140-character questions to brand managers across the continent. So when we built a community for Nintendo in 2001, it was nothing short of revolutionary.

We continued to marry our clients' business goals with the needs of their customers – a core practice that we now call the Shared Ideal.

ACQUISITION 2007-2011

On our 10th Anniversary in 2007, we had a lot to celebrate. But we knew we couldn't afford to stand still. So, our founders gathered together with a core group of staff to ask the question:

"What's next for Blast?"

We agreed that the company hadn't yet achieved its full potential. We were still inspired to grow, as a business and as professionals. We wanted to hone our craft, share our ethos with new hires, build new offices, and work on truly global accounts.

But for that, we'd need a bit of help.



ACQUISITION 2007-2011



The decision was made.

We needed to join a global network with the resources to help us grow and yet the structure to respect what makes us unique.

So we sought a buyer that had an international scope and established resources, but would let us retain our independence and entrepreneurial spirit – meaning Blast Radius could still be Blast Radius.

With that in mind, in October 2007, Blast Radius was acquired by WPP and Wunderman.

We were still Blast – the culture, staff and company remained essentially unchanged. But now, we were supported by our alignment with Wunderman.

This launched us into the global spotlight and gave us access to world-class clients and partnerships with other top-ranked agencies.

Suddenly, the industry's best-kept secret was making front-page news.

The New york Times

MEDIA & ADVERTISING

Media & Advertising

DEALBOOK

YOUR MONEY

WORLD U.S. N.Y. / REGION BUSINESS TECHNOLOGY OPINION SCIENCE HEALTH SPORTS

WPP Group Buys a Top Digital Agency

WORLD BUSINESS

By STUART ELLIOTT Published: October 25, 2007

For the second time in six weeks, the WPP Group, the giant advertising company, has bought a leading interactive agency as part of a digital shopping spree.

WPP said yesterday that it had acquired Blast Radius, an agency based in Vancouver, British Columbia, that also has offices in Amsterdam, London, New York, San Francisco and Toronto. The financial terms were not disclosed.

Blast Radius, which opened in 1997, works for marketers like Nike, Starbucks and Whirlpool. Its revenue last year was 41.8 million

Canadian dollars (about \$43 million).

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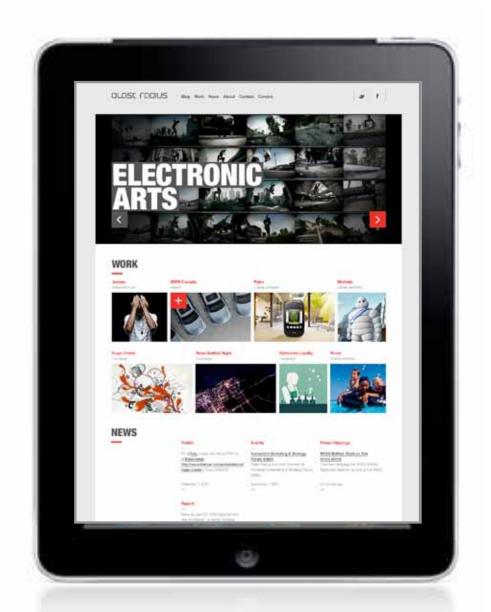


ARTS

RESEARCH

Keep up with the daily Politics e-m

Blast Radius is considered a specialist in the growing realm of social networking, which is



POST ACQUISITION 2011

a A V Id

Since the acquisition, Blast has grown to 400+ people. We attract and retain top talent from around the world.

With the support of Wunderman, we've also added four new offices – Paris, Seattle, Hamburg and Portland. Through hard work and collaboration, we've signed several major global accounts, including Ford, NIVEA, Bacardi, Michelin, Microsoft and Nokia.

And yet we remain an independent brand.

We've ridden highs and lows, booms and busts, and the rise of social and mobile, always looking for innovation to boost clients' brand & revenue.

A focus on customers and an entrepreneurial spirit that exists in all of us have bound us together and enabled the work we've always loved doing – creating amazing consumer experiences.

So, who are we now?



Our tagline – the essence of who we are and what we offer. Our brand promise, if you will:

DLOST FOOIUS

YOUR AGENCY FOR A CONNECTED WORLD.

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ABOUT US

In 2011, Blast Radius helps build our clients' businesses by connecting brands and consumers in creative and innovative ways.

We uncover the shared ideal that lies at the intersection of consumer passion and brand purpose and bring it to life in always-on brand experiences and integrated campaigns.

At a glance, we are:

- A global agency, with 10 offices in Amsterdam, Dallas, Hamburg, London, New York, Paris, Portland, Seattle, Toronto and Vancouver.
- A team of over 400 employees.
- Trusted by clients like Starbucks, Nike, Microsoft, Bacardi, Nokia, BMW and NIVEA.
- A proud member of the Wunderman network.

OUR VALUES

Our four core values encompass our culture, from Vancouver to Hamburg. We pride ourselves in being diverse people plugged into the global spirit of our time.

1. Innovation

We love strategy, insights & creativity, rooted in the desire to drive business impact for our clients.

2. Talent

We're agents of change.
Visionaries, risk takers &
collaborators. We're students
& activists of culture & world
events. To us, hierarchy
doesn't matter – if you're
good, you're respected.

3. Results

We love doing what it takes to win. Going the extra mile and not being satisfied with second place. This leads to heroic efforts for results – from pitches to strategies & campaigns.

4. Passion

We love getting creative about how technology & media can help brands adapt. We celebrate the craft & are fanatics for continuous evolution.



OUR SHARED IDEAL

We are also global digital entrepreneurs, with a unique perspective born through our individual experiences and shared ideals.

1. Rebellious

Born in Vancouver, far from Madison Ave & advertising – not a blue blood but a red blood. A digital entrepreneurial shop battling the incumbents. Believers in the democratization of communications by putting power into the hands of consumers.

2. Empowering

We have always believed that marketing should inspire & empower people as a valuable first step in our experiences with a brand. This empowering approach leads to strong loyalty and sales.

3. Diverse

Founded by people with different skills across technology, strategy, design, and client management, we have always been about diversity. We pride ourselves for being culturally & geographically diverse, and so is the Wunderman network.

OUR DIFFERENTIATORS

We are who we are because of our people. Together with our approach, they are our key differentiators.

1. Strategic

We're all strategists. Our work starts with strategy to ensure creative ideas are aligned to the brand, audience and business objectives. Thinking beyond campaigns, these approaches are based on operational & business realities to deliver results.

2. Innovation / Creative Approach

Born online, we're not about push or interruption-based advertising. We try to understand the unmet needs of consumers and how technology can help meet them.

We are creatively wired & inspired by technology, which helps us create new ideas for a world that has changed fundamentally.

4. ROI Focus

We have always been focused on the results & business impact of our ideas, rather than relying on gimmicks that win awards. Our teams are continuously developing the strategies to drive success and the tools to track those metrics.

OUR OFFERINGS

Clients turn to us for two things: innovative marketing and branding, in whatever form that takes.

1. Brand Strategy

Defining all dimensions of a networked brand for the digital age. At its core sits a Shared Ideal that unites the brand with its consumers in a relevant, meaningful & valued way.

2. Brand Experience

The development of assets, platforms and apps to engage with audiences and meet marketing objectives. Based on the Shared Ideal as defined at the brand level.

3. Brand Management

Deployment and management of programs that allow for always-on engagement with audiences.

4. Brand Intelligence

Information gathering & analysis of brand and program performance to optimize effectiveness of future creation & activation.



BRAND INTELLIGENCE

OUR DIVISION

Supporting us is Academy – a digital think-tank headquartered in Vancouver, B.C., Canada

An environment of ideas, exploration & digital innovation, Academy creates memorable and sustained storytelling performed on the stages of digital & social technology.

Academy's work includes creative strategy, original content production, campaign execution & game development for forward-thinking & ambitious brands.

Blast & Academy have been the go-to digital partners for Nike's Jordan brand the last 10 years. Our work includes creative strategy, original content production, campaign execution & game development.

OUR PARENT

Wunderman is our parent company. They help brands find the right customers & facilitate consumers connecting with the right brands.

The world's first direct marketing agency, Wunderman has a data & insight heritage that provides the foundation for today's success.

Wunderman has 145 offices in 55 countries & the ability to be both local & global through the collective global best practices of their network.

The Wunderman Network includes ZAAZ, These Days, KBM Group, AGENDA, Designkitchen & more.



- World's most engaging global brands
- Revenue over \$4B
- Or subsidiaries of large companies
- Global presence
- Marketing executives
- Key industries: consumer goods, hospitality, automotive, telecom



BLAST RADIUS YOUR AGENCY FOR A CONNECTED WORLD.



So what sort of experiences have we created? This next section provides a few examples of our recent, innovative and successful projects.

GLOBAL SITE: NIVEA

We designed a global site for NIVEA. Sounds like no big deal? This one included a new CMS system, allowing 65 different countries to conduct campaigns in their local markets.





GLOBAL SITE: MICHELIN

We redesigned Michelin.com and are implementing a new web platform for a global site with local activation. So far, it has been rolled out across 23 countries and counting.



MICHELIN

MOBILE: STARBUCKS

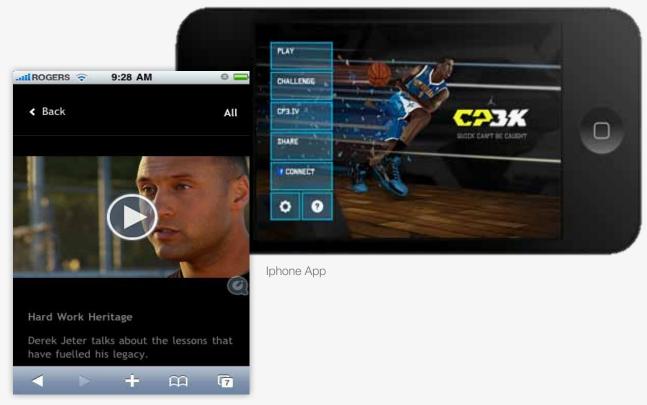
We've created multiple mobile experiences for Starbucks, ranging from retailer-locators to mobile websites, and enabled customization and quicker payment.





MOBILE: JORDAN

Mobile experiences are core pieces of our Jordan digital marketing strategy. We have created many iPad and iPhone apps, games and mobile sites.



Mobile Site

MOBILE: NIVEA

The NIVEA iSUNCARE mobile experience is a relevant, innovative utility that gives customers an opportunity to interact with the brand on a daily basis in a meaningful way.



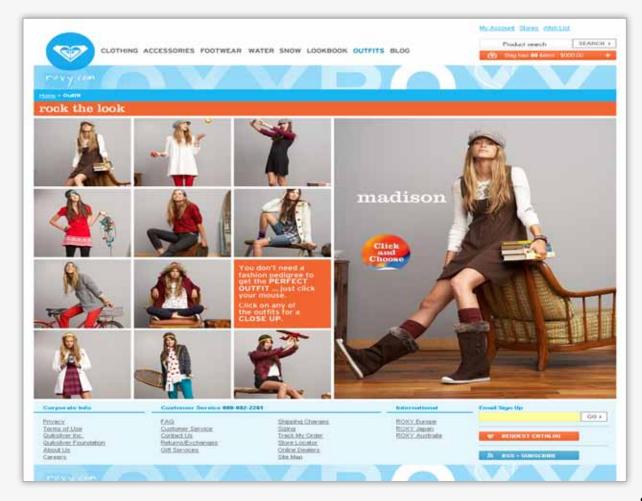
Iphone App



Mobile Site

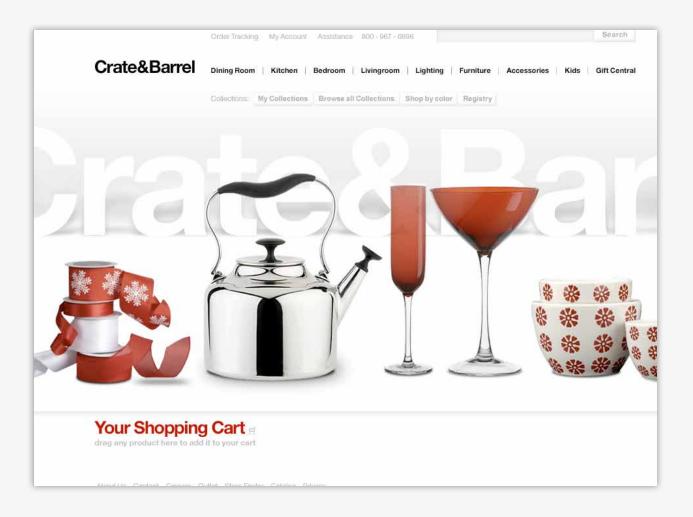
E-COM: ROXY

We helped Roxy become the first surf brand to sell directly to consumers online. We integrated great user experience with a prebuilt GSI back-end system.



E-COM: CRATE & BARREL

We redesigned Crate & Barrel to improve the user experience, and conversion went up 10%. Proof that a focus on the user generates measureable results.



RETAIL: JITV

We don't stop with the online experience. We also prototyped an in-store retail concept and touch screen kiosks for Nike Jordan.







SOCIAL: STARBUCKS

We are the digital AOR for Starbucks. A true social media success story, they are one of the top brands on Facebook with over 20M fans, and over 1.5M Twitter followers.



SOCIAL: BACARDI

We meet customers where they are – and in Bacardi's case, that's popular online humor hubs. So we partnered with Jake & Amir of the College Humor Network to create new and compelling content for Bacardi that embodies the brand.

The campaign achieved 500,000 + fans on Facebook in less than 3 months.



SOCIAL: JORDAN

We launched Facebook and Twitter channels for Jordan in the fall of 2010. We have a full-time employee who is the voice of the brand, travelling to events and engaging with customers in real time. We have accumulated over 450,000 fans in less than 5 months.



EMAIL: XBOX

We created a pilot "Rewards" program for Xbox to drive gold retention. It ended with recordbreaking metrics across the board, with up to 74% email open rates and 74% click-through rates. Not a numbers geek? Take our word for it; that's a lot.



ADVERTISING: STARBUCKS

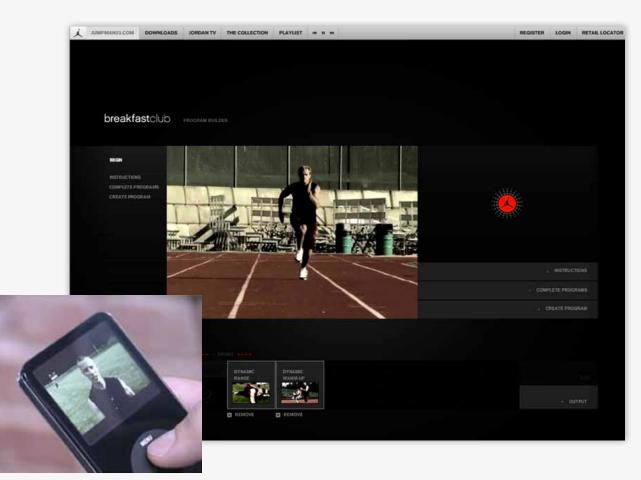




PRODUCT EXTENSION: BREAKFAST CLUB

We created Breakfast Club for Jordan to give participants the tools to turn dreams into goals with a plan. Peer assessments and evolving exercise programs gave participants a reason to care and return over and over again. The Breakfast Club tour featured coaching authorities and Jordan athletes on mobile interactive kiosks.

This project won a Forrester Groundswell Award for Social Media "Enabling".





And now you're wondering what's next for Blast Radius.

We're a forward-thinking company and we're focused on the future. That means we keep an eye on the ever-growing digital industry, as well as changing customer needs and our own evolving expertise.

We feel we're well-positioned to transition into this exciting new world.

In the new world, everything is becoming digital – if it's not digital already.

The world continues to go through a massive media and cultural shift - the social web is an evolution in the way people communicate and interact on an everyday basis.

With ever faster rates of technology change, brands are finding their media plans obsolete & their products commoditized.

Executives are trying to understand the impact of these changes and how to allocate marketing resources.

THE NEW WORLD



New opportunities are being created for great brands to emerge.

Still, the territorial battle between so-called "digital" and "traditional" agencies continues. But as the market evolves and the world itself becomes increasingly integrated, the divide narrows.

The agencies that will succeed must do a multitude of things well:

First, they must tell a story and generate interest and buzz in a brand. They must cut through the clutter and capture the imagination.

Second, they must deliver. Brands must provide consumers with more than a moment of entertainment. They must create innovative experiences that engage, inform, and provide true value. In new, exciting and unexpected ways.

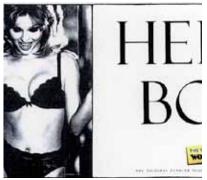
OUR TASK

Become more entertaining

Become more titillating

Become more humorous







OUR TASK

Become more connected



Become more empowering



Become more inspiring



GREAT BRANDS

To engage & connect in this networked world, brands need to create an ecosystem:

- Of earned, owned & bought media working together to drive reach, sustained awareness and engagement.
- That is always on, always engaging.
- Based on a Shared Ideal a commonly held belief between a brand and a consumer that is participated in by both, which empowers and connects customers while driving deep engagement & sales.

This is where we can excel.

We've spent fifteen years developing the skills and experience to help brands achieve this ecosystem.

Hence, our mission - which guides everything we do.

















OUR MISSION

We're a digital agency that helps drive our clients' business by connecting their brands & consumers in creative & innovative ways.

And going forward?

We will continue to grow in new ways, better serving our clients' changing needs. This is our inspiration and our vision for the future.

OUR VISION

Interactive technologies are now the foundation of marketing – creating an opportunity for Blast to build up the brand strategy, creative, technology, media, content and analytic capabilities needed to help lead the brand.

Blast Radius will become the lead agency that marketers call on to create great brand experiences

for the connected consumer

Consumers value social interactions and inspiring experiences. They are always on and always connected and expect their attention to be earned. Great brands need to be always on, always engaging, always top of mind, and earn their way.

We advocate innovative brand models which fuel revenue growth by connecting, empowering, and inspiring companies and consumers, thereby creating indispensable relationships.



We hope this is a helpful overview of our past, present and future. However, this is a brand book – not a bible. It's simply one iteration of the Blast Radius story to date.

As we continue to pursue our vision and grow, so will our story. And we ask that you all add to it by driving innovation each and every day.

Of course that means in big ways – by contributing to your projects and teams and striving to do your personal best.

But it's also the little things. If you can think of something that would add to your office or our culture, don't wait for it – make it happen. We'll leave you with this story; it's one little way a Blastee made an impact every day.

When Tim Darragh first started in our Seattle office, he noticed the monitors in our lobby, each with the same boring image. Tired of staring at them day in and day out, Tim decided to make a few signature screens that convey our personality. So, he did. Those are the images you see at the end of this book. And in some of our lobbies every day. And, if you'd like, on your own screen – download the screensaver and other marketing assets (including templates and logos) at:

http://intra.blastradius.com/display/MKTG/Home





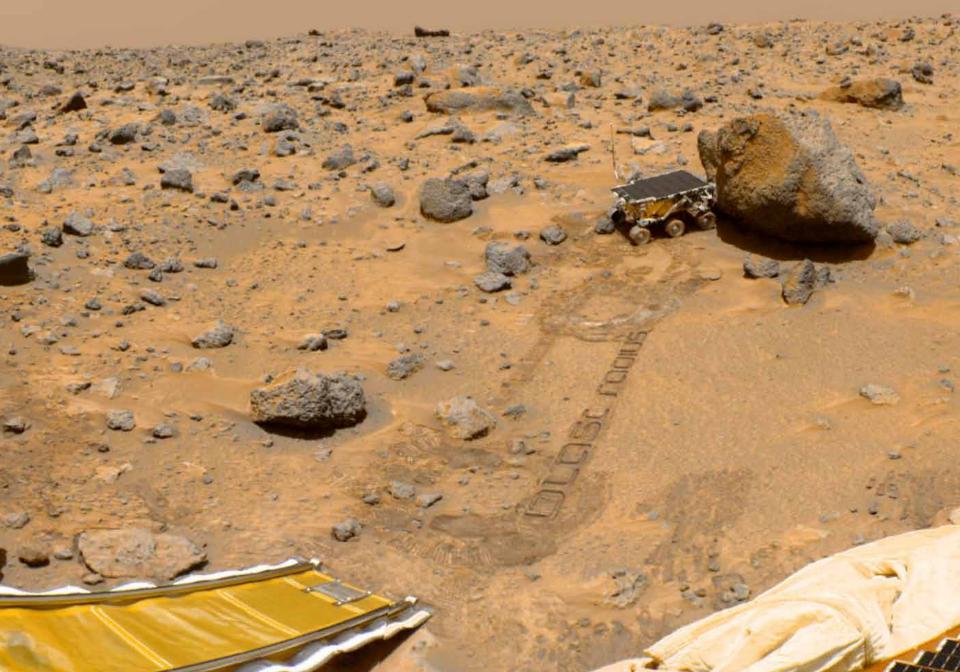




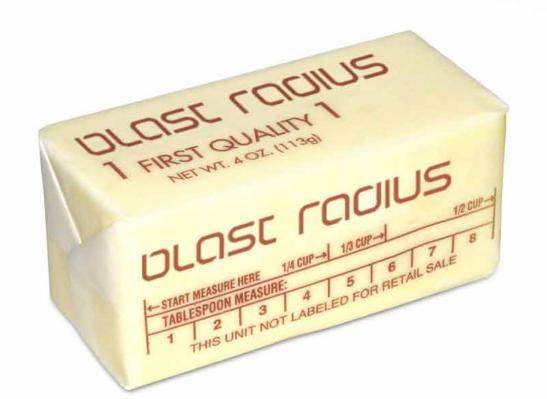
Queen to Bishop 3, Bishop takes Queen, Knight takes Bishop. Mate.

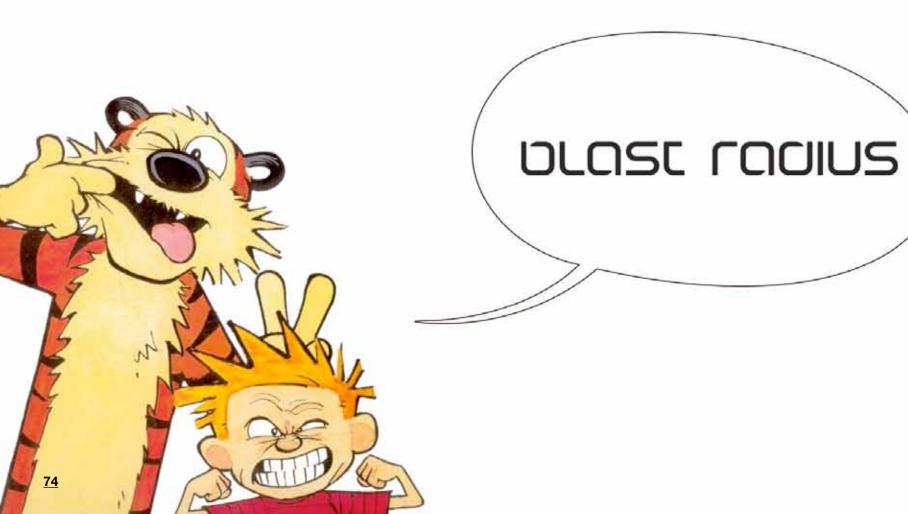
DLOST COOIUS











ACKNOWLEDGMENTS

Special thanks to the blastees who contributed to this presentation:

Robin Rowley, Per Hansson & Simon Hardy for creating the inspiring Blast demo reel

Robin & Heather Stoutenburg for editing, writing and coordination

Francis Chan for providing the historical assets, founders photo, & history concept (originally from the BR brand launch 2007)

Nike Golf Pitch team including Sam Dallyn, Mark Ury, Chris Coghlan & Sean Crawford for the case studies & slide template

Minda Sherman for her help with our values

Lee Feldman for his thoughts on the acquisition

Blast Radius Europe for the Eye of Sauron services diagram

Tim Darragh for the closing slides & screensaver

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The SMM for their input in Miami

Gurval, for painting an inspiring vision (many many times)

Brian Mitchinson, June 2011