

# **LUXURY GOODS**

# The Social Media Boxing Ring-Two Years After

4 MAY 2017 at 06:37\*

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### **Trendalytics**

With contributions from:

Karen Moon, Charlotte Bax, Melanie Appleby We continue our collaboration with Trendalytics (<u>The Social Media Boxing Ring</u>) to bring a quantitatively-grounded perspective on how luxury brands are doing in the social media world.

### Luxury brands' social media engagement is rocketing

**Instagram remains by far the "place to be"**, accounting for c.50% of brand posts (up from c.30% two years ago) and >90% of social actions. **Social media traction is growing rapidly:** The brands we monitored in June 2015 had c.2.5mln Instagram followers on average; today, that number has almost tripled. All brands now see digital as a strategic priority.

Influencers remain more effective than brands in generating social traction – for how long? Influencers generate higher social actions / post than the brands. *One needs to analyse influencers' posts with a big pinch of salt* though, as their activity is driven by brands' media investments. This could over time undermine their credibility and relevance. Not yet, though, as influencers have continued to extend their lead during the past year: actions / post are up for all brands when we look at influencers' posts. *Burberry is the only brand with lower influencer posts in 1Q17 vs. 1Q16, which we take as another sign of weakness*.

### We monitor brands punching "above their weight" and "below their weight"

To this end, we analyse social actions / post as a function of total posts. When we compare today (1Q17) with two years ago (2Q15), we find contrasting fortunes at two brands: Gucci has been rising while Burberry has been declining. Brands that continue to punch "above their weight" are: Chanel, LV, Michael Kors, Dior, Dolce & Gabbana. Brands that continue to lag and punch "below their weight" are: Hermès, Hugo Boss, Ferragamo, Tod's, BV, Céline.

### We monitor "brand temperature" in social media

To this end, we analyse *volume trends* in brands' social media activity (# of posts in 1Q17 vs. 1Q16) and *effectiveness trends* (# of social actions / post in 1Q17 vs. 1Q16). *Saint Laurent* is the only brand doubling in effectiveness in the past year.

### Key valuation metrics

|                | Rating | Mkt cap | Price | TP    | Upside | P/E (x | <b>(</b> ) | EV/EBITA (x) |      |  |
|----------------|--------|---------|-------|-------|--------|--------|------------|--------------|------|--|
|                |        | (EURm)  | (LC)  | (LC)  |        | 17e    | 18e        | 17e          | 18e  |  |
| Cucinelli      | (=)    | 1,642   | 24.2  | 20.0  | -17%   | 39.4   | 35.9       | 26.8         | 24.6 |  |
| Burberry       | (=)    | 8,279   | 15.8  | 15.4  | -3%    | 20.0   | 17.8       | 12.8         | 11.0 |  |
| Hermès Int.    | (-)    | 46,819  | 448.0 | 346.0 | -23%   | 37.2   | 35.5       | 23.0         | 21.6 |  |
| Hugo Boss      | (=)    | 4,641   | 67.3  | 72.0  | 7%     | 18.8   | 17.0       | 14.1         | 12.6 |  |
| Kering         | (=)    | 35,872  | 284.7 | 310.0 | 9%     | 20.4   | 17.5       | 16.1         | 13.7 |  |
| Luxottica      | (=)    | 25,519  | 53.3  | 59.0  | 11%    | 25.3   | 22.4       | 15.8         | 14.0 |  |
| LVMH           | (+)    | 116,097 | 230.9 | 250.0 | 8%     | 23.7   | 21.4       | 15.6         | 14.6 |  |
| Moncler        | (=)    | 5,805   | 23.2  | 20.5  | -12%   | 26.7   | 25.2       | 17.3         | 15.9 |  |
| Prada **       | (+)    | 10,962  | 36.4  | 37.0  | 2%     | 29.0   | 23.2       | 19.9         | 15.9 |  |
| Richemont      | (+)    | 43,990  | 84.3  | 87.0  | 3%     | 25.4   | 22.4       | 17.4         | 15.0 |  |
| Ferragamo      | (+)    | 4,896   | 29.1  | 30.0  | 3%     | 25.9   | 23.7       | 17.4         | 15.6 |  |
| Swatch Group B | (-)    | 20,034  | 403.2 | 300.0 | -26%   | 27.2   | 23.4       | 19.3         | 16.7 |  |
| Tod's          | (=)    | 2,350   | 71.0  | 63.0  | -11%   | 24.8   | 22.8       | 16.2         | 14.8 |  |

Prices at 3 May 2017 \*\* Prices at 2 May 2017

<sup>\*</sup> Date and time (London Time) on which the investment recommendation was finalised. It may differ from the date and time of broad dissemination on the website. See Appendix (on p21) for Analyst Certification, Important Disclosures and Non-US Research Analyst disclosures.

We continue our collaboration with Trendalytics to bring investors a quantitatively grounded perspective on how luxury goods brands are doing in the social media world – see our previous report: The Social Media Boxing Ring.

#### Luxury brands' social media engagement is rocketing

Instagram remains by far the "place to be", accounting for c.50% of brand posts (up from c.30% two years ago) and >90% of social actions. Social media traction is growing rapidly: The brands we monitored in June 2015 had c.2.5mln Instagram followers on average; today, that number has almost tripled. This was achieved on a higher number of brand posts – c.220 posts in 1Q17 vs c.130 posts in 1Q15. Luxury companies are continuing to shift their media dollars from print to digital media, and all brands now see digital as a strategic priority.

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# Influencers remain more effective than brands in generating social traction – for how long?

Influencers generate higher social actions / post than the brands. *One needs to analyse influencers' posts with a big pinch of salt* though, as their activity is driven by brands' media investments. This could over time undermine their credibility and relevance. Not yet, though, as influencers have continued to extend their lead during the past year: actions / post are up for all brands when we look at influencers' posts. *Burberry is the only brand with lower influencer posts in 1Q17 vs. 1Q16, which we take as another sign of weakness*, with all the caveats above.

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Note: Influencers include bloggers, celebrities, brands, magazines and publications who are the taste-makers in the fashion industry.

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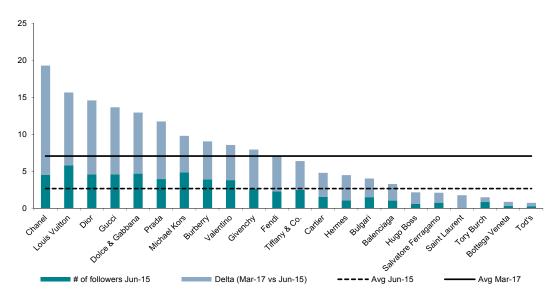
Figure 1: Key social networks and their features

|   | Social network | Monthly active users (mln) | Key features   |
|---|----------------|----------------------------|--|
| f | Facebook       | 1,968                      | Facebook is free to join and free to use. It can be used by anyone wherever they are in the world as long as they have internet access. Facebook users can share messages, videos links, photographs and websites. Facebook users can join groups or follow people/hobbies that interest them You can search by name or email to find people. Users can choose to allow access or deny it. Privacy settings can be set to only communicate with people you have agreed to allow access. Facebook is available 24 hours a day so people can communicate without geographical timelines causing a problem.   |
|   | Instagram      | 700                        | Instagram is a social networking app made for sharing photos and videos from a smartphone. Similar to Facebook or Twitter, everyone who creates an Instagram account has a profile and a news feed. When you post a photo or video on Instagram, it will be displayed on your profile. Other users who follow you will see your posts in their own feed. Likewise, you'll see posts from other users who you choose to follow. It could be compared to a simplified version of Facebook, with an emphasis on mobile use and visual sharing. Just like other social networks, you can interact with other users on Instagram by following them, being followed by them, commenting, liking, tagging and private messaging. You can even save the photos you see on Instagram. Instagram stories: Users can now upload off-the-cuff or behind-the-scenes photos and videos to their Instagram Story which lasts only 24 hours before disappearing without disrupting the #aesthetic of your Instagram stories) |
| E | Twitter        | 319                        | - Twitter is very simple to use as broadcaster or receiver. You join with a free account and Twitter name. Then you send broadcasts daily, or even hourly. Go to the 'What's Happening' box, type 140 characters or less, and click 'Tweet'. You will most likely include some kind of hyperlink.  - To receive Twitter feeds, you simply find someone interesting (celebrities included), and 'follow' them to subscribe to their tweet microblogs. Once a person becomes uninteresting to you, you simply 'unfollow' them.  - You then choose to read your daily Twitter feeds through any of various Twitter readers.   |
|   | Snapchat       | 300                        | - Snapchat is a mobile app that allows you to send videos and pictures, both of which will self destruct after a few seconds of a person viewing them - You can capture a photo or brief video with it, then add a caption or doodle or filter/lens over top, and send the finished creation (called a snap) to a friend - You can also add your snap to your "story", a 24-hour collection of all your snaps that's broadcasted to the world or just your followers  Note: In our analysis we do not include Snapchat as we are not able to capture the number of followers and the social actions  |

Source: Pocket-lint.com, Lifewire, Google images, Trendalytics

Figure 2: Brands' social media traction is growing rapidly: in June 2015 brands had c.2.5mln Instagram followers on average; today, that number has almost tripled

# Followers on Instagram in March 2017 (mln)



Source: Trendalytics, Instagram

Figure 3: Brands' level of social media engagement is growing rapidly: brands had an average of c.220 posts in 1Q17 vs c.130 posts in 1Q15

Number of posts in Q1 17

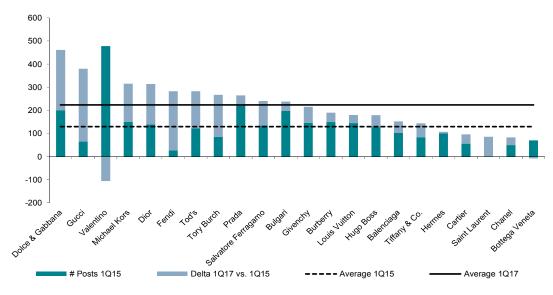
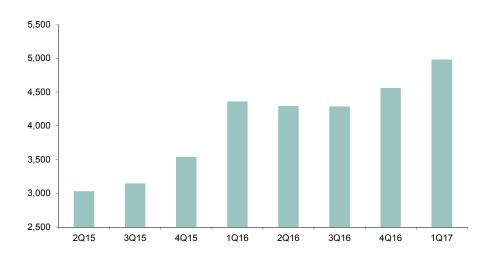


Figure 4: The number of posts published on Instagram by luxury goods brands has been growing steadily over the past quarters

# of Instagram posts



Source: Trendalytics

Note: Sample includes Balenciaga, Bottega Veneta, Bulgari, Burberry, Cartier, Celine, Chanel, Dior, Dolce & Gabbana, Fendi, Givenchy, Gucci, Hermès, Hugo Boss, Louis Vuitton, Michael Kors, Prada, Saint Laurent, Salvatore Ferragamo, Tiffany, Tod's, Tory Burch and Valentino

Figure 5: Chanel and Michael Kors consistently drove the most engagement throughout the quarters # of posts in the top ten by quarter (3Q14-1Q17)

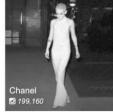
|                 | 3Q 14 | 4Q 14 | 1Q 15 | 2Q 15 | 3Q 15 | 4Q 15 | 1Q 16 | 2Q 16 | 3Q 16 | 4Q 16 | 1Q 17 | Total |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Chanel          |       |       |       | 2     | 5     | 9     | 8     | 7     | 7     | 5     | 4     | 47    |
| Michael Kors    | 8     | 8     | 10    | 8     | 4     | 1     | 1     |       | 1     | 2     |       | 43    |
| Dior            |       |       |       |       | 1     |       | 1     | 2     | 1     | 3     | 3     | 11    |
| Louis Vuitton   | 2     |       |       |       |       |       |       | 1     | 1     |       |       | 4     |
| Burberry        |       | 2     |       |       |       |       |       |       |       |       |       | 2     |
| Gucci           |       |       |       |       |       |       |       |       |       |       | 2     | 2     |
| Dolce & Gabbana |       |       |       |       |       |       |       |       |       |       | 1     | 1     |

Source: Trendalytics, Instagram, Exane BNP Paribas estimates
Note: Top ten posts are ranked by number of social actions from highest to lowest. Images featuring brand influencers and ambassadors often fall in the top ten posts.

Figure 6: Top ten Instagram posts in 1Q17



















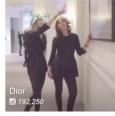


Source: Trendalytics, Instagram

Figure 7: Top ten Instagram posts in 4Q16







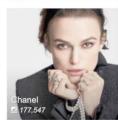












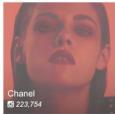


Source: Trendalytics, Instagram

Figure 8: Top ten Instagram posts in 3Q16















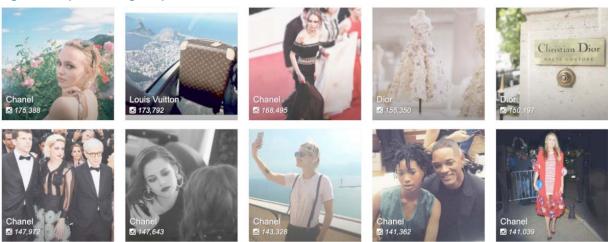






Source: Trendalytics, Instagram

Figure 9: Top ten Instagram posts in 2Q16

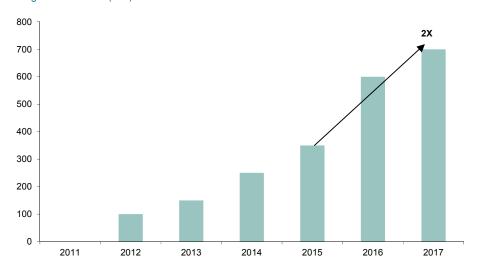


Source: Trendalytics, Instagram

Figure 10: Top ten Instagram posts in 1Q16



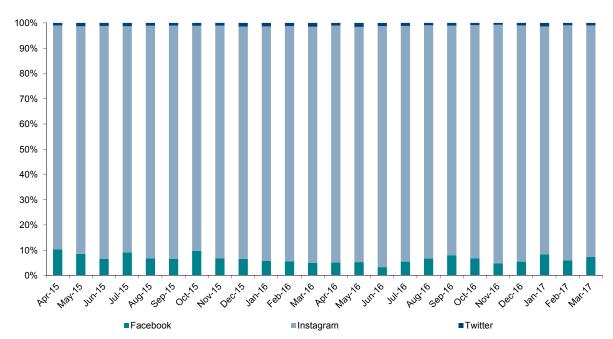
Figure 11: The number of Instagram users has been growing exponentially Instagram # of users (mln)



Source: Exane BNP Paribas estimates, Business Insider

Figure 12: Instagram remains by far the "place to be"

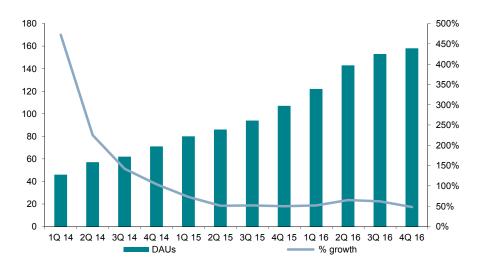
% of social actions by social media



Source: Trendalytics, Instagram, Facebook, Twitter

Figure 13: Instagram remains by far the "place to be"...but is being rivalled by Snapchat

Snapchat - Daily active user by quarter



Source: venturebeat

### We monitor "brand temperature" in social media

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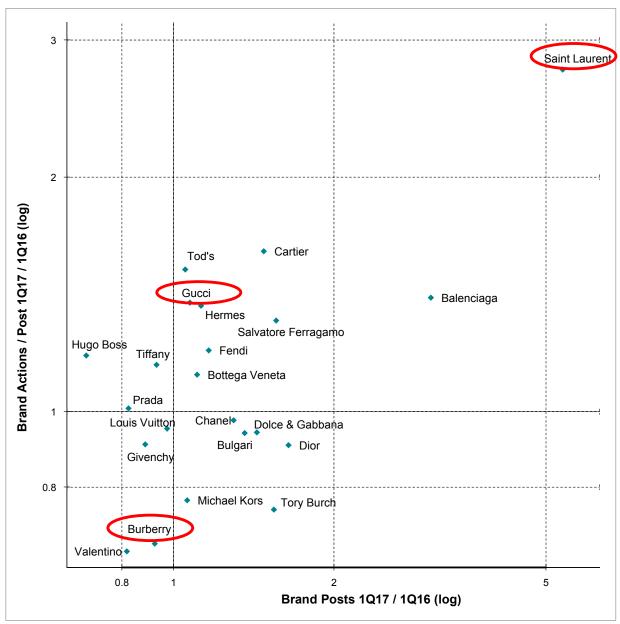
Note: Influencers include bloggers, celebrities, brands, magazines and publications who are the taste-makers in the fashion industry.

90,000 80,000 70,000 60,000 50,000 40,000 30,000 20,000 10,000 9801/0 00tr/6 Hermes Louis Vuitton Fendi - Bottega Veneta Tod's Saint Laurent Cartier

Figure 14: # of Instagram/actions per post by brand

Figure 15: Saint Laurent is the only brand doubling in effectiveness in the past year...

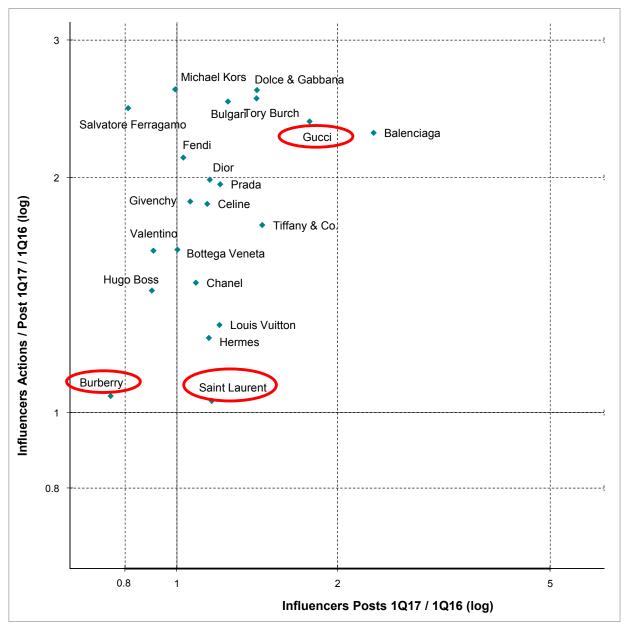
Delta (y/y growth) Instagram performance posts and actions/post (Brands' own) [Ref. to Fig 21 and 22 for tot # of actions]



Source: Trendalytics, Exane BNP Paribas analysis

Figure 16: ...but less so when we look at top influencer data

Delta (growth) Instagram performance posts and actions/post (influencers)



Source: Trendalytics, Exane BNP Paribas analysis

Note: Influencer's include bloggers, celebrities, brands, magazines and publications that are the taste-makers in the fashion industry

# Influencers remain more effective than brands in generating social traction - for how long?

Influencers generate higher social actions / post than the brands. *One needs to analyse influencers' posts with a big pinch of salt* though, as their activity is driven by brands' media investments. This could over time undermine their credibility and relevance. Not yet, though, as influencers have continued to extend their lead during the past year: actions / post are up for all brands when we look at influencers' posts. *Burberry is the only brand with lower influencer posts in 1Q17 vs. 1Q16, which we take as another sign of weakness*, with all the caveats above.

Figure 17: Multipliers of social buzz – Luxury brands are not the only ones telling their stories, as influencers drive the most actions for their brands

#of actions by brands and influencers ('000) in 1Q17

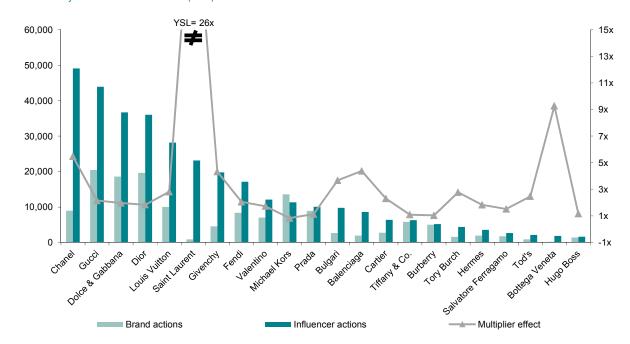


Figure 18: Influencers remain more effective than brands in generating social traction

Social actions/post by Top influencers and Luxury Goods Brands in 1Q17 social traction

|                     | Top Influencer       | Social Actions/Post by top influencer (a) | Social Actions /<br>Post by brands<br>(b) | (a) / (b)<br>"Top influencer<br>multiplier effect on<br>avg actions/post" | Top influencer actions as a % of total influencers actions |
|---------------------|----------------------|---|---|---|--|
| Celine              | Kim Kardashian       | 1,182,087                                 | 1,875                                     | 630.48x   | 18%  |
| Salvatore Ferragamo | Nina Dobrev          | 601,316                                   | 7,361                                     | 81.69x  | 22%  |
| Valentino           | Demi Lovato          | 1,385,467                                 | 18,864                                    | 73.45x  | 11%  |
| Bulgari             | Bella Hadid          | 591,423                                   | 11,152                                    | 53.03x  | 18%  |
| Bottega Veneta      | Kris Jenner          | 102,457                                   | 3,199                                     | 32.03x  | 21%  |
| Givenchy            | Nicki Minaj          | 629,753                                   | 21,241                                    | 29.65x  | 12%  |
| Balenciaga          | Nicki Minaj          | 341,862                                   | 12,905                                    | 26.49x  | 12%  |
| Tory Burch          | Shay Mitchell        | 134,751                                   | 5,928                                     | 22.73x  | 21%  |
| Fendi               | Gigi Hadid           | 653,272                                   | 29,483                                    | 22.16x  | 30%  |
| Dolce & Gabbana     | Cameron Dallas       | 742,342                                   | 40,335                                    | 18.40x  | 22%  |
| Saint Laurent       | J Balvin             | 181,475                                   | 9,965                                     | 18.21x  | 9%   |
| Michael Kors        | Blake Lively         | 759,670                                   | 43,102                                    | 17.62x  | 19%  |
| Burberry            | Dove Cameron         | 447,287                                   | 26,353                                    | 16.97x  | 8%   |
| Tod's               | Naomi Campbell       | 40,647                                    | 3,056                                     | 13.30x  | 15%  |
| Hugo Boss           | Mariano Di Vaio      | 91,041                                    | 7,773                                     | 11.71x  | 10%  |
| Cartier             | Nikkie Tutorials     | 290,287                                   | 28,779                                    | 10.09x  | 13%  |
| Dior                | Rihanna              | 629,179                                   | 62,550                                    | 10.06x  | 5%   |
| Gucci               | Nina Dobrev          | 458,444                                   | 53,853                                    | 8.51x   | 5%   |
| Chanel              | Cara Delevingne      | 662,894                                   | 107,953                                   | 6.14x   | 11%  |
| Prada               | Chiara Ferragni (The | 116,169                                   | 33,523                                    | 3.47x   |  |
|                     | Blonde Salad)        |   |   |   | 11%  |
| Tiffany & Co.       | Reese Witherspoon    | 77,643                                    | 40,228                                    | 1.93x   | 16%  |
| Hermes              | Xenia Tchoumi        | 27,692                                    | 18,147                                    | 1.53x   | 5%   |
| Louis Vuitton       | Kevin Ma             | 26,689                                    | 55,737                                    | 0.48x   |  |
|                     | (Hypebeast)          |   | ·   |   | 3%   |
| Average             | ,                    | 442,341                                   | 27,972                                    | 48.27x  | 18%  |

Source: Exane BNP Paribas estimates, Trendalytics, Instagram, Facebook, Twitter
Note: Influencers include bloggers, celebrities, brands, magazines and publications who are the taste-makers in the fashion industry

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Figure 19: We monitor brands punching "above their weight" and "below their weight" – we find contrasting fortunes at two brands: Gucci has been rising while Burberry has been declining (1/4)



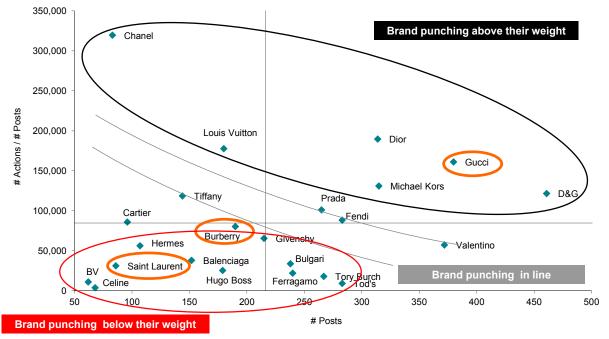
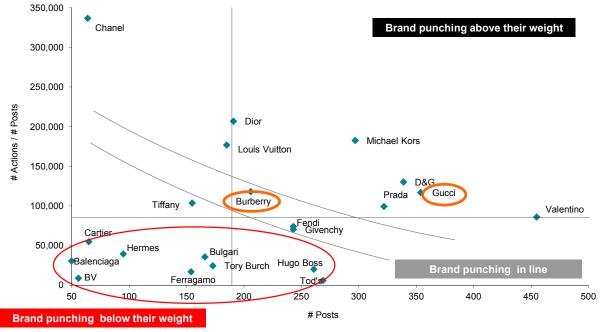


Figure 20: We monitor brands punching "above their weight" and "below their weight" – we find contrasting fortunes at two brands: Gucci has been rising while Burberry has been declining (2/4)

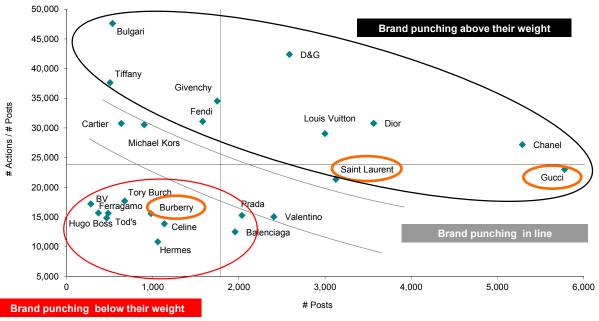
# Actions / Posts vs # of Posts by brand (1Q 2016)



Source: Trendalytics, Instagram

Figure 21: We monitor brands punching "above their weight" and "below their weight" – we find contrasting fortunes at two brands: Gucci has been rising while Burberry has been declining (3/4)

# Actions / Posts vs # of Posts by influencer (1Q 2017)

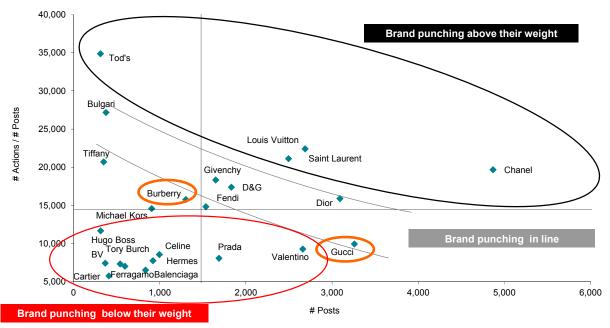


Source: Trendalytics, Instagram

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Figure 22: We monitor brands punching "above their weight" and "below their weight" – we find contrasting fortunes at two brands: Gucci has been rising while Burberry has been declining (4/4)

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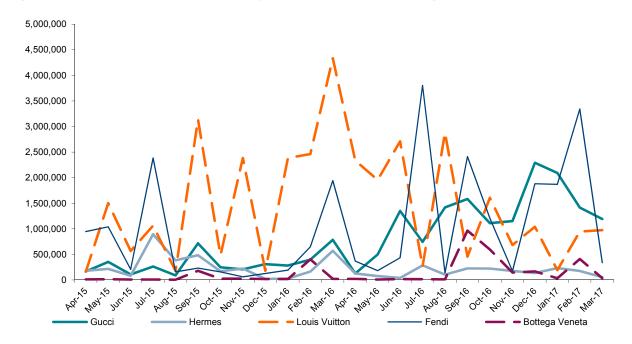


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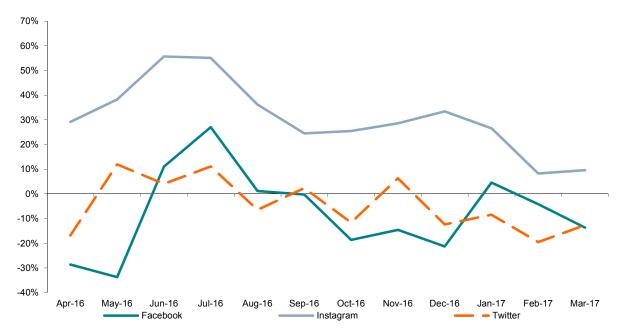
# **Appendix**

Figure 23: # of actions on social networks by influencer (Facebook + Instagram + Twitter)



Source: Trendalytics, Instagram, Facebook, Twitter

Figure 24: y/y % chg in social media actions



Source: Trendalytics

Note: Sample includes Balenciaga, Bottega Veneta, Bulgari, Burberry, Cartier, Celine, Chanel, Dior, Dolce & Gabbana, Fendi, Givenchy, Gucci, Hermès, Hugo Boss, Louis Vuitton, Michael Kors, Prada, Saint Laurent, Salvatore Ferragamo, Tiffany, Tod's, Tory Burch and Valentino

Figure 25: Brand engagement by top 20 influencers (Mar 2015 – Mar 2017 period)

| Influencer                            | # of brands<br>engaged with<br>likes/comments | Balenciaga | Bottega<br>Veneta | Bulgari | Burberry | Cartier | Celine | Chanel | Dior | Dolce &<br>Gabbana | Fendi | Givenchy | Gucci | Hermes | Hugo<br>Boss | Louis<br>Vuitton | Michael<br>Kors | Prada | Saint<br>Laurent | Salvatore<br>Ferragamo | Tiffany | Tod's | Tory<br>Burch |
|---------------------------------------|---|------------|-------------------|---------|----------|---------|--------|--------|------|--------------------|-------|----------|-------|--------|--------------|------------------|-----------------|-------|------------------|------------------------|---------|-------|---------------|
| Chiara Ferragni<br>(The Blonde Salad) | 12  | х          |                   | х       |          | x       | x      | x      | ×    |                    | x     |          |       | x      |              | х                |                 | x     | x                |                        |         | x     |               |
| Nicki Minaj                           | 10  | x          |                   |         |          |         |        | x      | x    | x                  | x     | x        | x     |        |              | х                |                 | x     | x                |                        |         |       |               |
| Kristina Bazan (Kayture)              | 8   |            |                   | x       |          | x       |        |        | x    |                    |       |          |       |        | x            |                  | x               |       |                  | x                      |         | х     |               |
| Demi Lovato                           | 7   | х          |                   |         |          |         | x      |        | x    |                    |       | x        |       |        |              |                  |                 |       | x                |                        | x       |       |               |
| Kylie Jenner                          | 6   |            |                   |         |          | x       |        | x      | x    |                    |       |          | x     |        |              |                  |                 |       | x                |                        | x       |       |               |
| Tiffany Hwang                         | 6   |            |                   | x       |          |         |        |        | x    |                    |       |          |       | x      |              |                  | х               |       |                  |                        | x       |       |               |
| Bella Hadid                           | 5   |            | x                 | x       |          |         |        | x      | x    |                    |       | x        |       |        |              |                  |                 |       |                  |                        |         |       |               |
| kris jenner                           | 5   |            | x                 |         |          |         | x      |        |      |                    | x     | x        |       |        |              |                  |                 |       |                  |                        |         |       |               |
| Negin Mirsalehi                       | 5   |            |                   |         |          | x       |        |        |      | x                  |       |          |       |        |              |                  |                 |       |                  | x                      |         | х     |               |
| Ashley Benson                         | 5   |            |                   |         |          |         |        | х      |      |                    |       | x        |       |        |              | х                | x               | x     |                  |                        |         |       |               |
| Camila Coelho                         | 4   |            |                   |         |          |         |        |        | x    |                    | x     |          |       |        |              | х                |                 |       |                  |                        |         |       | x             |
| Anna Dello Russo                      | 4   |            | x                 |         |          |         |        |        |      | ×                  |       |          |       | x      |              |                  |                 |       |                  | x                      |         |       |               |
| Ellie Goulding                        | 4   |            |                   |         | x        |         |        |        |      |                    | x     |          | x     |        |              |                  |                 |       | x                |                        |         |       |               |
| Kim Kardashian                        | 4   | х          |                   |         |          |         | x      |        |      |                    |       | x        |       |        |              |                  |                 |       |                  |                        |         |       |               |
| Emma Roberts                          | 4   |            | x                 |         |          |         |        | x      |      |                    |       |          | x     |        |              |                  |                 |       |                  |                        |         | х     |               |
| Lady Gaga                             | 3   | х          |                   |         |          |         |        |        |      |                    |       |          |       |        |              |                  |                 | x     |                  |                        | x       |       |               |
| Priyanka Chopra                       | 3   |            |                   |         |          | x       |        |        |      |                    |       |          |       | x      |              |                  |                 | x     |                  |                        |         |       |               |
| Mariano Di Vaio                       | 3   |            |                   |         |          |         |        |        |      |                    |       |          |       | x      | x            |                  |                 |       |                  | x                      |         |       |               |
| The Fat Jew                           | 3   |            |                   |         |          |         | x      |        |      |                    |       | x        |       |        |              |                  | x               |       |                  |                        |         |       |               |
| Thàssia Naves<br>(Blog da Thassia)    | 3   |            | х                 |         |          |         |        |        |      |                    |       |          | x     |        |              |                  |                 |       |                  |                        |         | x     |               |

Source: Trendalytics

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This document was reposted after its initial publication to amend the presentation text for Trendalytics with regard to their contribution to the content of this report.

<sup>2 -</sup> Following the presentation of sections of this report to this subject company, some conclusions were amended.

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