Video Out of Home (VOOH)

Buyers Guide

Reaching Consumers Where They Are in a Multi-Screen, Multi-Channel World
EXECUTIVE FORWARD BY DOUG ROZEN, CEO, DENTSU MEDIA AMERICAS

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The way consumers have interacted with advertising continues to change. Video consumption is being redefined, brand safety and suitability is at the forefront of the conversation, and delivering ads in the right context has become more meaningful than ever before.

Video has long been a staple for the industry. It enables storytelling like no other medium, holds consumer attention, and most importantly, offers reach and scale across a variety of channels. While linear TV has traditionally been seen as the advertising stronghold since its inception, the rapid rise of mobile, digital, streaming, and OTT has unlocked new channels and new ways of thinking.

According to eMarketer, video is poised to grow exponentially, with digital video spend projected to reach $70 billion by 2024, almost doubling the 2020 spend. As we emerge from a global pandemic, there are incredible opportunities to build stories using video in new environments, including out of home (OOH).

A recent On Device shows that people are noticing OOH ads 53% more than before the pandemic. And consumers are strongly favoring ads in contextual environments. With video out of home (VOOH) growing every day, OOH is a vibrant channel offering highly engaging, relevant experiences to captive audiences. VOOH remains untapped, and if we can adopt “any right screen” mentality – be it in home, on a phone or in public places, VOOH is poised to see tremendous success.

This guide highlights the importance of executing not just compelling stories but the effective delivery for videos in out of home environments.
VOOH – Reaching an Untapped Audience at Scale

There are many reasons why video ad spending is way up. The value of video is in its impact and retention. Video viewers report that they retain 95% of a message they watch. Video enables storytelling, holds attention longer, is high impact, offers reach across many channels, and is portable. Further fueling the video fire are studies showing that over 50% of consumers are interested in video content from brands or businesses that they support.

This has powered massive video ad spend in the U.S.; eMarketer projects digital video spend will reach $70 billion by 2024, almost doubling the spend in 2020. Adding linear TV takes total video spend from $96 billion in 2020 to $137 billion in 2024.

Yet, while video spend continues to mount, the channels in which it is delivered have issues with audience fragmentation and more.

**Cord cutting:** According to eMarketer, linear TV viewership is declining, with 60% of the U.S. population (56 million households) predicted to watch connected TV by 2022.

**Ad blocking:** 65% of people are still finding ways to block or skip these video ads.

**Distraction:** Studies show that an astounding 87% of viewers use a second screen while watching TV.

**Brand safety concerns:** Negative content adjacency persists on platforms supported by user-generated content.

Brands will need to rethink their ad strategies to reach audiences in new ways. With the proliferation of VOOH, there are massive opportunities for brands to activate rich, engaging experiences in virtually every environment in the public space.

VOOH presents a tremendous opportunity to reach the cord cutters and cord nevers!
VOOH democratizes technology. It provides “access to all” to keep people informed, enhance consumer experiences, and drive revenue across multiple sectors of the economy.
# Why VOOH is a Must for Your Media Buy

**STRONGER REACH**

According to a *Verizon Media* study, 94% of advertisers and marketers agree that DOOH has stronger reach and KPIs than social media or digital display.

Adding media in public spaces dramatically boosts audience reach. A recent MRI-Simmons study showed that adding media in public spaces greatly improves incremental audience reach among heavy media consumers.

**REACH SURPASSES TV AGAINST CRITICAL DEMOS**

The Top 10 VOOH Networks (excluding cinema) have a 30% higher reach of adults aged 18-34 over cable and 31% higher than broadcast. When you add in Cinema, the Top 10 VOOH Networks have 35% higher reach vs. cable and over 36% greater reach than broadcast.

Among adults aged 25-54, the Top 10 VOOH Networks (without cinema) have over 15% higher reach than cable, nine percent higher than broadcast.*

**PREMIUM INVENTORY**

VOOH is delivered on high-quality large screens with 100% viewable ads—no “above or below” the fold. Oh, and it’s bot-free.

**RELIABLE**

VOOH is ever-present and it’s the one channel that doesn’t need to be turned on, tuned into, clicked through, or opened to view. It can’t be delayed, skipped, or blocked.

**GREATER RECALL**

DOOH generates up to 82% ad recall**, a figure higher than all other channels. It is also more trusted than any digital channel including online, mobile, and social advertising.

VOOH—is delivering what advertisers want and need —audience, message recall, and always-on reliability that can’t be blocked. So how best to activate the medium?

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### Incremental Audience Reach Adding OOH to Media Plan

<table>
<thead>
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<tr>
<td>Desktop Video Streaming</td>
<td>+ 132%</td>
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<tr>
<td>Mobile Streaming Platforms</td>
<td>+ 306%</td>
</tr>
<tr>
<td>Mobile Video Media</td>
<td>+ 340%</td>
</tr>
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**Source: PJ Solomon**
Let’s take a play-by-play look at VOOH media planning and buying.

IDENTIFY OBJECTIVES AND KPIs

Every campaign must start with clearly defined objectives and the same holds true for VOOH activations. From there, you can identify your key performance indicators (KPIs) that signal success, such as percentage change in sales, increased customer count, number of downloads, etc.

VOOH can be highly effective because it surrounds the consumer throughout their daily journey and is woven throughout the purchasing funnel, delivering mass reach and awareness all the way through to sales.

An agnostic, omnichannel video buying approach allows advertisers to intercept consumers across the spectrum of their devices and screens and up and down the purchase funnel from awareness through to purchase.

In fact, in the Verizon Media study noted earlier, 92% of advertisers and marketers agree that DOOH has improved their brand metrics and 91% agree that DOOH can deliver upper and lower funnel metrics. Once your success metrics have been established, the campaign budget, target audience, venue, and ad unit type(s) are selected.

CASE IN POINT

McDonald’s promoted its 2 for $4 mix-and-match breakfast promotion on gas stations throughout the country, day-parting the ads to reach the morning commuters. By using mobile location data for measurement, the brand was able to confirm that 23% of impressions were followed by store visits, yielding 5.6 million store visits within 14 days. The campaign generated $2.7 million in sales with a $1.27 cost per incremental visit and return on ad sales of $6.

Once your objectives are outlined, it’s time to strategize how those goals will be attained.
Where is VOOH and Why?

VOOH is typically bought based upon first establishing the target audience.

Similar to other channels—such as linear, connected and OTT TV, as well as desktop and mobile—sheer impressions quantify OOH exposure (which we cover further down), and audience targeting digs deeper to tell us more about who sees VOOH ads.

Audience segmentation divides consumers into homogeneous subgroups based on certain criteria (such as location, education level, purchase or online browsing history, gender, and many more). This enables advertisers to tailor their messaging to specific groups.

Audience targeting is predictive and can be leveraged from industry data, third-party data, or publisher statistics. The entire VOOH channel now uses enhanced metrics which stem from appending mobile location data to other data sets to facilitate audience segmentation.

AUDIENCE SEGMENTATION

Geopath, an OOH measurement company, incorporates Claritas’ audience segments available from various geo-socioeconomic and base demographic factors that are available for every census block in the U.S. The audience segments are associated to VOOH viewership by correlating the mobile devices within the households of these blocks to those that pass video displays. See Impressions for more information.

Audience segments can be sourced from third parties including Claritas (in the case of Geopath), Neustar, Acxiom, and more.

Mobile geolocation data is also used to develop audiences and target them through VOOH screens that have the highest propensity to reach them. There are two methods for achieving this:
MOBILE BEHAVIORAL TARGETING

With mobile behavioral targeting, location serves as the proxy for cookies (used on websites to track visitors). In the VOOH world, anonymized location data provides information about how consumers move throughout their daily routines. Mobile devices’ GPS data yields insights into consumers’ travel and behavior patterns—where they go, routes they take, times they go.

Defining Audiences

Mobile data sets can indicate real-world interests, preferences, and characteristics by reporting where the devices are, most visited places, and routes taken in the last 30 days (typical historical look-back).

Applying mobile location data to create and target audiences is fundamentally a two-step process:

1. Identify a group of people that define the intended audience. In VOOH, we use location data to find people that demonstrate a behavior based upon where they go. For example, a fitness enthusiast audience might be defined as mobile devices “seen” at gyms, health food stores, fitness fashion retailers, etc. Location data enables us to identify devices in the locations that then create this audience segment.

2. The second step is to find out where to reach these people through VOOH media. This is where you can either go with board scoring (“How does board A rank for this group of people? How does board B rank for this group of people?”) or with movement-based targeting (“Find all of the screens that match with where the audience spends time during the day.”)

By applying “board scoring,” audience profiles can be created for each VOOH display, which enables them to be indexed against a desired audience.

Movement-based audience targeting again uses mobile location data to identify how predefined audience segments move throughout the physical world during the day, and activates VOOH media in locations and times that match that movement pattern.

First- and Third-Party Audiences

Similarly, first- and third-party audiences can also be mapped against VOOH displays through onboarding providers. This action converts audience segments into device IDs (with location data intact), which are then mapped against the displays and indexed.
CONTEXTUAL TARGETING

When done effectively, contextual targeting increases customer brand loyalty. Context allows marketers to engage more directly with consumers, making the campaign more relevant and memorable, with higher impact.

- **Linear ads** can become more contextual by leveraging certain conditions (triggers) that are met such as weather, time of day, and day of the week. By layering this data from third-party sources, dynamic and engaging VOOH campaigns can be created in real time using pre-designed content that is shown when the triggers are met.

- **Interactive touch displays** also provide for contextual ads based on the content consumers choose to look at and for how long. When combined with social media, displays can integrate user-generated content such as photos or video in real time into an ad.

- **Dynamic creative optimization (DCO)** or “dynamic ad-serving” is a technique that updates ads based on various data and conditions that inform a targeting strategy. In VOOH, this is best used to create a higher level of contextualization of the ad based on the audience. DCO can increase media value by improving sales lift, adding relevance, and increasing attention, making more people more likely to recommend a brand or product.

- **Proximity targeting** surrounds desired points of interests, such as a particular retailer or an event your target audience is attending, by activating VOOH media within a specific radius around those locations.

- **Geo-targeting** directs ads to specific states, DMAs, zip codes, or neighborhoods.

- **Day-parting** targets ads by selecting the days of the week and hours of the day that make the most sense for your campaign.

- **Fifty percent** of consumers find contextual OOH ads of greater interest (relevant to time of day or weather). The greatest interest is among Adults 25-44, HHI $100K+, Cities of 1 Million+ Population.
LOCATION: ENHANCES CONTEXT

VOOH can be purchased based on location or more specifically, the venue in which it is placed.

Location-based advertising enhances video viewership because people like seeing video ads when outside of the home. It’s true! A collaborative study between Vistar Media and mFour revealed that a whopping 88% of consumers showed stronger favorability toward ads in contextual environments and the same percent report that they LIKE them.

VOOH screen venues describe an environment and the audience that may be found there. The standardized venue types provide critical context to where an advertising message will be displayed.

There are 11 primary venue types, but as the graph shows, there are many sub-categories. The main categories and their subs are referred to as parent, child, and grandchild; this data hierarchy is required for automated workflows and is certainly relevant for direct buying.

DOOH Venue Taxonomy Chart (Parent Categories and selected Child and Grandchild Sub-Categories)
PUBLISHERS

There is a great number of VOOH publishers in the U.S. and that number continues to grow as digital conversions continue and new formats come online. Publishers run the gamut from large national companies to smaller regional ones.

The companies noted below represent a swatch of publishers:

Once a VOOH campaign has established goals, audience and/or contextual targeting, how will success be measured?

MEASUREMENT AND ATTRIBUTION

The proliferation of data and measurement tools have made VOOH more transparent and quantifiable than ever. Access to more credible, accurate data enhances attribution models.

According to the Out of Home Advertising Association of America (OAAA): “While measurement and attribution are connected, they are two separate disciplines.”

Traditional digital online metrics report individual tracked user engagement view rate, watch time, click-through rate, and quartile reporting. VOOH is a one to many medium, and as such different metrics are considered.

MEASUREMENT

Measurement summarizes metrics such as ad plays and impressions, audience attributes, reach, frequency, and user behaviors.

VOOH is measured in accordance with the Media Ratings Council (MRC) "Standards." The currency is the impression. This unit of measure includes the total number of people with an opportunity to see and notice an ad and that person’s dwell time, calibrated to the media spot’s length. Simply put, it is the total number of times people passing a VOOH display are likely to notice a message.

Impressions can be measured directly using several different methods, or extrapolated from data published by third parties such as Geopath, Quividi, ComScore, Epicenter, Street Metrics and more.
VOOH Impression Measurement

Impressions and ratings for VOOH advertising may be sourced from and reported across thousands of demographics, using data from mobile devices, connected cars, and other inputs. Depending on where the digital ad appears, variables include traffic data (volume, speed, congestion), dwell time and contact zone unique for each location, and are used to calculate how many people see each spot on each structure. This process is applied to street-side, street furniture, transit digital advertising and place-based locations.

Reported metrics may also be shown as average spot impressions, gross impressions, and audience distributions across various demographic breakdowns for specific place-based networks. Bottom line: the reported impressions are delivered via numerous data sets and factors specific to the location/placement of the VOOH ad.

In addition to third-party data collection/measurement, network owners may provide their own impression data they’ve collected using various technologies such as computer vision, surveys, in-person intercepts, geofencing, and others.

Publishers that collect impression data should disclose their venue traffic, screen traffic, log files, and process for recording screen audience measurement activity to buyers and other users of the measurement data. Their methodology should be described in detail, including how they calculate unit audiences where applicable.

Media planners and buyers (and publishers) can read more about impression measurement and reporting in this informative guide, “Digital Out of Home A Primer | Section 3 March 2019 Buying & Selling: How do digital out of home transactions work?”

Proof of Play

Proof that a digital spot has run on a publisher’s network or screen is known as proof of play (PoP). As with radio or TV spots, VOOH proof of play is delivered with logs that are compiled via ad schedulers or digital signage software.

These PoP logs report the number of impressions and the actual number of spots served in relation to what had been estimated in the campaign contract.

Other tools that provide additional PoP metrics include footage from external cameras that record displays for visual proof, third-party audits of play logs, and records of digital display operation to prove the signage was functioning as expected, when expected.

Source: Digital Out of Home A Primer | Section 5 March 2019 Measuring Success: How do I know digital out of home is effective?
ATTRIBUTION

Attribution demonstrates the correlation between ad performance and consumer behavior relative to the advertiser's stated goals. Attribution utilizes in-flight and post-campaign analytics to measure this.

With VOOH, the attribution game has changed. The channel's impact can now be measured against a whole host of business outcomes, (see below) driven in large part by technological advancements and mobile-based solutions.

As noted in the DOOH Exposure Methodology Standardization Guidelines and Best Practices mobile location data can verify anonymous devices’ location and presence in proximity to a screen at the time an ad played, it enables attribution for both exposure and ad effectiveness. This data can be used for:

**Mobile panels**, which use geo-fencing of VOOH displays to capture exposed mobile devices to pass back anonymized device IDs with a time stamp, and report the latitude and longitude coordinates. The exposed, captured devices create a mobile panel.

- Mobile panels can be passive, with data being sourced largely from GPS or other technologies. Passive panels gain access to many more devices, but only capture the location data.
- They also can be opt-in (when mobile users agree to install a measurement company’s app on their device). In these cases, consumer surveys are sent directly to their device. Mobile opt-in panels are relevant for capturing brand metrics such as awareness and affinity; they also capture footfall.

**Cross-channel attribution**, which matches exposed viewers across media channels (mobile, online, connected TV, etc.) and assigns credit to these channels to understand their impact. The captured unique mobile IDs can be matched to IP addresses, thus matching to audience online and web activity.

CASE IN POINT

Turner Sports leaned on DOOH to extend viewership for the NCAA’s March Madness games. In addition to traditional media, Turner Sports pushed offline media which included billboards, bars, malls, gyms, and even golf venues in the nation’s three largest cities. Leveraging mobile geo-location data, the “Watch Every Game Live” message appeared in front of the best audience venues while programmatic trading and calculating app usage tied to TNT, TBS and Tru TV did the rest. In app usage alone, DOOH engagement rates were solid, with over 10x video streams per download.

Turner Sports DOOH Case Study
Mobile retargeting, which geo-fences a VOOH display and serves an in-app ad to the mobile device; it then captures click-through rates, a social sharing metric of a VOOH ad campaign.

The benefits of including VOOH in a media plan can be assessed by comparing KPI differences between a control group that was unexposed to the relevant VOOH campaign and a like group of consumers who were exposed. Both groups comprise consumers who matched campaign targeting criteria. Data to assist in this analysis can come from a variety of sources to assess sales impact (point of sale, IRI, internal customer databases) and other KPIs such as brand lift, foot traffic, online traffic, app downloads, tune-in, social media impact, and more.


CONTENT: SHORT-FORM REIGNS

Before we delve into ad formats, we must first consider what type of video works, especially when the viewer is outside of their home.

The average consumer attention span is eight seconds, so it’s no surprise that short-form content is increasingly gaining traction among social media platforms and audiences. In fact:

- **ClickZ** reported that 70% of people won’t watch an ad longer than 10 seconds
- According to an **Ad Age article**, 33% of viewers will stop watching a video after 30 seconds
- Before one minute is up, 45% will stop watching
- Over half (60%) of viewers will stop watching by the two-minute mark

Here’s where the beauty of VOOH can really shine.

Digital screens in public spaces are designed to capture the attention of consumers passing by with short-form content—the same content advertisers may already be using on social media or elsewhere online. VOOH screens feature contextual content relevant to the environment or to the consumer’s behavior. Many times, a VOOH network will develop curated content across multiple publishers to provide the most relevance and appeal.

VOOH widens advertisers’ reach and creates a cost-effective omnichannel experience by extending short-form video ads they publish online to digital outdoor. Even better—silent videos are preferred by 45% of viewers (ClickZ), further expanding a no-sound video’s potential to reach more consumers via VOOH placement.

CASE IN POINT

A study by Verizon Media and Publicis Media, which examined the relationship between video viewing, sound and captions, found that as more consumers watch video on-the-go and in public, the audio is becoming secondary. A key finding was that among poll participants, 69% said they view video with sound off in public places and 25% watch with sound off in private places. The study also pointed to the growing importance of captioning: 80% of consumers reported they are more likely to watch an entire video when captions are available and 50% said captions are important because they watch video with sound off.
A lot of VOOH content comprises linear, full display ads that are inserted between other content, similar to how TV spots are placed. These linear ads may play in a loop or be included in a dynamic creative optimization buy.

**VOOH Ad Formats**

While digital screens come in all shapes and sizes, the ad units are much more standardized. Like other channels, VOOH ad units are both full-screen horizontal and vertical.
COMPANION BANNERS

Companion banners, which are options used to enhance ad recognition and branding, are ad overlays (typically semi-transparent) placed at the top, bottom or along the sides of a video screen, although each publisher’s specifications vary. The overlay remains static, much like a traditional banner ad, while the video runs underneath, above, or adjacent to it.

SKINS

Also known as wallpapers, skins are customizable and interchangeable background graphics for digital screen. Video skins offer further flexibility, broadening creative possibilities. The static elements allow advertisers to accommodate fast-changing offers, sales, or deals.

Given the performance that vertical video is reported to have in mobile, Snapchat reports that vertical video ads demonstrate nine times higher completion rates versus horizontal ads, so it’s no surprise the social sector and many other categories are leveraging these assets in their VOOH strategy.

Dynamic real-time feeds enhance the impact of video messaging. See Dynamic Optimization on page 11.

COMMON ASPECT RATIOS/DIMENSIONS:

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<td>Side-by-side</td>
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VAST TAGS

Video Ad Serving Template (VAST) are also available on some VOOH networks. VAST tags enable media owners to accept the standard digital creative formats used online, opening new sources of demand and making it easy for advertisers to seamlessly execute video campaigns across VOOH media.

DURATION

Video lengths are available in 6, 8, 10, 15, and 30 seconds. Consider the venue when choosing ad length.

SOUND

Sound is not ubiquitous in VOOH. Since many environments in which VOOH ads are placed have ambient noise, it is not considered a requisite for ad effectiveness. Typically, if ads require additional communication, advertisers use companion banners.

PRICING

Pricing is always a consideration throughout the entire VOOH plan-buy cycle, and may dictate the targeting approach, publisher, and venue types, but ultimately will impact the ROI return on investment analysis.

VOOH is typically purchased based upon the cost per thousand (CPM).

Pricing ranges are based upon publisher, venue type, size of screen, and more.

According to PJ SOLOMON, CPM estimates of venue-based DOOH formats range from $9-$32. This is much more efficient than broadcast prime with CPMs ranging from $23-32, mobile videos ranging $5-$19, and desktop video $9-18.

*Source: Vistar Media
BUY TYPE

VOOH MEDIA BUYS: DIRECT OR PROGRAMMATIC

Whether purchased directly by a brand or via an advertising agency, VOOH may be purchased in two different ways—either directly from a publisher or through a programmatic platform.

Direct Buying

Purchasing media directly from a publisher should be considered for campaigns that require:

• Guaranteed inventory placements in specific locations, full takeovers, or highly customized executions such as content sponsorships
• Gross rating points (these metrics are not yet available in programmatic buying)

Programmatic Buying

These terms refer to the software-driven automation of buying, selling, and the delivery of advertising, executed via an auction-based marketplace or through private-marketplace deals. Ads are delivered based on a bidding system to target audiences. Programmatic offers advanced targeting capabilities, allows for audience planning across venue types and publishers, as well as:

• Flexibility in dayparting
• Mid-campaign optimization
• Campaign pause

Transacting DOOH programmatically has grown dramatically in recent years and the trend will accelerate with a projected growth of 3.2 times from 2020 to 2022, as projected by eMarketer. Programmatic DOOH buys will jump from 7% of total DOOH in 2020 to 15% in 2022.*

Omnichannel demand side platforms (DSPs) entered the fray substantially in 2020. According to the OAAA, in some instances omnichannel DSPs increased their integrations to DOOH video supply three-fold, positioning the channel to tap into new budgets. What’s more, these DSPs allow for planning VOOH alongside other video formats on mobile and desktop, enabling greater ease of applying targeting and attribution across the spectrum of channels.

*Source: eMarketer, Magna