

NPS+ HIV (EU5) 2018

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Abstracts

Why are some EU5 HIV brands standing out more than others?

There are various options available to EU5 infectious disease specialists treating HIV. Clearly some of these options are achieving greater levels of loyalty and satisfaction than others – but why? What are the key factors driving physician choice and how does each of the leading brands compare to its competitors?

NPS+ HIV (EU5) gives a unique insight into the overall brand health of 11 leading treatments for HIV currently being used in the EU5 markets. 150 infectious disease specialists were surveyed on key issues including brand messaging, prescribing behaviour and satisfaction levels. The results provide valuable insight for brand marketers seeking new ways to stand out.

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Insight into 11 HIV Treatments

Atripla (efavirenz/emtricitabine/tenofovir disoproxil fumarate; Gilead)

Descovy (emtricitabine/tenofovir alafenamide; Gilead)

Edurant (rilpivirine; Janssen Cilag)

Genvoya (cobicistat/elvitegravir/emtricitabine/tenofovir alafenamide; Gilead)

Isentress (raltegravir; Merck Sharp & Dohme.)

Odefsey (emtricitabine/rilpivirine/tenofovir alafenamide]; Gilead)

Prezista (darunavir; Janssen Cilag)

Rezolsta (darunavir/cobicistat; Janssen Cilag)

Reyataz (atazanavir; Bristol-Myers Squibb)

Triumeq (abacavir/dolutegravir/lamivudine; ViiV Healthcare)

Tivicay (dolutegravir; ViiV Healthcare)

Top Takeaways

One brand leads the pack. In Europe, 6 of the 11 brands surveyed obtained a positive NPS, with one brand ahead of a chasing pack of 3 brands. Where is your brand, and what could you do to close the gap?

Brand loyalty is difficult to come by. Loyalty scores of less than 3 indicate low loyalty, and none of the brands surveyed managed to score above this magic number. Is clinical differentiation really that low?

Despite low loyalty, satisfaction is high. Nearly 80% of infectious disease specialists are satisfied with the numerous drugs on offer, but this is shared across multiple brands. Is there any more that could be done to improve satisfaction scores even more?

Is there a dominant brand message? Find out which messages are resonating with physicians, and take your brand's positioning strategy to another level.

In their own words. What do doctors say each brand means to them? For example, which brand is described as a 'good treatment which improves the patient's quality of life' and which brand is dubbed as 'inefficient for the treatment of HIV'?

Explore Important Brand Loyalty Issues

NPS+ HIV (EU5) offers valuable insight into brand loyalty from the perspective of those currently prescribing treatments for HIV to patients. You'll discover:

Exactly how satisfied the EU5 market is.

How loyal doctors are to your brand.

How many other brands your Promoters recommend.

Which other brands your Promoters and Detractors recommend.

How much market share your brand has among Promoters and Detractors.

How much market share you stand to gain by converting Detractors into Promoters.

Which messages Promoters, Passives and Detractors associate with your brand.

Your brand DNA: what doctors really think of your brand—in their own words.

A Report Based on Expert Knowledge

We surveyed 150 EU5-based infectious disease specialists chosen from the largest community of validated physicians in the world. We conducted the survey between February 6-14, 2018.

What is Net Promoter® Score?

NPS is a customer loyalty metric developed by (and a registered trademark of) Fred Reichheld, Bain & Company, and Satmetrix. It was introduced by Reichheld in his 2003 Harvard Business Review article One Number You Need to Grow.

How does NPS work?

NPS measures overall brand satisfaction and loyalty by asking one simple question:

'How likely are you to recommend this brand to a colleague?'

Responses - given on a scale of 0 (not at all likely) to 10 (extremely likely)—are used to classify respondents into 3 categories:

Detractors are those who answer 0 – 6.

Passives are those who answer 7 – 8.

Promoters are those who answer 9 - 10.

How is NPS calculated?

The percentage of detractors - the percentage of promoters = NPS.

For example, 25% Promoters, 55% Passives and 20% Detractors give you an NPS of +5.

NPS can range from -100 (everybody is a Detractor) to +100 (everybody is a Promoter). The higher the score the healthier the brand.

What is FirstView NPS+?

NPS+ turns your Net Promoter Score into actionable information by answering key questions about brand loyalty.

Each NPS+ report examines doctors' relationships with the brands used to treat a major disease area—measuring brand loyalty and showing you how it affects your market share. NPS+ also examines “brand DNA”, revealing in doctors' own words what brands mean to them.

Instead of one simple metric, NPS+ gives you a detailed picture of brand health that highlights areas for improvement, and helps you see exactly what steps you need to take next.

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Contents

- 1. CHART 1: WHAT IS THE NET PROMOTER SCORE (NPS) SCORE FOR MY BRAND AND MY COMPETITORS?**
- 2. CHART 2: HOW LOYAL ARE DOCTORS TO MY BRAND?**
- 3. CHART 3: HOW SATISFIED IS THE MARKET?**
- 4. CHART 4: AMONGST DOCTORS PROMOTING MY BRAND, HOW MANY OTHER BRANDS DO THEY ALSO PROMOTE?**
- 6. CHART 5: AMONGST MY PROMOTERS WHICH OTHER BRANDS ARE PROMOTED?**
- 7. CHART 6: AMONGST MY DETRACTORS WHICH OTHER BRANDS DO THEY PROMOTE?**
- 8. CHART 7: HOW MUCH MORE OF MY BRAND DO PROMOTERS USE COMPARED TO PASSIVES AND DETRACTORS?**
- 10. CHART 8: WHAT BRAND MESSAGES ARE ASSOCIATED WITH PROMOTERS, PASSIVES AND DETRACTORS (BY BRAND)?**
- 12. CHART 9: WHAT DOES MY BRAND REPRESENT TO PROMOTERS AND DETRACTORS (BY BRAND)?**
- 13. APPENDIX**

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