## Clíona Mooney

# Head of Subscriptions and Reader Insights

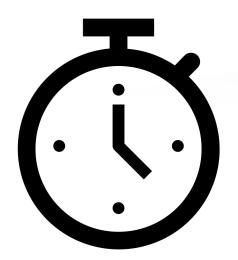
The Irish Times







## Then ...





## Creating an analytics culture



Ask: What decisions are being made?



Hire good people!



Find the evangelists



Get a quick win



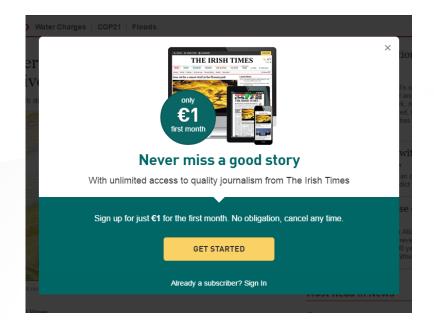
**Build trust** 



Data-informed not data-led

THE IRISH TIMES

## Launch of subscriptions – metered model





Kennedy Wilson's Capital Docks development in Dublin's south docklands.

#### **Peter Hamilton**

44 minutes ago

Move in dates for prospective tenants of the Kennedy Wilson Capital Docks development remain unchanged after a burst valve caused water to flow through the building.

Insightful opinion is just a touch away.



## Continuing to grow traffic and audience

## Reader Focus

Analytics

Who and where are our readers?

What do they read?

When?

On which devices?

How do they consume?

Research

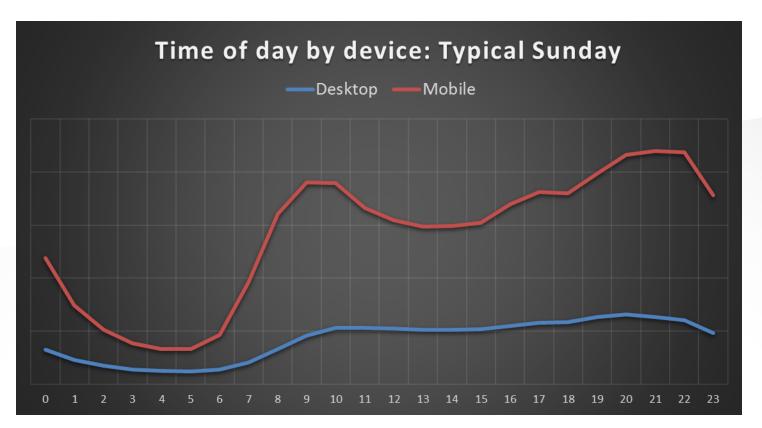
What do you want?

What would delight you?

How are we doing?

Will you try out our prototypes?

## Example 1 – when and where



## Example 2: Real-time monitoring of content

#### Britain's Prince Philip to stand down from royal public engagements

Buckingham Palace announces the decision was made by the 95-year-old and supported by the Queen

O Thu, May 4, 2017, 07:40 Updated: Thu, May 4, 2017, 14:09

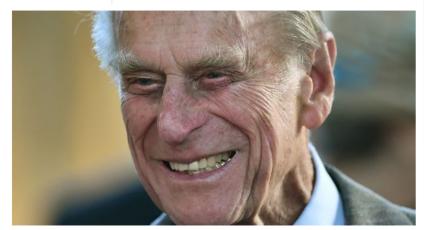


Britain's Duke of Edinburgh is to step down from royal public engagements. The 95-year-old Prince has been married to Queen Elizabeth since 1947. Video: Reuters

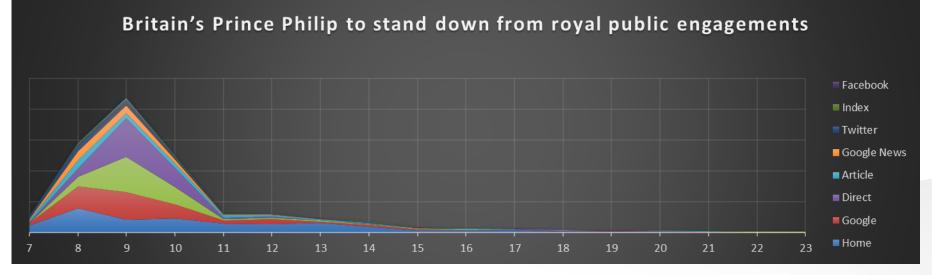
#### 'You're too fat to be an astronaut' and other 'off-the cuff' remarks by Britain's Prince Philip

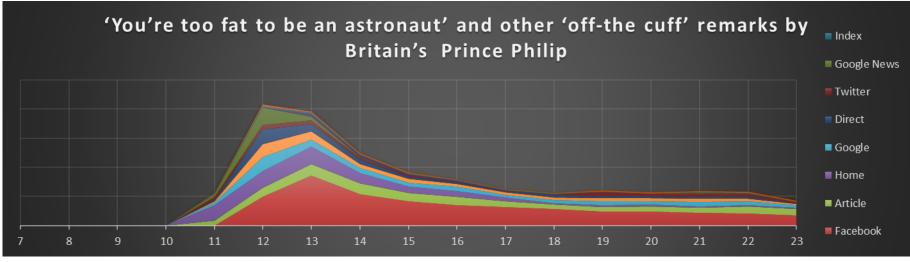
Duke of Edinburgh's reputation for plain speaking has led to controversy

② Thu, May 4, 2017, 11:14
Updated: Thu, May 4, 2017, 11:42



Britain's Prince Philip has shocked and sometimes delighted the public with his outspoken comments. File photograph: Ben Stansall/AFP/Getty





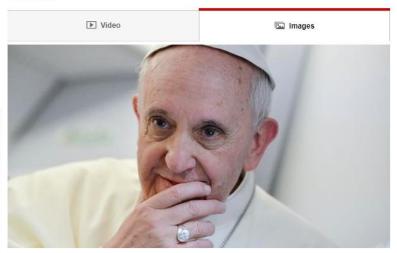
## Example 3: Content can last longer than a day

## Pope's visit to Ireland: everything you need to know

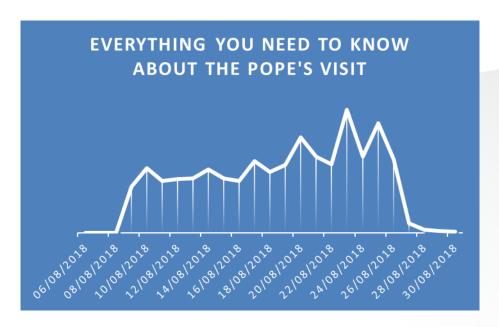
Why is he visiting? Where will he stay? and more questions answered

O Thu, Aug 9, 2018, 14:45 Updated: Thu, Aug 23, 2018, 19:19

#### Brian Hutton



Pope Francis was born in December 1936 in Argentina. File photograph: Luca Zennaro/Reuters



## Growth in mobile – new long read template





## Growing subscribers

#### Meter + Subscriber Only content



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Exaggerated rumours of death in Ballybrack; D'Arcy says Schmidt's standards are here to



Gordon D'Arcy: Farrell's way of playing will bring Ireland in a new direction























larity is Joe Schmidt's greatest gift to Irish rugby.

#### Subscriber Only

An index of selected articles available exclusively to our readers with an Irish Times digital subscription

You have reached a subscriber only article.

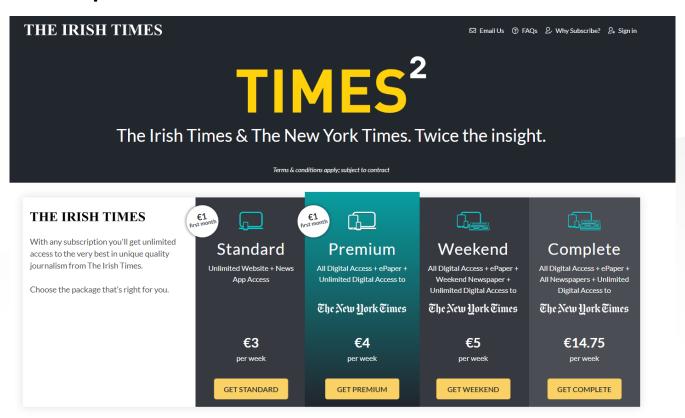
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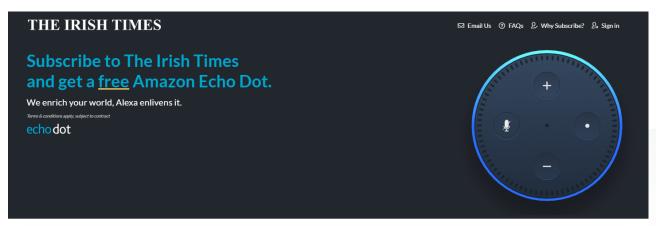
**GET STARTED** 

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#### Modals lead potential subscribers to storefront ...

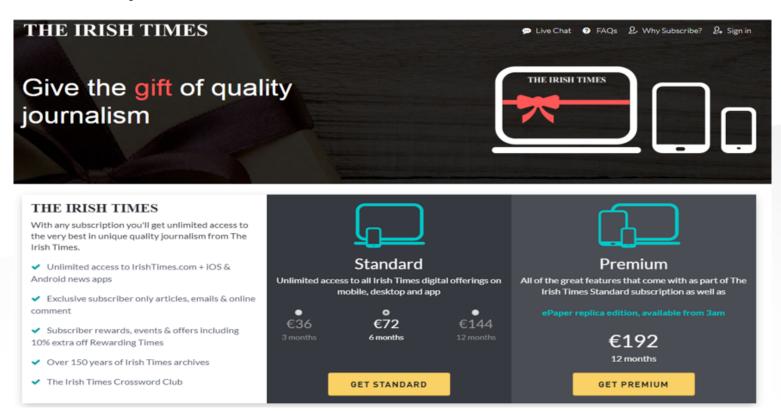


### Campaign promotions

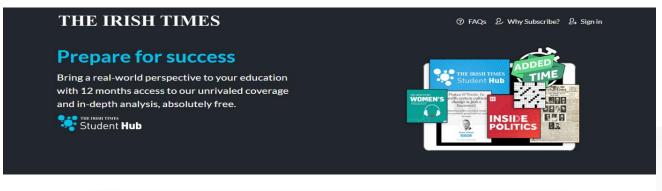


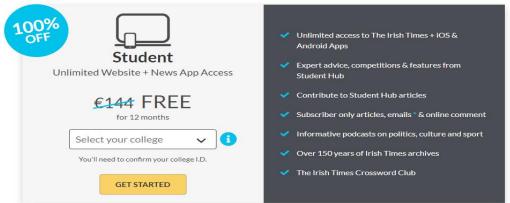


## Gift subscriptions ...



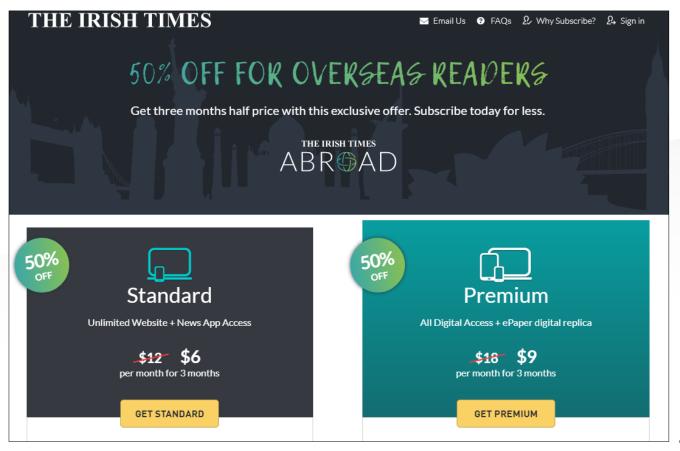
## Free student subscriptions ...





<sup>\*</sup> All subscriptions include the following exclusive emails: Morning Digest, Lunchtime Digest, Inside Politics, The Morning Sports Briefing, IT Sunday

## Price promotions





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#### Something for the weekend

A Friday roundup of the latest exclusive offers and competitions, and a sneak preview of what's coming up over the weekend in The Irish Times.

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- Archives
- Subscriber rewards
- Exclusive events

#### Retention of subscribers

## Managing churn



## Key learnings



Democratisation of data



Writers and topics



KPIs related to subscriptions



Functional, life guides, explainers



Data-informed not data-led



Managing churn

THE IRISH TIMES

# 90,000





#### Special counsel to lead FBI inquiry

SUZANI ELYNCH Webby to Corresponder



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#### Republicans stand belied Trump pagett

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Lotto results: 11.32.39.41.42.44(9). Plost: 4.7.11.15.23.28(46). Plos2:22.23.26.32.41.46(40).

Big-name developers bid for RTÉ site

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Mater Manne Romanuel
Mater Manne
Mater Richie Bouchez page 1 tion Agency mid page 5 | backgrounds: page 1 | foreignworkers: page 2 | gent : page 16

Business + Sports







#### Varadkar in lead as Kenny steps down

Leadership contest begins in earnest as Taoiseach resigns as leader of Fine Gael Survey shows 20% declaring for Minister for Social Protection, with Coveney on 14%

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The Irish Times

society after years of focus on the economy.





Yesterday a quiet step down, today a noisy showdown It happened quickly in the end. There was no feature. There was no walking down the steps of Government Buildings flanked by colleagues. There was no Othello or no talk of doing the State some service, no more of that.

Sure, the build up caused tension that became unbearable for some. Given that he had kept his own counsel nobody knew for sure what he would do. In the end, Enda Kenny entered the Fine Gael parliamentary party rooms at 4.30pm and read out a short statement. There was no stay of execution. There was no extension. He was gone. Gone, gone. From midright, it all ended quietly like you would blow out a candle.

And so we see two-lier coverage. Yestenday it was all about the assessments of Kenny and his legacy. Size, he had his flows but he conflounded the zero expectations people had for him a decade ago. Heatory will remander him kindly His Fire Gael colleagous (including those multering most loadly about him in recent months) spent yestenday partitying him into the Fire Gael Parthers.

Flach Kelly has developed a campaign tracker that assiduously follows the voting intentions of all parliamentarians and counciliors.



There Is A Vacancy: Varadkar Holds Early Lead in Race to Succeed

You can find the Irish Times Fine Goel leadership tracker here.



The battle for Fine Gael leadership

000 00





Fifteen years ago, a 23-year-old Leo \aradkar wrote to The Irish Times proposing a new system for electing the leader of Fine Gael. Now, he is at The most enthusiastic of Simon Coveney's supporters cast hin the mercy of a system he helped to create. ideological successor to Garret FitzGerald, determined to refor

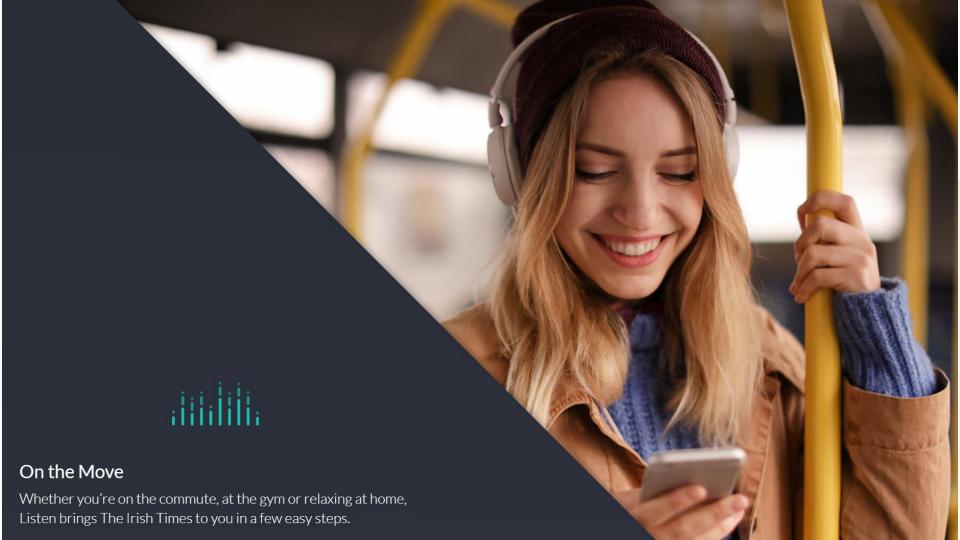






#### New development - Listen to The Irish Times





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