# Scaling Success: Semrush's B2B Newsletter Strategy

## Hello!

My name is Taylor Raffa.

I work at Semrush, an AI-powered marketing platform, where I lead a team of four email marketers.

We craft 100+ emails per month, sending newsletters and campaigns that connect with millions.



### What is Semrush?



Leading SaaS platform for digital marketers. We provide Al-powered solutions for SEO, content marketing, competitor analysis, social media, advertising, PR, and more!

- 12 offices in 9 countries: Boston (HQ), Dallas, Austin, Prague, Limassol, Warsaw, Barcelona, Amsterdam, Berlin, Munich, Yerevan, Belgrade
- Founded in 2008, and currently has 1700+ employees
- 10M marketers have already used Semrush









### Email Team Structure 🚙

LAURA TOMA, EMAIL CHANNEL STRATEGIST

KEVIN LIN, EMAIL ANALYST MARIAM GINOSYAN, EMAIL DESIGNER

BARBARA SAWALA, CONTENT WRITER

**GILLIAN WONG, CONTENT WRITER** 

**KEVIN YOURELL,** HEAD OF LIFFCYCLE & CRM

**REINA TOEDA**, AUTOMATED TFAM I FAD

MARK VAN GILS. AUTOMATION SPECIALIST

MARINA BELOZEROVA, AUTOMATED TRACK MANAGER

TAYLOR RAFFA. MASS TEAM LEAD IULIA GROSANU, **BRAND CAMPAIGNS**  RORY PRENDEVILLE. PAID USERS

**ALFONSO IGLESIAS.** PRODUCT UPDATES

IRINA KADNIKOVA, **ENGAGEMENT** 

### Email Tech Stack 🐎

- Adobe Marketo, including Inbox Tracker (Bird) for deliverability monitoring
- Moveable Ink for hyper-personalization
- Litmus for pre-flight testing and template optimization
- Figma for email design and Google Drive for asset delivery
- Looker for reporting dashboards (via data warehouse)
- Monday.com for task management and scheduling

## Our Newsletter Landscape 🗥

#### In 2023...

- What content do we have?
- Focus on themes/interests
- Content bottlenecks
- 10 newsletters

### Today...

- What content do they need?
- Focus on offering solutions
- Collaboration with writers
- 5 newsletters

### Our newsletters in 2023

 $\longrightarrow$ 

- Educational
- Product
- Social Media
- Insider
- Tips & Tricks

- Influencer
- Content
- CMO
- Academy
- App Center

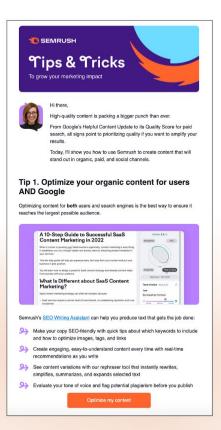
## Our newsletters today

 $\longrightarrow$ 

- Educational
- Product
- Social Media
- Insider
- Tips & Tricks

- Influencer
- Content
- <del>CMO</del>
- Academy
- App Center

## Tips & Tricks 🏄







Hi there,

Your business's growth doesn't just depend on what you do; it also relies on what your competitors are doing.

What if I said you could uncover what your competitors are investing in (and what works) in under a minute using the Semrush Domain Overview?

#### Domain Overview: healthline.com d o SED Dermoord O Martine N 100 N or ■ 16 to Change v Apr 25 2013 v 1633 Exercise Over street Overview Compare domains Growth report Compare by countries Fact Killiants - Categoria Carcal Septemblish Bucklink Sac. Secret Dender Represent Magic Tree Report Manager (CD) Organic Place Egyptimes (1) Deplete Fraffic Heights May - Detabar • Seventier - April Backlin Rodyton Referring Survains (20.222 100) Backlini Balli Sub-Andrew STIR ROOM Listing Management SSS) Content Template Dr. Frank SED Charles Log File-Boarder Socideta 91,572,545, (1896)

#### Here's how:

- Add any domain you want and select country (or leave as worldwide) in Domain Overview.
- Get an idea of how authoritative the website is by checking its **Authority**Score and number of backlinks at the top of the report.
- Instantly know whether they're investing in organic or paid channels—or both —by checking the split between organic and paid traffic to the website.
- Compare its performance with up to 4 competitors and easily discover each domain's traffic share or similarities and differences in traffic trends.
- 5> Dive deeper into their growth over time with the Growth Report: Get insights into any domain's growth in organic or paid traffic, organic keyword rankings, paid traffic costs, backlinks, and more. Monitor developments over a period of time (e.g., 6 months) or compare between periods (e.g., VoY, QoQ).

These are just some of the insights you can get for any website from Domain Overview in under a minute.

Try it now and uncover your competitors' (not so) hidden aces.

Analyze my website in 60 seconds

Until next time.

Erika Varangouli Head of International Brand

### Tips & Tricks 🥕





#### **Tips & Tricks**

Spot keyword gaps 🚀

Dive into Keyword Gap Analysis to uncover the opportunities your competitors are capitalizing on-and you're not.

- 1 Missing Keywords: These are high-value search terms your competitors rank for, but you don't. Add them to your content strategy to extend your
- Weak Keywords: Search terms relevant to your site, but where your rankings fall behind competitors. Boost existing content or create new pages to win them over.

#### See the Keyword Overlap

See how your domain stacks up against competitors using the keyword overlap chart. Instantly spot areas where you're leading, lagging, or missing out entirely.

Check your keyword gaps →



#### What's Next?

In two weeks, we'll explore advanced image SEO techniques to optimize visuals for search rankings.



#### Tips & Tricks 🚣

#### Organizing ideas → Better content

Creating content that ranks starts with finding the keywords your audience is using and organizing them into clusters to match their intent.

Let's break it down into two simple steps:

- 1. Find keywords
- 2. Group relevant keywords together

Pro tip: Be careful not to use the same keyword groups on multiple pages-this leads to an issue called keyword cannibalization, where your pages compete with each other, potentially damaging your SEO performance.

#### Step 1: Find keywords

Use Semrush's Keyword Magic Tool to discover what your audience is searching for.

Enter a seed keyword, like "dog food", and you'll see that each search returns a list of 10 relevant keywords along with their average monthly search volumes.

Copy and paste these into a spreadsheet and repeat the search with other seed keywords-you might try "dry dog food" and "grain free dog food" next.

Pro tip: For more seed keyword ideas, Google your seed keyword and look for any variations used by other top pages.

Find my keywords to target →

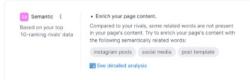
Need it faster? With Semrush Pro, you can find hundreds or even thousands of relevant keywords, export them, or select the important ones and create a list to start targeting in your SEO efforts.

#### Step 2: Group relevant keywords together

To create content that matches user intent (and resonates with Google), organize your ideas into keyword groups.

Once a new page is live, you can use the On Page SEO Checker in your domain project to find ways to improve it.

Select the URL, add the most relevant keyword, and the tool will show keywords that your competitors use for similar content. Consider adding them to your copy from your own unique angle.



#### Go to On Page Checker →

With a Semrush Pro plan, you can use Keyword Strategy Builder to automatically group similar keywords into clusters and get insights into things like intent, search volume, and ranking potential, whether your page is live or not.

### Insider ••







### Semrush Insider: Trending Apps

Monthly SEO content for Semrush Pros-news, tools, and strategies to boost your marketing efforts!



Crawl Errors: What They Are

Make sure you're playing nice with

search engine crawlers! Here's how

to avoid crawl errors that inhibit your

Improve your crawlability

& How to Fix Them in 2024

**Trending SEO Content** 

content. Le and searc

Digital Ad

93 Online

**Email Verifie** Verify email addresses for your sales and marketing

Mobile App Tester Test your native mobile app on physical iOS and Android devices

communications Clean up your contacts

Shopify optimization: All description generator, image upscaler, boosted

Boost your sales

#### Success Story

Start testing

November's Top Apps



[Case Study] How a Content Marketing Guru Is Rocking Al After 47 Years in the Field

businesses, and even seasoned professionals are taking note. Here's one story of a content marketer with 47 years under her belt, now leveraging Al to elevate her content writing game.

#### Trending SEO Content



Annual Glo Our recent si Googled soc 2023, and ho

Key findings

national SEO: Best tices for Global Online to capture international audiences

rive organic traffic from different raphic locations? Here's how.



13 Best (Fr Extensions productivity a around your Extend your

SEO Tools

#### New in the App Center



Make sure your website

steers your business

forward, not back

Audit with ease



Platform Generator Edit record live stream.

Create highly efficient Google Ads copy based one elece on your keywords Effortlessly optimize

Try.it.now

#### The art of influence-how to maximize your next campaign



US agency Altered State Productions generates \$501,500 in sales for their client Valyou Furniture with influencerdriven marketing campaign.

See how they did it



The Al revolution is transforming

How she does it

### Insider ••



A monthly roundup of hot takes from the inside of Semrush



#### THIS MONTH:

March Favorite - Free Al text generator

Al Mode experiment in Google search

E Lesson of the day: Allow: /\$

#### Most popular in March - Free Al Text Generator

Use our free AI tool to produce various types of content up to three times per day.

Create copy for your website, social media, newsletters, and more—our AI tool is ready for any content challenge.

Generate content →

#### Al Mode experiment in Google Search

Google has launched a new Al Mode in Search that can answer complex questions and compare information using advanced reasoning and smart thinking skills. Right now, it's only available to subscribers of Google One Al Premium (\$19.99/month).

Al Mode info has also been added to robots.txt documentation. See the official documentation.

#### Did you know?

Don't want your site to appear in Al Overviews? Robots meta tag limitations won't work if you're using structured data (Schema markup).

#### 👺 Lesson of the day – Allow: /\$

Allow: /\$ is a robots.txt exception that means only your homepage can be crawled. The \$ means "ends with".

#### Semrush Insider

A monthly roundup of **hot takes** from the inside of Semrush



#### THIS MONTH:

April Fool's tattoo campaign was real

Google Maps spies shady reviews

When to remove toxic links

#### April Fool's was no joke

We weren't kidding. Our wild contest offered lifetime access to Semrush Pro to the first person who got a Semrush logo tattoo. The result? Nearly 1M impressions and one very permanently tattooed, very loyal winner.



#### No more fake reviews on Google Maps

Google employed Gemini AI to catch fake reviews and shady profile edits—emonths after publication.

Now, if a business tries to cheat the system, people will know. In the US, UK, India, users see alerts for businesses with suspicious 5-star reviews. New recan be blocked, too. Rolling out globally next month. [Source]

11 tips to improve your Google Maps SEO →

In 2024, <u>users submitted 999 million reviews</u>—and Google blocked 2 million for being fake. It also stopped 10,000 attempts to hijack unclaim business profiles and scam customers.

#### When to remove toxic links

Toxic backlinks are links from other sites that can hurt your visibility on Google. If you run a <u>backlink audit</u>, you'll likely spot some high-toxicity ones. These usually break Google's spam rules—they're built for SEO tricks, not to help users.

"For the most part, we work really hard to try to just ignore them (...). The disavow tool is not something that you need to do on a regular basis. (...) I would really only use that if you have a manual spam action."



Google's Search Advocate, John Mueller

So...if you're not disavowing, what should you do? Focus on building better links—the kind that live in the green, non-toxic range.

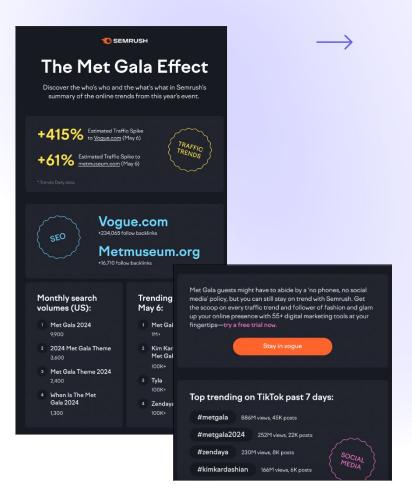
10 link-building strategies that work in 2025 →

### Social Media 🤳



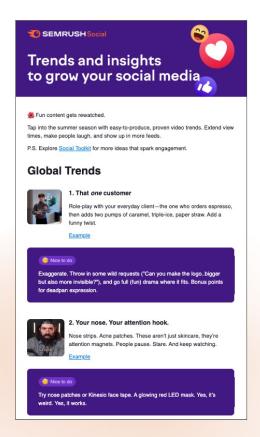


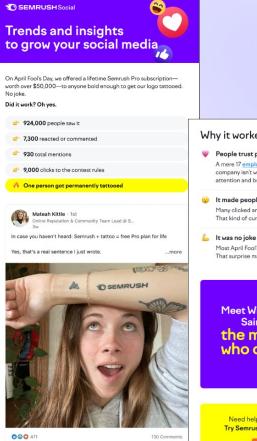




### Social Media 🤳







#### Why it worked

#### People trust people

A mere 17 employee posts got over 465,000 views. Even if your company isn't well-known, your coworkers can help you get attention and build buzz.

#### It made people wonder

Many clicked and shared it just to figure out if it was real. That kind of curiosity helped us reach more people.

Most April Fool's posts are fake products. We had a real contest. That surprise made people stop scrolling.

Meet William Saint-John, the man who did it!



Need help with social media content creation? Try Semrush Social and jump on top trends early.

### Retired Newsletters 🏲



SEMRUSH

SEO chats. Real experts.

No jargon.

Aleyda Solis

SEO consultant and founder of Orainti

subscribers, SEO tips in the Crawling Mondays video series, offers a free SEO Learning Boarbrag in Learning SEO in and boats SECECIMO Chat Forum and

Meetings for SEO community and discussions. Aleyda is also the co-founder of

What are some of your 2024 SEO priorities?

On one hand, continue helping SEO consulting clients to achieve their goals that at a

very high level has to do with aligning their products, assets and existing marketing

campaign opportunities to maximize their organic search market share and revenu

while minimizing existing challenges and market risks while helping them navigate

the current market uncertainties the impact of AL generative search, content quality

oriented Google undates and USC treads. On the other to continue prowing my per

What emerging trend do you think will be top of

All and its remifications in all that we do as SEO. From its role in the automation of

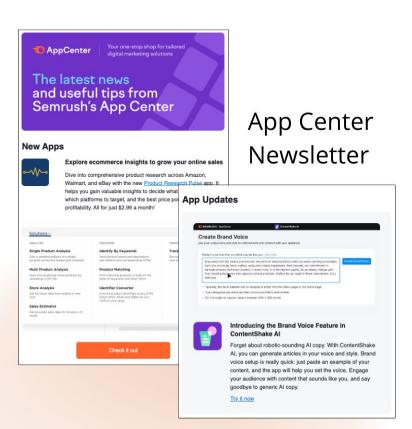
SEO workflows, tasks, content, outputs, , to the impact of penerative search result

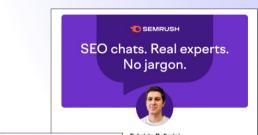
projects: SEOFOMO -weekly SEO newsletter, forum and meetup and

Remoters.net, a remote work hub.

mind for you in 2024?

Websites' organic search traffic.





Fabrizio Ballarini anic Growth Lead at Wise

#### portunity to use AI or LLMs to rocesses but not to replace them."

ings you insightful tips and perspectives from indust , we're joined by Fabrizio Ballarini, Organic Growth ise), to discuss everything from scaling content crea Aleuta Solia is an SEO consultant and founder of Oraint -- a boutinue SEO ng search behaviors. consultancy advising too brands worldwide, speaker and author. She shares the latest SEO nows, resources, tools and jobs in the SEOFOMO newsletter with +319

> anic Growth at Wise, a financial company powering people and businesses across the world.

### Influencer Newsletter

#### What are some of your 2024 SEO priorities?

To improve our web footprint across all domains and integrate SEO better with our content creation efforts on social media. Regarding SEO, we don't have particular tech challenges like in the past two years when we rebranded and switched domains, so we'll focus on our new product lines and scaling our content production capabilities in more regions and languages. We are expanding our offering and shifting from a pure B2C play to serving new types of business and enterprise customers, so our SEO program is evolving to accommodate more complex user journeys, sync better with our CMR teams, and diversify content production toward social media. We still don't know how users will consume content in the coming years, and we want to hedge our organic growth bets while keeping traditional SEO

#### What emerging trend do you think will be top of mind for you in 2024?

We will see the evolution of SERP layouts and how users interact with answers to their queries. With masses of content being published on social platforms. I also hope we can spend even less time on links. Unfortunately, leading platforms are becoming more alike, but I hope we will still see improvements in how cross-platform content is served.

For SEO, I suspect all these changes will eventually favor companies that have an actual product/service to sell over the sites that don't. The same goes for the emphasis on high-quality content-I think that genuine quality will overtake low quality. By creating customer-centric content, we know that every effort must meet specific quality standards to be helpful to customers, even if search engines evolve.

## Three Strategic Pillars in

01.

### **Lifecycle Focus:**

Offer solutions that address marketing challenges appropriate to each user's CJM stage.

02.

### **Personalization:**

Deliver engaging, relevant content to each user (e.g., industry, interests, & tool usage). 03.

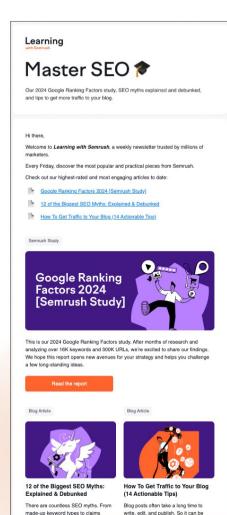
### **Scalability:**

Maximizing our business impact while optimizing for organizational efficiencies.

## **Case Study #1: Lifecycle Focus**

- We noticed two trends with users in our database who...
  - Dropped off in engagement after email 3 in Welcome Track
  - Converted from mass in month 0 after exiting Welcome Track

 Hypothesis: Creating a more intentional entry into mass emails will improve email engagement and increase conversions to trial & paid.

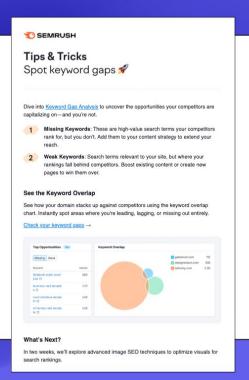


 We added an evergreen version of our Educational Newsletter to the Welcome Track as an "off-ramp" for users who did not engage with the first three emails.

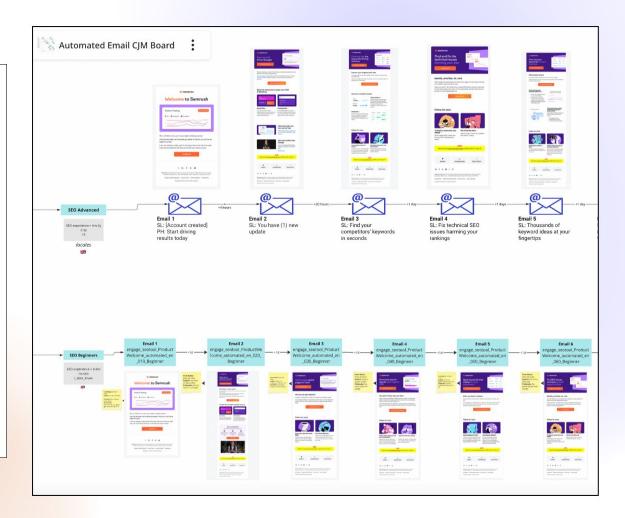
 We ran the monthly Product Newsletter as a weekly batch campaign to catch users who registered after the first Wednesday of the month.

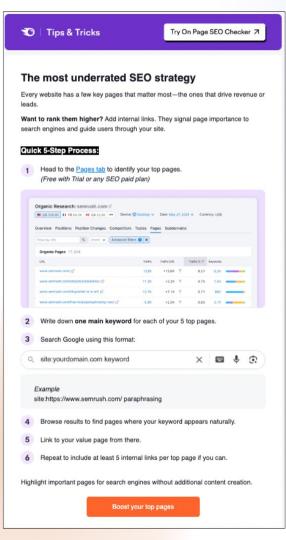
## Case Study #2: Personalization

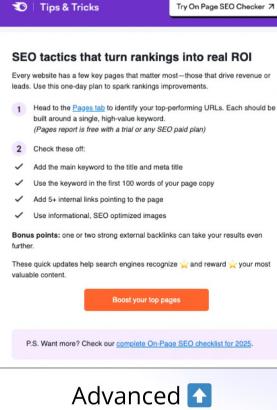
- Tips & Tricks Newsletter:
  - Audience 1.1M
  - Monthly, Third Wednesday
- Data used from the registration flow and welcome track to improve segmentation:
  - Two Versions
  - Beginner (1M) & Advanced (100K)



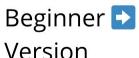
### Let's customize your flow Tell us a bit about yourself and help us match Semrush to your needs. How long have you been working with SEO? O I don't know Less than 6 months 6 months to 2 years 2 to 5 years More than 5 years I've never worked with SEO . . .





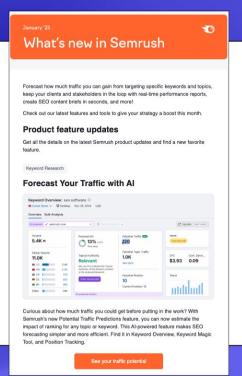


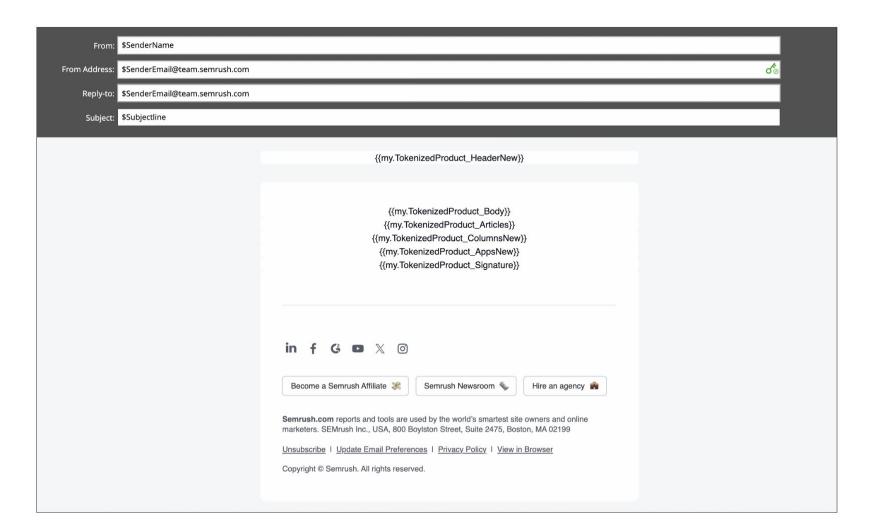




## Case Study #3: Scalability

- Product Newsletter:
  - Sent to 1.2M Free & 50K Paid Users
  - Monthly, First Wednesdays
- We went from using modules tokens:
  - 6x faster to build, supporting localization & personalized content





```
#set (SYear = "25")
#set ($HeaderText = "What's new in Semrush")
#set ($Subjectline = "Your Semrush learning path: Position Tracking")
#set ($Preheader = "Start monitoring your crucial keywords with Position Tracking")
#set ($HeaderIMG = "https://lp.semrush.com/rs/519-IIY-869/images/Frame%206701.png")
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#set ($HeaderSubtitle = "Dive into our latest product launches and most recent updates")
#set ($BodyTextl = "Forecast how much traffic you can gain from targeting specific keywords and topics, keep your clients and stakeholders in the loop with real-time performance reports, create SEO content
briefs in seconds, and more!")
#set ($BodyText2 = "Check out our latest features and tools to give your strategy a boost this month.")
#set ($ArticlesTitle = "Product feature updates")
#set ($ArticlesSubtitle = "Get all the details on the latest Semrush product updates and find a new favorite feature.")
#set ($ArticlelTag = "Keyword Research")
#set ($ArticlelTitle = "Forecast Your Traffic with AI")
#set ($Article1URL = "www.semrush.com/analytics/keywordoverview/")
#set ($Article1IMG = "https://lp.semrush.com/rs/519-IIY-869/images/ProductNL 041224 01.gif")
#set ($ArticlelText = "Curious about how much traffic you could get before putting in the work? With Semrush's new Potential Traffic Predictions feature, you can now estimate the impact of ranking for any
topic or keyword. This AI-powered feature makes SEO forecasting simpler and more efficient. Find it in Keyword Overview, Keyword Magic Tool, and Position Tracking.")
#set ($Article1CTA = "See your traffic potential")
#set ($Article2Tag = "Keyword Research")
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#set ($Article2Text = "Curious about how much traffic you could get before putting in the work? With Semrush's new Potential Traffic Predictions feature, you can now estimate the impact of ranking for any
topic or keyword. This AI-powered feature makes SEO forecasting simpler and more efficient. Find it in Keyword Overview, Keyword Magic Tool, and Position Tracking.")
#set ($Article2CTA = "See your traffic potential")
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#set ($Column1Title = "Share Real-Time Performance Dashboards")
#set ($Column1Text = "Keep your clients and stakeholders in the loop with real-time performance reports. With My Reports' new feature, you can share a link to an interactive, up-to-date dashboard-no
attachments needed. It's the easiest way to keep everyone informed and engaged with your campaign progress.")
#set ($Column1CTA = "Explore the dashboard")
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attachments needed. It's the easiest way to keep everyone informed and engaged with your campaign progress.")
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```

## People & Process Changes 🗘





Stopped thinking of our team as "automated vs. mass". Prioritized upskilling, hackathons, & group projects.



Switched from "push to pull" by moving toward stakeholder ownership; driving content & strategy.



Hired two email content specialists to sit within our team; added regular team sessions to critique & improve quality.



Implemented an **'effort points'** metric (from agile process management) to track trends in our efficiency over time. Newsletter NUMRR 📊

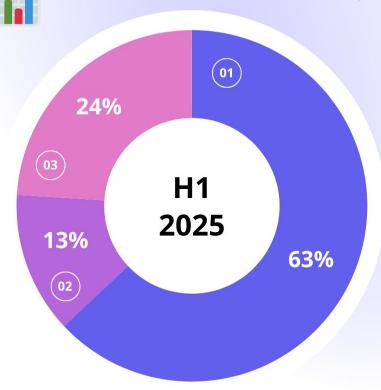
01 - Educational

02 - Product

03 - Other Newsletters

Percentage-wise, the distribution of NUMRR remained stable between H1 2023 and H1 2025, but absolute numbers saw a dramatic shift:

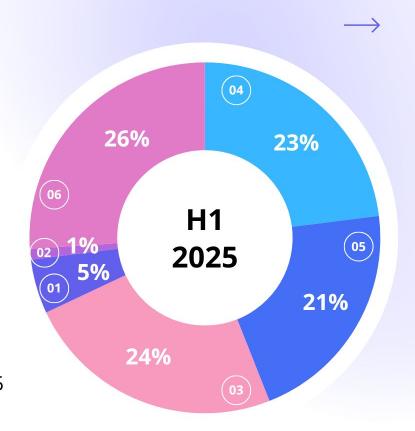
- 40% increase in NUMRR
- 58% decrease in sends
- 46% increase in total opens
- 40% decrease in total clicks



### **Email NUMRR**

- 01 Educational
- 02 Product
- 03 Mass Campaigns
- 04 Welcome Track
- 05 Trial Track
- 06 Others

Percentage-wise, newsletter share of NUMRR within the email program as a whole dropped 5 percentage points between H1 2023 and H1 2025, while mass campaigns saw an increase of 5 percentage points during the same period.



## **Further Optimization**

### $\longrightarrow$

### **Sunsetting**

Refine the mapping of our newsletters to the 30-60-90-120 day windows of tool and channel engagement.

### **Promotional Banners**

Automate promotional banners throughout all emails to dynamically (re)target based on CJM stage.

### **Progressive Profiling**

Use newsletter
engagement as an
entry point to
receiving drip
campaigns for toolkits.

## Thank You!

Let's Keep in Touch



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