

pepperjam[®]

AFFILIATE MANAGEMENT SUPPORT

Custom-built services for every journey.

No two marketers are exactly alike—and neither are the paths they need to travel to achieve affiliate success. That's why each level of affiliate management services is supported by a dedicated account team to ensure that each client unlocks the full potential of our solutions to achieve their goals.

As a client, you can access expert support teams or connect directly to a dedicated Customer Success Manager, depending on service level. Our subject matter experts support client partnerships from initial kickoff through program launch—and beyond. All clients benefit from ongoing thought leadership and innovation, including benchmarking, insight into industry trends, and strategic campaign optimizations.

Our service model is built for you. Easily identify the support you need based on your existing resources and level of subject matter expertise to ensure your performance marketing success. Whether you are looking to own the channel strategy and day-to-day execution, only need support in crafting the strategy and identifying areas of opportunity, or simply need help with it all, we've got your covered.

ALL SERVICE LEVELS RECEIVE:

Channel Performance, Reporting & Analytics

Comprehensive channel performance reporting and analytics, tailored to client need. Including detailed data mapping, custom reporting and insights.

Technical Support & Maintenance

Technical support, troubleshooting technical integration with container tags, pixels and feeds.



EACH SERVICE LEVEL CAN LEVERAGE ASCEND TO EXECUTE ON:

Communications & Promotions Strategy

Deploy lifecycle communications by audience, customize messages and identify placement and promotional opportunity by publisher segment.

Platform Training & Support

Full platform training on all relevant aspects of program management from a platform perspective.

Program Management

Manage campaign strategy and execution, publisher relationships, commissioning and optimizations.

SERVICE LEVELS

PRIME

Our platform + you

Designed to support clients with dedicated in-house affiliate marketing resources, we'll make sure your team are experts at leveraging Ascend™ to maximize the return on your affiliate marketing investment.

- Guided launch & onboard experience
- On-demand self-education & resource center
- Platform access & tools
- Unlimited expert support & education
- Compliance monitoring for search, domain, content and code
- Terms and conditions enforcement
- Policy violator rehabilitation

PRIME ENTERPRISE

Our platform + dedicated strategist + you

For clients who need strategic guidance, optimization assistance and supplemental support to ensure their execution in the Ascend™ platform is done right.

- Guided launch & onboard experience
- On-demand self-education & resource center
- Platform access & tools
- Ongoing publisher review & recommendation
- Monthly publisher newsletter creation
- Semi-annual strategic review
- Quarterly creative review
- Compliance monitoring for search, domain, content and code
- Terms and conditions enforcement
- Policy violator rehabilitation

ELITE

Our platform & dedicated team of experts + you.

For clients who need someone to handle it all, comprehensive channel management is available. Our team will build an end-to-end strategy and provide execution on our Ascend™ platform.

- Guided launch & onboard experience
- On-demand self-education & resource center
- Platform access & tools
- Dedicated team of strategists
- Goal establishment & review
- Program strategy execution
- Data-driven insights and interpretation
- Weekly reviews/check-ins
- Quarterly strategic review
- Ongoing creative review
- Compliance monitoring for search, domain, content and code
- Terms and conditions enforcement
- Policy violator rehabilitation



For more information on how affiliate marketing is changing the performance marketing landscape, visit us at: pepperjam.com

