

Collection of Case Scenarios identified in Spain





Title of the	A new website for ACICOM
learning object	
Thematic area	✓ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://youtu.be/wJkzWmdz16Y
Description of the context	ACICOM, Citizenship and Communication Association, was born in 2009 in Valencia with the aim to protect the citizens' right to access information, free expression and communication. The association works on improving the quality of the citizens' digital media diet, also trying to reduce the digital gap through workshops on communication techniques for both individuals and civic association, debates, conferences, press initiatives, etc. ACICOM is also officially recognized as a Consumers' Association. The association has a 1.0 website and is planning to set up a new 3.0 website, which will integrate some technical solutions, like electronic newsletter, etc. The aim is to structure all the information in a simpler way and to reach out segmented audiences. It should also be more interactive and, at the same time, user-friendly. Although the available resources are not many, the association cares a lot about "social marketing" and try to reach out new audiences using social media, especially Facebook. Social media usage is quite limited to Facebook as this is the simplest channel that the majority of the board members are familiar with the most.
Practical activity to be performed Results to be achieved	Activities Go through and analyse the Video interview to ACICOM President and understand is expectations Imagine and design a new website proposal as you should present it to the association board members.
	Results 1 new website proposal
Guidance, suggestions and mistakes to avoid	 Analyse the existing website to keep in mind the elements that association is happy with in order to integrate them in the new proposal Search for 3 similar associations' websites and keep note of some innovative elements Listen very carefully to the needs expressed in the video Get it interactive and modern but no too sophisticated.



Project partners will have to produce real life case scenario learning objects, related to the video interviews

Each learning object will start from interesting inputs coming from the interview with entrepreneurs/company manager.

Title of the	Improving the company website for Ascensión Latorre
learning object	
Thematic area	X Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://youtu.be/AlxkDa0P3DI
Description of	
the context	Ascensión Latorre is a family company with 42 years of experience in manufacturing medium and high standard design furniture. The target of the company are medium-high buying and wealthy power customers, that search for tasteful luxury products.
	Since the very beginning of the business, the company has been paying a lot attention to the brand and visual identity, managed and supervised by a graphic designer with expertise in premium lifestyle. The brand of the company well transmits the originality and singularity of its products, and is considered one of the most valuable asset of the company.
	The company has a person, responsible to manage social media profiles, that aim to transmit values and vision of the company through the items, rather than simply showing commercial products.
	The company webiste has been created by a famous graphic designer, and staff is satisfied with it, as it is modern, fresh and original. Nevertheless, the company would like to improve it, adding new functionalities like a 3D gallery section, to let customers better create their projects, or integrating a simpler and more updated payment platform.
Practical activity	Activities
to be performed	
to be periorified	Go through and analyse the Video Interview to the financial manager of Ascensión



Results to be	Latorre and set up a plan to improve the website of the company.
achieved	
	Results
	1 Proposal for a webiste
Guidance,	Analyse the company webiste, paying attention to the different products
suggestions and mistakes to avoid	 Search for similar companies webiste who has integrated 3D gallery sections
	 Set up a plan to integrate this new functionality and other improvement that fits with company's needs.



Title of the learning object	Analysis of ASEPRI'S Social Media Marketing Strategy
Thematic area	☐ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☑ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=VXcdw9CqSq4
Description of	
the context	Spanish National Association for Children's Fashion and Childcare, (ASEPRI), located in Valencia, gathers 300 brands for kids fashion, footwear and childcare.
	The main mission of the association is supporting its members to operate internationally, also providing them whit tools and orientation to foster innovation. ASEPRI'S clients are Spanish manufacturers of children's fashion and footwear, childcare or international manufacturers with headquarter in Spain.
	On February 2017, the association opened a new-brand website that led to increasing a 50% the number of visits. It also manages another website, aimed at promoting its members' products on the international markets, and through which members are also informed about business opportunities. From September 2017 the association is also working more on SEO to improve the effectiveness of the website.
	Currently ASEPRI outsources the services of a Community Manager and is active on Instagram, Facebook, LinkedIn, YouTube and Twitter page. Each page has its target market.
Practical activity	Activities
to be performed	Go through and analyse the Video interview to ASEPRI director
Results to be achieved	Make an Analysis of the Social Media Marketing strategy
	Results 1 Analysis of the Social Media Marketing strategy
Guidance, suggestions and mistakes to avoid	 Have a look to the association's social media pages Analysis the way the Community Manager is managing the pages Find out strengths and come up with at least 3 suggestions on new measures to introduce



Title of the	Interview Ciber Computer Algemesi – Spain
learning object	5
Thematic area	☐ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	✓ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=gA05Dj17-ww
Description of	
the context	The company works in the IT sector; it sells and provides repairing services to final clients and also offer more complex services and solutions to companies, like managing company servers, integrated company management services, managing domains, e-mail accounts, social networks, etc.
	The company has different webpages: the corporative one that was set up by Wordpress at the vey beginning, and that is still operative today, a webpage dedicated to the repairing service, aimed at the management and sales of repair material for mobiles, tablets, laptops, computers, another one aimed at the sale of ink, toners, consumables, etc. The company also has one dedicated to the social networks, displaying tutorial through a Youtube channel.
	The company is quite satisfied with their brand and visual image.
	In terms of social networks, the company is already using them (like, Facebook, Youtube, Twitter and Linkedin), although it is willing to improve their use for marketing purpose and to invest more in them, having a person responsible to manage this specific area.
	The main goal the company wants to achieve through social networks is made the company be broadly known and to reach out new customers. The main message to be transmitted is Confidence.
Practical activity to be performed	Watch the video carefully and have a look at the company's social media pages. Then identify the improvements that could be made in terms of social media marketing strategy.
Results to be achieved	1 social media marketing strategy plan that meets the company's needs in terms of goal and message to transmit.



Guidance and
suggestions
Mistakes to avoid

- Analyse the company's social media pages
- Analyse the expectations that manager expressed in the videos
- Make the strategy appropriate to the expectations and the image of the company.



Project partners will have to produce real life case scenario learning objects, related to the video interviews

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Title of the	Improving the webiste of the El Moli Lab
learning object	
Thematic area	✓ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	ttps://youtu.be/cdaUfmGFXQg
Description of	
the context	EL MOLI LAB is a co-working and collaborative space located in a very natural and farming environment, that promotes sustainable creativity and supports a community of freelancers to develop their own projects and small businesses.
	It also develops its own agenda of training activities, leisure and cultural events, with the aim to offer development opportunities and to create community.
	Its webpage is structured accordingly two main purposes: on one hand, to give visibility to the co-workers and their project/ businesses, on the other, to promote the services provided, describing spaces that can be asked for rent by individuals, companies and organizations. The director would like to integrate some functionalities and make it more interactive.
	Concerning the social media, the co-working has profiles in the main ones, and also has a social media marketing strategies, developing online and payed campaigns through Facebook ads, etc. The co-working is willing to keep working on these campaigns and to integrate new ones in order to achieve a bigger impact.
	The logo is meant to transmit the double spirit of the project: tradition and innovation.
Practical activity	Activities
to be performed	
Results to be	Go through and analyse the Video Interview to EL MOLI LAB Director and make a
achieved	proposal on how to improve the co-working webiste, integrated new functionalities.



	Results 1 Proposal of a new Website.
Guidance, suggestions and mistakes to avoid	 Analyse the existing webiste Keep in mind the needs that have been expressed by the director in the video and the eventual suitable functionalities. Have a look at similar companies webiste to get some inputs.



Title of the	Exponent
learning object	
Thematic area	☐ Development or improvement of the company website
	Development or improvement of the visual identity of the company
	✓ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=wGFglG20RDs
Description of the context	About the 90% of the activities run by the Exponent deal with counselling in the sector of insurance and finance sector. Besides that, the company provides additional specific services, like: 1. Innovación Aseguradora (Security Innovation): a forum about innovation and studies related to technological solutions and social media in the financial and insurance sector 2. Two technological solutions: Aimfri that is an e-commerce platform for insurance and Weanalyze , a platform for the analysis of open data.
	The company has different web pages, one for each activity. Exponent Website summarizes all services and activities. Furthermore, specific webpages are available for specific services; Innovación Aseguradora has an its own page which displays analytical reports, as well as Weanalyze which provide through its page the marketing of the services of the analytical platform. From an architecture point of view, all three pages have been set up by Wordpress.
	The company also works with different types of architectures, for example the analytical solution which is not a real web page, being platforms which are not available to the public.
	The company is willing to keep improving the branding and visual identity, differentiating the strategies according to the 3 different typologies of services offered (3 brands above mentioned). Company do not invest much in Social Media Marketing (i.e. does not run online adverts campaigns) and not use SEO or SEM as it considers more relevant to develop an efficient networking strategy, considering the most part of their work is a Business-to-Business type. That is why the social media most used by Exponent is Linkedin.
Practical activity	
to be performed	Design a social media strategy suitable to increase business relationships and networking with new customers, in the framework of the B2B context
Results to be	1 Social Media Strategy plan for networking and reaching out new customers



achieved	
Guidance and suggestions Mistakes to avoid	When designing the Social Media Strategy plans, please, take in mind the expectations of the company, the type of business it runs (B2B) in order to select the most suitable social networks and create an adequate plan.



Title of the	New Website for FyG Consultores
learning object	New Website for Fyd consultores
Thematic area	✓ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=xmQWzFX4Tfs
Description of the context	FyG Consultants is a strategic consultancy based in Valencia, specialized in internationalization and innovation for companies. FyG provides several kinds of services to companies, on one hand, to support them throughout their internationalization process, and on the other hand, to help them implement some innovation. The company also takes part in several EU projects, and orientates other entities on how to participate and to apply for the most suitable programs. Due to the diversity of the activities developed, (advisory services for internationalization, participation in EU projects, etc.), the amount of information is quite big and demands a constant updating of the website as well as a strategic use of social media, each of them aiming at reaching specific target group and goal. The most used are Facebook, Twitter and LinkedIn. Facebook is mainly used to target young people, LinkedIn has a more extensive use in professional field, and Twitter is being used as an additional tool, with no specific target. Due to the dynamism of the company, the CEO stresses the need to adjusting both website and the brand to the continuous evolution of the company. He also mentions the challenge to clearly explain what the company is about to a new public.
Practical activity to be performed Results to be achieved	Activities Go through and analyse the Video interview to FyG Consultores CEO and understand his expectations Imagine and design a proposal to update the website according to the needs expressed by the company Results 1 plan to improve the website
Guidance, suggestions and mistakes to avoid	 Analyse the existing website of the company and pay attention to the different services it offers and the activities it carries out Have a look at 3 similar companies' website Come up with ideas to organize contents and sections in a very accessible way Think about some solutions to facilitate the ongoing updating





Project partners will have to produce real life case scenario learning objects, related to the video interviews

Each learning object will start from interesting inputs coming from the interview with entrepreneurs/company manager.

Title of the	
learning object	Social Media Marketing Strategy for Márcate Camisetas
Thematic area	☐ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	X Development or improvement of the Social Media Marketing strategy
Link to the Video	
	https://www.youtube.com/watch?v=ZuuqwJj1JTQ
Description of	
the context	Márcate Camisetas is dedicated to textile printing, on t-shirt, jumpers, bags, hats
	and any other textile items. Clients are very different, and can be both individuals or companies.
	The company has a webiste, that is being constantly updated and changed, and
	through which clients can consult the rich stock of products, send orders and personalize them.
	Company has also Facebook and Instagram, and is very aware of the importance
	to exploit the social media potential to reach out new clients. Social media pages are managed by the 2 managers of the company, according to their availability that usually changes depending on the work load.
Practical activity	Activities
to be performed	Go through and analyse the Video interview to Márcate Camisetas Manager and
Results to be	figure out a suitable social media marketing strategy for the company.
achieved	
	Results 1 man and of Conicl Modin Mankating attracts and
Guidance,	1 proposal of Social Media Marketing strategy
-	Have a look at the company social media pages Set up an integral social media marketing strategy to promote the
suggestions and	 Set up an integral social media marketing strategy to promote the company services and products
mistakes to avoid	Take in mind that managers have not so much time to spend on it, so
	make it clear, easy to run and effective.
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Each learning object will start from interesting inputs coming from the interview with entrepreneurs/company manager.

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Title of the	
learning object	Social Media Marketing Strategy for Museo Valencià de la Festa
Thematic area	☐ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	X Development or improvement of the Social Media Marketing strategy
Link to the Video	
	https://www.youtube.com/watch?v=52Ah2OtHfGE
Description of	The Valencian Festivity Museum is a local museum, based in Algemesì (Valencia)
the context	with an international prominence, and promote the Festivity of the Holy Mother
the context	of the Health, officially recognized by UNESCO as cultural heritage of Humanity.
	of the Health, officially recognized by ONESCO as cultural heritage of Humanity.
	Besides the permanent exhibition, the Museum also host temporary exhibitions of
	modern art, traditional clothing, etc.
	The Museum has a webiste that, although attractive, is being constantly under
	review and need to be improved to be more modern and updated.
	As to social media, the Museum has a Twitter and Instagram pages. The Museum
	director is full aware of the key role of social media nowadays, and how appealing
	and captivating can be working on them. Nevertheless, the Museum has limited
	resources to invest more in them; they also would like to do more and better in
	social media, and to exploit their full potential to promote the cultural heritage
	worldwide.
Practical activity	Activities
to be performed	Go through and analyse the Video interview to the Director of the Museum, and
Results to be	figure out a suitable social media marketing strategy.
achieved	
	Results
	1 proposal of Social Media Marketing strategy



Guidance,
suggestions and
mistakes to avoid

- Have a look at the Museum Instagram and Twitter pages
- Have a look at the social media pages of other intangible heritage museums
- Set up an integral social media marketing strategy to promote the Museum, the festivity and other activities
- Take in mind that Museum staff have not so much time to spend on it, so make it effective and handy to use.



Title of the	Strengthening the Social Media Marketing for Pixelarte
learning object	
Thematic area	☐ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	✓ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=C_R3ry4y0Ww
Description of the context	Pixelarte is a design studio, located in Valencia, dealing with web and graphic design. The studio is mainly engaged in designing all the items related to the identity of a company, from the logo, the website, the dossiers and any type of catalogue and digital or print assets.
	The main objective of the studio is supporting companies and professionals in communicating and promoting themselves. The studio team is composed of young and very dynamic people. Being a design studio, a lot of attention is paid to the website in terms of quality of the contents and images as well as to the care of the visual identity, aiming at transmitting clear messages (like trust) to the target audience.
	Social media are also a key element for the company that is strategically using them according to each specific purpose and target groups. Pixelarte has online presence in Facebook, Twitter, Instagram, Pinterest and Behance. Accordingly to the identity of the company and its professional sector, Pixelarte make a more intensive use of Behance and Instagram.
Practical activity	Activities
to be performed Results to be achieved	Go through and analyse the Video Interview to Pixelarte Creative Director and make a proposal on how to improve the social media marketing strategy as you should present it to the creative director.
	Results 1 Proposal of Social Media Marketing containing suggestions to improve the existing strategy.
Guidance,	Analyse the existing PIXELARTE social media marketing strategy, pointing
suggestions and	out both strengths and aspect to be improved
mistakes to avoid	 Search for 3 innovative marketing measures for design studios
	 Keep in mind that the studio has a lot of expertise in communication, so try to find very innovative and new solution to strengthen their social media marketing



Title of the	New Website for RuralDev
learning object	
Thematic area	✓ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=IVZ1mIqpc
Description of	RuralDev is a Social Start-up dealing with NGO management and local farming
the context	development. The mission of the start-up is to connect local companies with non-profit organizations in developing countries, offering the latter with technological solutions or other kind of aid to improve their performance. The role of the companies is to fund the project that benefits small NGOs through their CSR policies.
	To make connections, communication strategy is both directed to the companies (""sponsoring clients") and the NGOs ("beneficiary clients"). As the team is composed by only one permanent person while the rest are volunteers, human resources composition is constantly changing so the manager is the one who deal most with the social media; Facebook, Twitter and Instagram.
	The manager stresses the need to have a new updated webpage, as the existing one was created at very beginning of the project.
Practical activity	Activities
to be performed	Go through and analyse the Video interview to RuralDev Manager and understand
Results to be	her expectations
achieved	Design a proposal for a new and more completed webpage
	Results
	1 Proposal for a new webpage
Guidance,	Analyse the existing webpage, taking notes of the key elements to be kept
suggestions and	and the shortages to be covered
mistakes to avoid	 Have a look at 3 similar companies' website to get some inputs Think about innovative and suitable technical solutions to be implemented Keep in mind who are the main target groups the start-up aim to reach out
	 Don't get it too complicated. Remember that, currently, the start-up does not count with fixed human resources to maintain it.



Title of the learning object	Proposal for improving Social Media Marketing for The Social Nest
Thematic area	☐ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	✓ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=XB8DlhjbJ_8
Description of the context	Social Nest is an organization founded at the end of 2010 with the aim of generating a positive social and environmental impact through entrepreneurship, supporting people in developing entrepreneurial initiatives with high social impact. The services provided by the Foundation are: support services, training, advice, networking, events, contacts and facilitation to access funding opportunities.
	The Foundation also runs a co-working space, The Nest space, an innovation and entrepreneurship hub that facilitates collaboration and networking among companies, investors, mentors, etc., also providing workshops and knowledge sharing.
	The Foundation manages two interlinked webpage; one for the Foundation and the other one for The Nest collaborative space. It is also active in social media, like Facebook, Twitter and LinkedIn and some inversions have been also made to increase the results of the social media strategy.
	A next step would be open an Instagram account for The Nest space; it would be a first experience in the Instagram. The logo has been recently renewed and the team is very satisfied with it as it well reflects the essence and the spirit of the foundation. The aspiration of the Foundation is growing nationally and internationally, it is already supporting foreign people in developing their entrepreneurial initiatives.
Practical activity	Activities
to be performed	Go through and analyse the Video interview to Social Nest President and
Results to be	understand what the next future steps the foundation would take are.
achieved	Set up a proposal for strengthening the Social Media Strategy
	Results
	1 proposal for strengthening the Social Media Strategy
Guidance,	Analyse the existing Social media pages of the Foundation and The Nest
suggestions and	space
mistakes to avoid	 Think about how to increase the strategy, especially for The Nest space Do not forget to keep both a local and international approach
	2 Do not lorger to keep both a local and international approach



•	The Foundation is already working on social media, even has invested in
	them. Try to provide very innovative solutions to give the proposal a real
	added-value for the foundation.



Title of the	New Website for the Valencia Language Club
learning object	
Thematic area	✓ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=filtmBSutoo
Description of the context	The Valencia Language Club is an English academy that provides language classes using innovative teaching strategies and very flexible solutions to students, in terms of payment and schedule.
	For the company the webpage is a key channel to reach out students and to make them actively participate to the planning of their classes and activities. Nevertheless, the company would like to make it more interactive, implementing new solutions like a video chat, a forum for the students, a section where download lessons materials, etc.
	The company also uses social networks, especially Facebook for advertising, for online marketing and keeping in contact with the students, and the Instagram. As the company has been growing and many other academies have been opened in other places, the logos also need some adjustment; either creating just 1 logo representing all the academies, or changing the existing in colors.
Practical activity	Activities
to be performed	Go through and analyse the Video interview to Valencia Language Club Manager
Results to be	and understand her needs in terms of webpage.
achieved	Imagine and create a new webpage
	Results
	1 new webpage proposal
Guidance,	Analyse the existing webpage of the company and take notes of the
suggestions and	elements to be kept
mistakes to avoid	Have a look at 3 webpage of English schools and take notes of some innovative features
	 Include all the technical solutions that cover the company's needs. Make it appealing and in line with the visual identity of the company.



Project partners will have to produce real life case scenario learning objects, related to the video interviews

Each learning object will start from interesting inputs coming from the interview with entrepreneurs/company manager.

Title of the	Improving the webiste of Xarxa Mujeres
learning object	
Thematic area	✓ Development or improvement of the company website
	☐ Development or improvement of the visual identity of the company
	☐ Development or improvement of the Social Media Marketing strategy
Link to the Video	https://www.youtube.com/watch?v=JG4x6elXPso
Description of	Xarxa Association is an organization that provides an integral assistance to women
the context	with any kind of disabilities, running programs, services and organizing training and leisure activities. Xarxa operates at national level, although the headquarter is based in Valencia.
	Through the webiste, the association constantly promotes its activities, publishes news and also receives, through online forms, requests of legal or psychological assistance. On the web, women can also register as member. The association also uses Facebook to promote services and activities, to have an ongoing communication with users and also provide a space where members can get in contact among themselves. The association is quite satisfied with the website, as it ensures a smooth communication with members; nevertheless, there are some adjustments that could improve it. The logo is also a key part of the visual identity and well represents the mission and values of the organization.
Practical activity	Activities
to be performed	
Results to be achieved	Go through the Video Interview with the Program Technician of Xarxa Mujeres, and make a proposal for improving the website, accordingly to the expressed needs.
	Results 1 Proposal of a new Website.



Guidance,
suggestions and
mistakes to avoid

- Analyse the existing webiste
- Keep in mind the needs that have been expressed by the program technician in the video and the correspondent potential changes
- Have a look at 2 similar companies webiste to get some insights
- Make it attractive and user-friendly for members and users