



Nikon's Successful Transition: From DSLRs to Mirrorless & SaaS

A case study on how we helped a global imaging leader navigate a critical market shift while building a new revenue stream.

Client Overview

Nikon stands as a global leader in imaging technology with decades of market presence. As the photography market underwent a fundamental shift from traditional DSLRs to mirrorless systems, Nikon faced a dual challenge:

- Successfully transitioning hardware users to new mirrorless systems
- Building adoption for their SnapBridge software as a service (SaaS) offering





Choose wisely

The Challenge

User Resistance

DSLR users showed significant hesitation to upgrade to the new mirrorless systems, creating a potential revenue gap for Nikon.

SaaS Adoption

Nikon needed to drive adoption of their SnapBridge software as a service to create a recurring revenue stream alongside hardware sales.

Technical Complexity

Sales teams struggled to effectively communicate the technical advantages of mirrorless systems to average consumers in simple, compelling terms.

Our Team's Role

Our sales team was tasked with three critical responsibilities to help Nikon navigate this market transition:

Outbound Campaigns

Leading targeted outreach to existing DSLR users to encourage mirrorless adoption

Dealer Training

Educating retail partners on effectively positioning mirrorless advantages to consumers

SnapBridge SaaS Sales

Driving subscription sales for the SnapBridge software ecosystem



Solutions Sold



Comprehensive Product Ecosystem

- **Z-series Mirrorless Cameras:** Full lineup of Nikon's next-generation mirrorless systems
- **SnapBridge SaaS Subscriptions:** Software ecosystem for seamless image transfer, editing, and sharing
- **Lens Adapters:** Critical transition tools allowing DSLR users to use existing lenses with new mirrorless bodies

This integrated approach provided both hardware and software solutions, creating multiple revenue streams while easing the transition for hesitant DSLR users.

Sales Strategy: Data-Driven Targeting



Apollo

Leveraged Apollo to identify and target existing DSLR owners, creating segmented lists based on purchase history and engagement

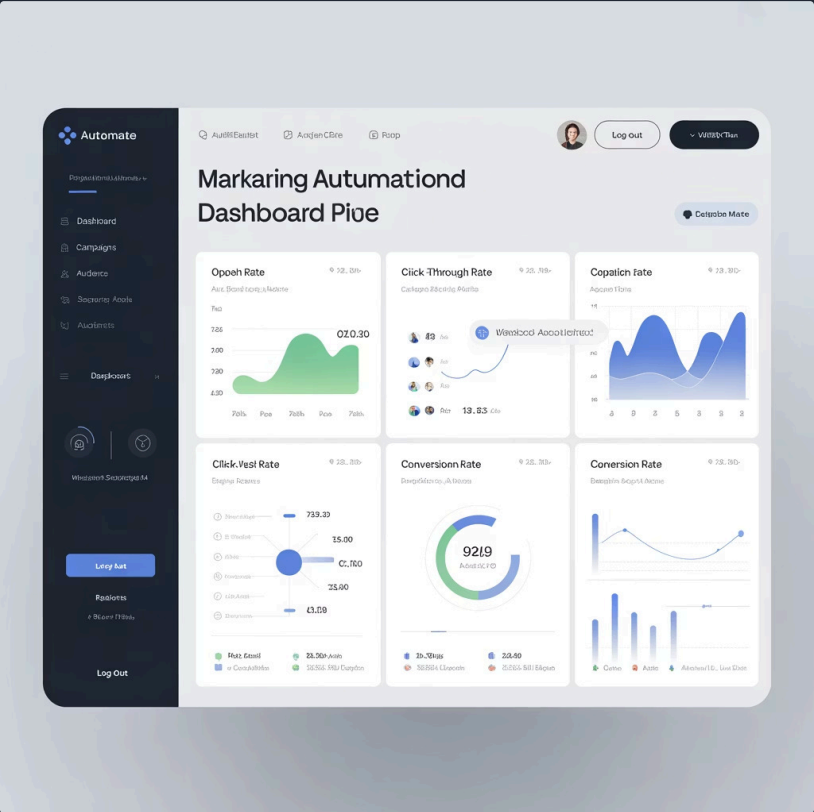


LinkedIn Sales Navigator

Utilized Sales Navigator to specifically target professional photographers and serious enthusiasts most likely to upgrade

Our data-driven approach allowed us to precisely target the most promising prospects, optimizing our outreach efforts and maximizing conversion rates across both hardware and SaaS offerings.

Sales Strategy: Cross-Channel Campaigns



Clay for Integrated Campaigns

We implemented Clay to orchestrate seamless cross-channel marketing campaigns that maintained consistent messaging while adapting to each platform's strengths.

Strategic Sequencing

Our campaigns followed a carefully designed sequence:



Awareness



Engagement



Conversion

Key Results: Mirrorless Adoption

30%

Uplift in Mirrorless Adoption

Our targeted campaigns drove a significant 30% increase in DSLR users transitioning to Nikon's Z-series mirrorless systems.

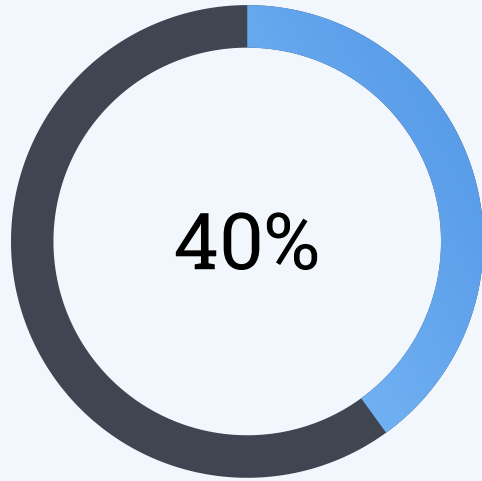
68%

Demo-to-Purchase Ratio

Our dealer training program resulted in an impressive 68% conversion rate when customers received hands-on demonstrations.



Key Results: SaaS Growth & Dealer Relations



SnapBridge Subscription Growth

Our SaaS-focused campaigns drove a 40% increase in SnapBridge subscriptions, creating a valuable recurring revenue stream.

Improved Dealer NPS

Our comprehensive dealer training program significantly improved Net Promoter Scores among Nikon's retail partners, strengthening the sales channel.



ROI & Business Impact

Hardware Transition
Successfully moved DSLR users to higher-margin mirrorless systems

Recurring Revenue
Established SnapBridge as a viable SaaS revenue stream

Market Position
Strengthened Nikon's competitive stance in the mirrorless era

Channel Strength
Improved dealer relationships and sales effectiveness



Nikon successfully navigated a critical market transition while simultaneously building a new SaaS revenue stream, positioning the company for long-term success in the evolving photography market.

Key Takeaways

Hybrid Revenue Model

Successfully combining hardware sales with SaaS subscriptions created multiple revenue streams and increased customer lifetime value.

Data-Driven Targeting

Precise customer segmentation and targeting dramatically improved campaign efficiency and conversion rates.

Channel Enablement

Investing in dealer training proved crucial for in-store conversions, particularly for complex technical products.

Transition Strategy

The lens adapter strategy effectively reduced upgrade resistance by preserving customers' existing investments.

