



The Value Metrics Playbook

Unlock Value and Drive Growth

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WHY THE INDUSTRY NEEDS A NEW METRIC PLAYBOOK



Digital marketing as we knew it is gone.

The rise of AI-assisted search, privacy restrictions, data fragmentation, algorithmic opacity, and audience fatigue has broken the core KPIs marketers relied on for the past decade. Click Through Rate (CTR) used to be the shorthand for performance or as an indicator of how traffic is being driven. Impressions were a proxy for reach. Engagement meant your content mattered.

**None of that is true
anymore.**

WHY THE INDUSTRY NEEDS A NEW METRIC PLAYBOOK



Today:

- CTR means the algorithm favored your format — not that your message resonated.
- Engagement is distorted by bots, AI-generated content, and platform incentives.
- Impressions reflect platform delivery, not human attention.
- Attribution models are blind to major parts of the customer journey.
- Dashboards show “activity,” not “impact.”

Vanity metrics didn't just age out — they broke.

At the same time, pressure on marketers has never been higher:

- Budgets are scrutinized.
- AI investments must show ROI.
- CFOs want contribution metrics.
- CEOs want predictable growth.
- Teams must do more with less.

The companies who win in this new environment will be the ones who shift from volume-based KPIs to value-based KPIs — metrics that measure human behavior, business contribution, and long-term growth.

This playbook gives you the blueprint.

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Types of Value Metrics

Discover the 7 layers of metrics that drive success in today's new marketing environment .

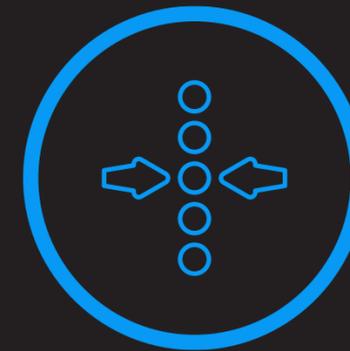
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What Value Metrics Do



Insight

Value metrics provide essential insights into **business performance**. By tracking these metrics, organizations can identify trends and make informed decisions, ensuring they remain competitive in a dynamic market.

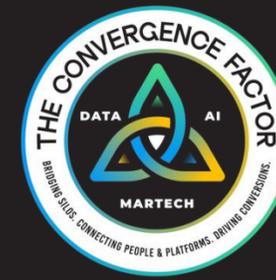


Alignment

They help align teams and departments toward common goals. By **focusing on shared value metrics**, organizations foster collaboration and drive collective efforts to achieve strategic objectives.

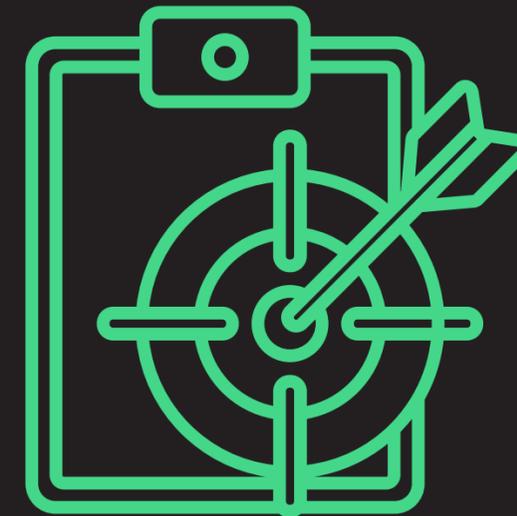


What Value Metrics Achieve



Drive Performance

Value metrics provide insights that help organizations **enhance their performance** through data-driven decisions. They allow teams to measure progress and adjust strategies effectively.



Align Objectives

By establishing clear value metrics, organizations can ensure that all team members are aligned with overall business objectives, fostering a **collaborative environment** focused on achieving common goals.



Value Metrics

They Lead and Influence Behavior

Leading Indicators

Leading indicators provide predictive insights that help businesses **anticipate trends** and make informed decisions, driving proactive strategies that align with organizational goals and objectives.

Driving Behavior

Value metrics **effectively influence behavior** by aligning team efforts with strategic goals, encouraging a culture of continuous improvement and accountability across all levels of the organization.



1. SIGNAL QUALITY METRICS (THE NEW FOUNDATION)



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Most marketing performance issues are really signal quality problems.
If your data foundation is weak, every metric downstream becomes unreliable.



Contextual Signal Strength

Do you understand why someone engages, not just that they did?

Examples:

- Category context
- Purchase-stage context
- Creative sentiment
- Motivational triggers



Identity Match Rate

What percentage of your audience can be reliably recognized across touchpoints?

CMO Insight:

If your identity match rate is under 60%, your personalization and measurement accuracy are compromised.



First Party Data Completeness

How much of your data is accurate, consented, and connected?

Why it matters:

AI models depend on high-quality first-party data. Poor completeness = bad targeting, bad personalization, bad attribution.



Creative Consistency Score

Is the brand showing up consistently across platforms?

Why it matters:

In an attention-fragmented world, consistency is more valuable than volume.

Why it matters: In an attention-fragmented world, consistency is more valuable than volume.

3. CROSS-CHANNEL CONSISTENCY METRICS (THE INTEGRATION LAYER)

Most brands fail here. Marketing organizations are structured around channels...
but customers move across ecosystems fluidly.



Unified KPI Definitions

Every team uses the same vocabulary for success.



Standardized Attribution Windows

Platforms don't get to dictate your definition of impact.



Clean-Room-Verified Truth Signals

Cross-channel performance validated in a neutral environment.



Creative Cohesion Metrics

Is your story coherent no matter where someone encounters it?



Why it matters: Inconsistent KPIs = inconsistent optimization &. Inconsistent optimization = wasted spend

4: INCREMENTALITY METRICS (THE TRUTH LAYER)



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Incrementality answers the only question that matters:

“Did this perform better than doing nothing?”

Incrementality separates correlation from causation.



Conversion Lift

Did your investment drive additional conversions?



Revenue Lift

How much incremental revenue came from the activity?



New User Lift

Did you reach people who weren't already on a conversion path?



Brand Contribution Lift

How much brand strength increased because of the exposure?



Attention Lift

Did top-funnel creative accelerate lower-funnel performance?

Why CMOs love incrementality: It's the only KPI CFOs trust without a debate.

5: CUSTOMER VALUE METRICS (THE GROWTH LAYER)



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Vanity metrics measure **moments**. Value metrics measure **relationships**.

The new KPI leadership standard centers on:



Lifetime Value (LTV)

The north star metric of modern marketing.



Retention Rate

How much incremental revenue came from the activity?



Churn Reduction

Did you reach people who weren't already on a conversion path?



Repeat Purchase Frequency

How much brand strength increased because of the exposure?



Loyalty Velocity

Did top-funnel creative accelerate lower-funnel performance?



Satisfaction Velocity

Did top-funnel creative accelerate lower-funnel performance?

How fast issues are resolved — and how resolution impacts future revenue.

6: REVENUE ALIGNMENT METRICS (THE EXECUTIVE LAYER)



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This is where marketing becomes a revenue engine.



Marketing Contribution to Revenue

How much revenue was influenced or driven by marketing activity?



Revenue Lift Per Creative

Individual creative assets have revenue signatures.

Few brands measure this.

Winners do.



Revenue Lift Per Channel

Not all channels drive equally valuable customers.



Pipeline Velocity (B2B)

Marketing's impact on speed-to-close.



CAC-to-LTV Ratio

A metric every executive understands instantly.

When marketing owns revenue metrics, CMOs gain **strategic power**.

7: GOVERNANCE & TRUST METRICS (THE RESPONSIBILITY LAYER)



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In an AI-driven world, governance isn't compliance – it's protection.



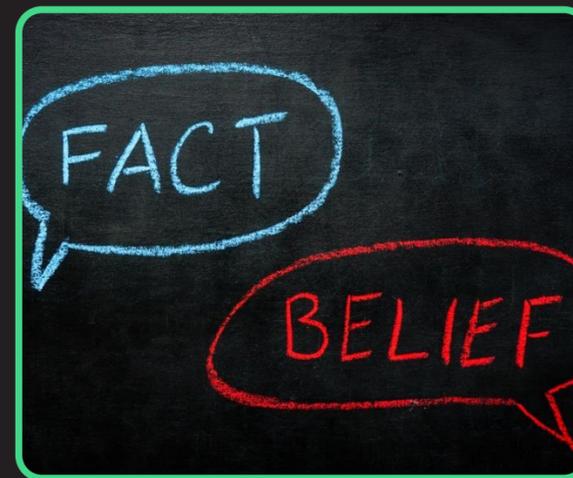
Data Compliance Accuracy

No data ambiguity. No fuzzy ownership.



Model Explainability Score

Can you explain why an AI made a decision?



Bias Detection Metrics

Are your models reinforcing or reducing bias?



Consent Health Index

Do you have ethical permission to personalize?



Risk Exposure Scoring

Data, legal, and reputational risk on one structured scale.

Brands that lead responsibly outperform in the long term.





Value Metrics Maturity Model Overview

The Value Metrics Maturity Model is a framework that evaluates how advanced an organization is in shifting from outdated, platform-driven vanity metrics toward a modern, unified, business-aligned measurement system. It identifies where your measurement strategy currently stands and what is required to reach true performance clarity.



Value Metrics Maturity Model



Identify where your measurement strategy currently stands and what is required to reach true performance clarity.

AdHoc

Metrics are scattered, shallow, and platform-defined. Reporting tells you what happened, not what mattered. Decisions are reactive and inconsistent.

01

Reactive

Teams begin cleaning up KPIs and improving visibility, but data remains fragmented. Attribution is partial. Vanity metrics still influence decisions.

02

Aligned

KPIs are unified across teams. Value metrics—like attention, incrementality, and signal quality—are introduced. Reporting improves, but execution is inconsistent.

03

Optimized

Earnings from facilitating transactions beA cross-channel measurement architecture is in place. Identity, signal quality, and creative consistency are strong. Incrementally becomes a standard, not an exception. tween other parties and taking a share.

04

Predictive

Marketing operates on a value-first measurement system powered by AI-driven optimization and continuous learning loops. KPIs tie directly to revenue, LTV, and business strategy. Measurement doesn't just report performance—it drives it.

05



Implementing Value Metrics Roadmap

Focus on measurable outcomes for your organization's success.

90-DAY IMPLEMENTATION ROADMAP



WEEKS 1–3: Exposure Audit

- Retire legacy KPIs
- Identify dashboard clutter
- Map KPI ownership and decision flows
- Identify attribution blind spots
- Diagnose signal quality



WEEKS 7–9: Install Value Metrics

- Layer in attention
- Layer in signal quality
- Introduce incrementality
- Replace CTR-based reporting
- Begin creative + experience testing loops



WEEKS 4–6: KPI Unification

- Create a single KPI dictionary
- Standardize attribution rules
- Align KPIs with finance
- Define cross-channel measurement architecture



WEEKS 10–12: Operationalize

- Rebuild dashboards
- Retrain teams
- Retrain agencies
- Automate recurring reporting
- Embed KPI governance meetings
- Update executive scorecards



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Resources

Focus on measurable outcomes for your organization's success.

Take Our Convergence Diagnostic

Know your maturity. Expose your gaps. Accelerate your growth.

You'll get clarity in minutes and direction to start your journey . Your roadmap starts with knowing where you stand

<https://diagnostic.theconvergencefactor.com>

Scan To Take The Diagnostic



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