### Headphones.com

### An Example of Hustle in Business

Kevin Hillstrom blog.minethatdata.com kevinh@minethatdata.com

### **A Business Problem**

**Competing Against Amazon**: Imagine having to sell products that are also sold on Amazon. They're sold for the same price on Amazon that they're sold on your website.

Why would the customer ever buy from your website?

It's a difficult question to answer accurately, to answer in a way that meaningfully gives you a competitive advantage.

### You Can't Just Pay Somebody Money

Thirty years of e-commerce taught us to become lazy marketers.

Yes, it did.

We learned that if we pay somebody money (Google, Facebook), we get customers. We don't have to work hard. We just need to spend money.

### If You Don't Spend Money?

There's one thorny little problem with spending money.

What happens if you choose to not spend money? If you are dependent on Google/Facebook for business, and you choose to stop spending money with them, what happens to your business?

If the answer is "we stop generating sales", you have a problem. This is the problem with marketing channels.

## **The Next Big Thing**

At a conference pre-COVID, a Marketing Executive asked me a question.

"What is the next big thing? If I knew what the next big thing was, I could start spending money there and I'd be ahead of the curve. That's what I'm looking for. I want to know what the next big thing is."

That, right there, is the problem with marketing.

### I Know You Don't Want To Hear This

Most weeks, somebody asks me "what is next"?

If I told you that "hustle" is what's next, how would you respond?

I know how many of you would respond. You'd get frustrated. "*Hustle? That'll never work. I need something that scales. Give me something that scales.*"

### Living And Breathing Who You Are

It's awfully hard to beat a brand that "achieved scale" by trying to do something that "scales". Also, I hate the word "scale". It's a lazy word. A buzzword bingo word.

It's almost necessary to do the opposite of "scale" ... to live and breathe who we are. We must hustle. If somebody is paying Facebook for customers, we must create something that is so useful and interesting that Facebook or Google or YouTube or TikTok does the work for us.

### **Don't Do This**

Home > Shop > Clothing > Shirts & Blouses > Indigo Button-Front A-Line Tunic

NEW ARRIVALS CLOTHING

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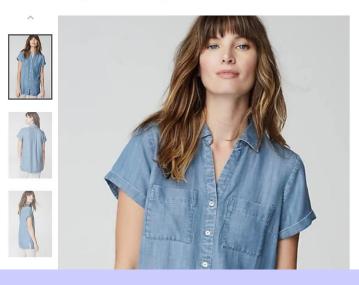
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Chat with a **Style Exper** In Phoenix, AZ **9** 

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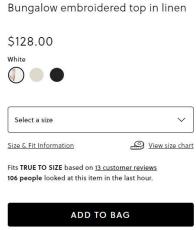
SIZE GUIDE

- 1 +

Home / Women / Shirts & Tops



Home / Clothing / Categories / Tops & Tees / Easy Linen Tunic



Easy Linen Tunic Item #33502 \$109.00 \*\*\*\*\* 4.4 (947) Color: Dark Raspberry



8

Write a review

Color: Was \$109.00 Now \$34.00

\$109.00





SHOES & ACCESSORIES COLLECTIONS MOTHER'S DAY

QTY:

PETITES

or 4 interest-free payments of \$24.75 with afterpay? Learn More Pay in 4 interest-free payments of \$24.75 with PayPal. Learn more COLOR: OATMEAL

SALE GET INSPIRED

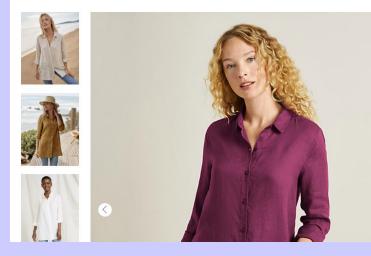
A Notify Me of Re-Stock

SIZE: 2 (12-L)

00 (0/2-XS) 0 (4-S) 0.5 (6-S) 1 (8-M) 1.5 (10-M) 2 (12-L) 2.5 (14-L) 3 (16/18-XL)

Q SEARCH

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Signal Headphones.com

) Search

Can you imagine a worse business model than a business that, no matter what marketing you do, causes a customer to visit Amazon and buy the product you are selling?

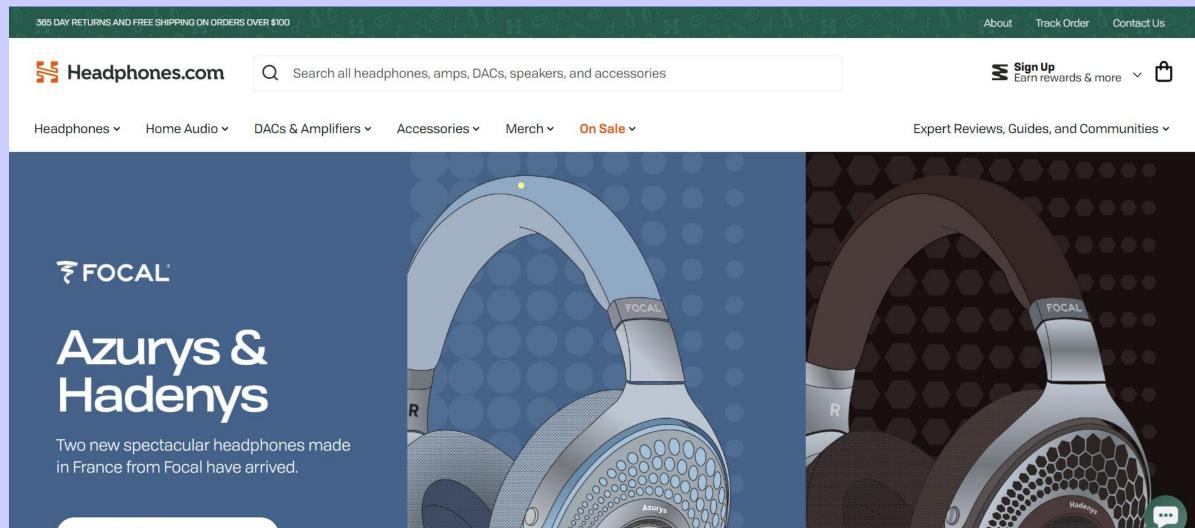
For Headphones.com, the answer to success cannot possibly be *"let's pay Facebook and Google to give us customers that we send to Amazon"*. I don't need an accountant to tell me that the math does not work.

### You Can Stop Paying Attention Here

If you don't want to hustle and work hard, you can leave the presentation here. In fact, I'll give you an out. Follow this link and learn 10 tips to improve the performance of product listing ads: <u>https://foghornlabs.com/10-tips-to-improve-the-performance-of-google-product-listing-ads/</u>

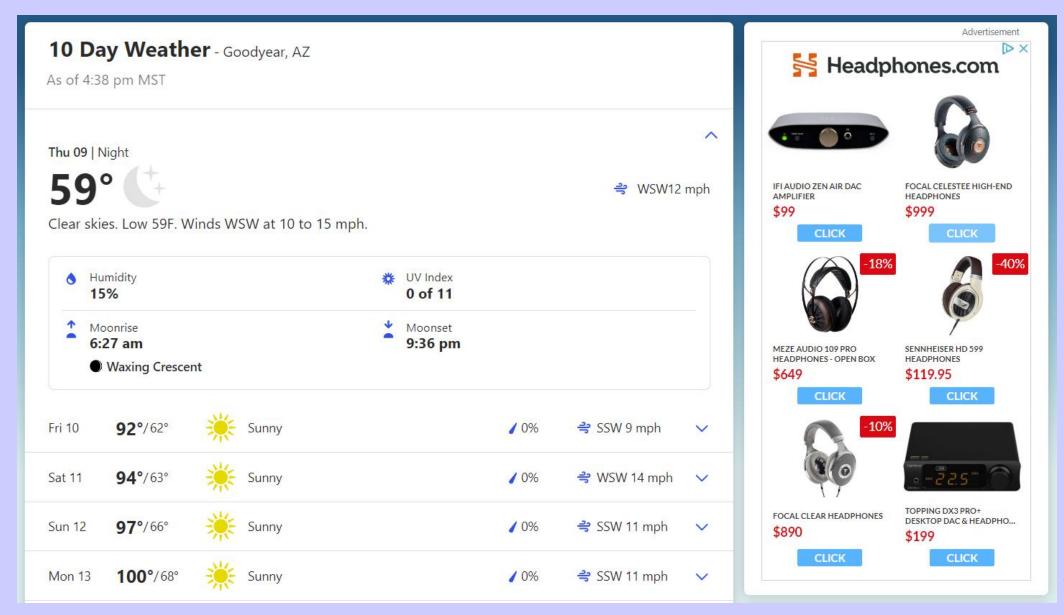
If you want to hustle and work hard, turn the page and follow me into the world of headphones and hustle.

### This Is What You're Going To Talk About?

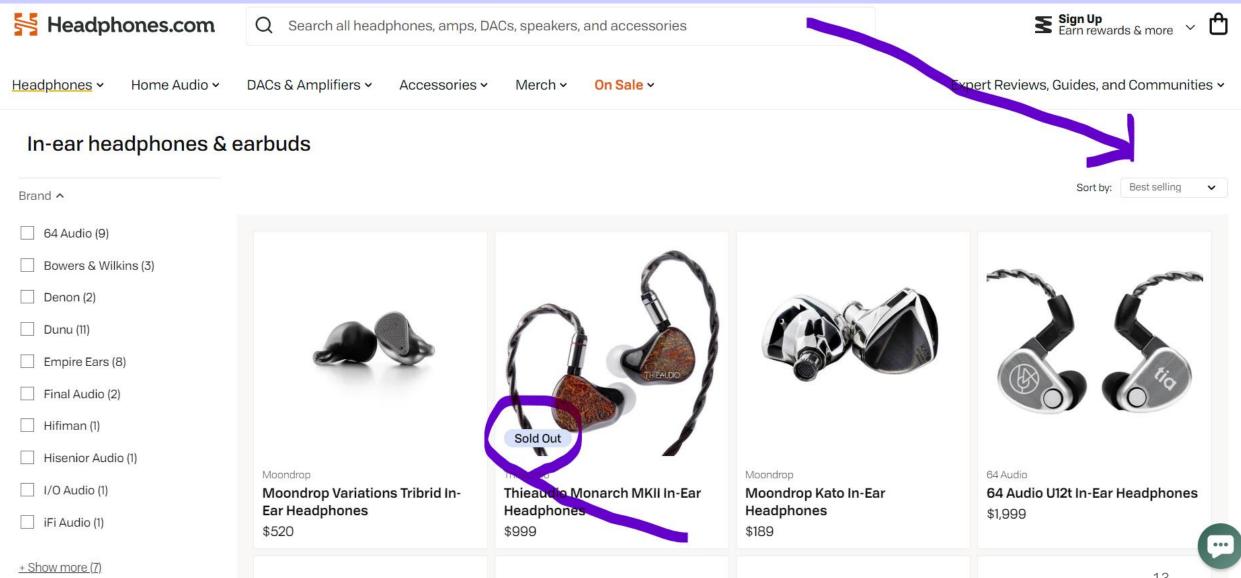


**Pre-Order Azurys** 

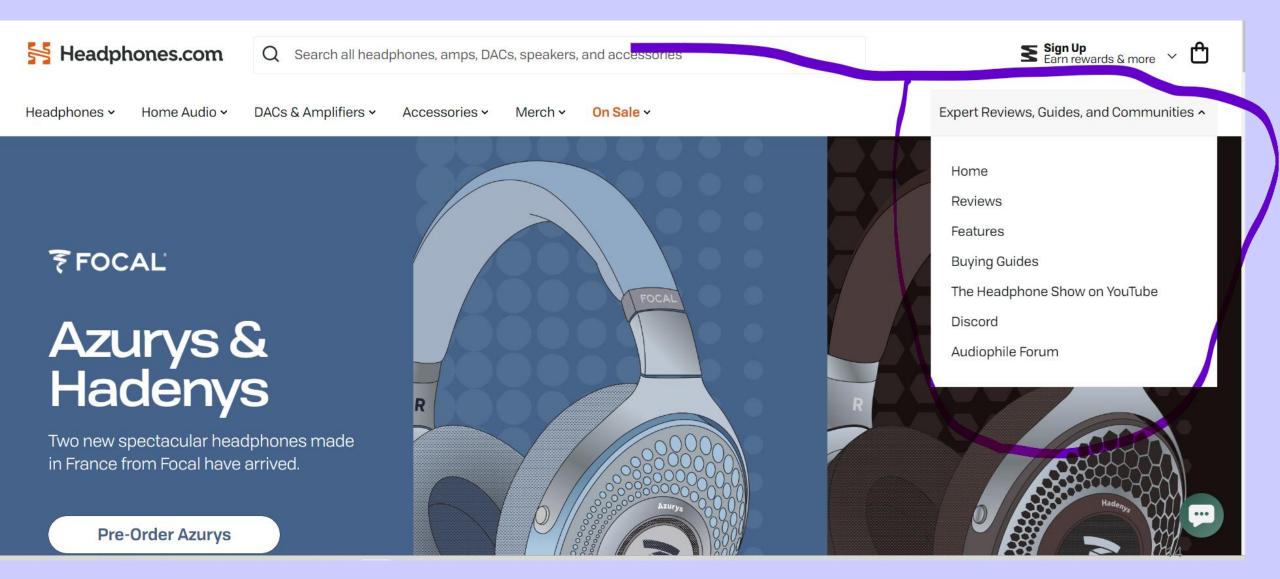
### **These People Retarget, That's Not Hustle!**



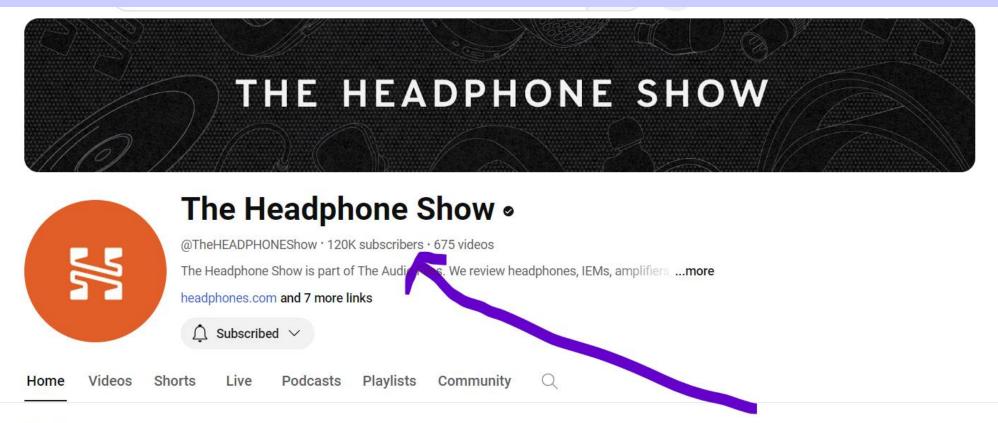
### **They Signal FOMO To The Customer**



### Oh Oh, Here Comes The Hard Work



### 120,000 Subs, 675 Videos. Lots of Hustle



#### For You



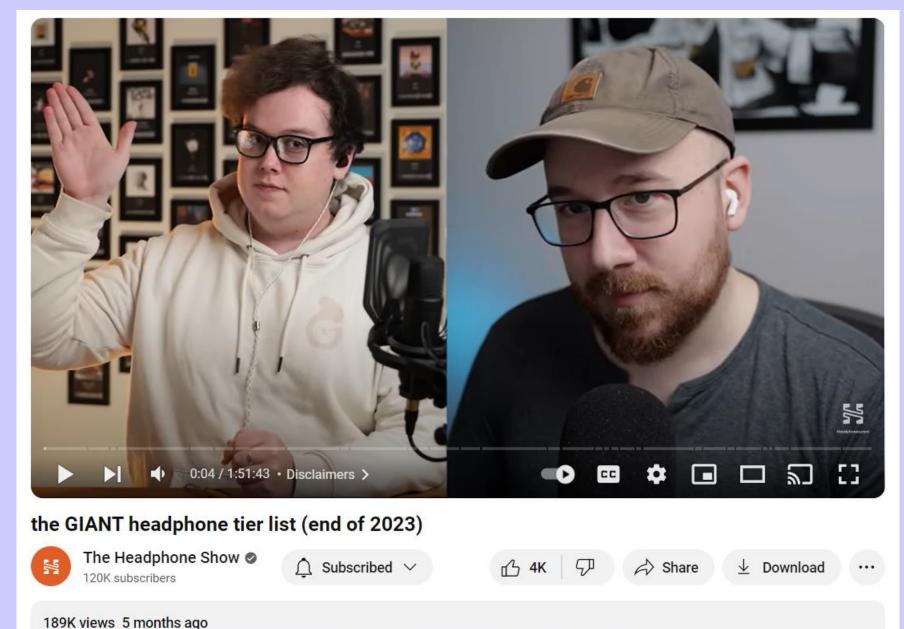
# This is Where You Tell Me That Videos Don't Work, That You Tried To Create Four Videos And Nobody Watched Them

This is where I tell you that yes, your four videos didn't work.

Did your videos work when you got to the 675<sup>th</sup> video? Or the 1,449<sup>th</sup> video? Did you quit too soon?

Everybody quits too soon, before finding their rhythm.

### **They Created or Hired Their Own Influencers**



### **Their In-House Influencers Have A Following**

Videos 
Play all

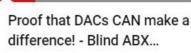






New Focal headphones for 2024! Azurys & Hadenys...

30K views · 3 days ago



31K views • 12 days ago

The world's best IEM? Subtonic Storm Review

18K views • 2 weeks ago



The IEM I like more than headphones - Mega5est 31K views • 3 weeks ago



IE 200 vs IE 600 vs IE 900: A Comprehensive Review

20K views • 3 weeks ago

#### DMS's Guide to Great Sound Play all

If you're new to the world of high-quality sound from headphones, there's a lot of things you can learn. Your best guide is DMS, a guy who knows the audiophile industry inside and out, but never...



HiFi Headphones for BEGINNERS!





Is Bluetooth GOOD yet? The Headphone Show ♥ 23K views • 1 year ago



What make headphones DARK, BRIGHT, or WARM???

The Headphone Show 📀



Affordable headphones from

my collection!!!

The Headphone Show 🥥

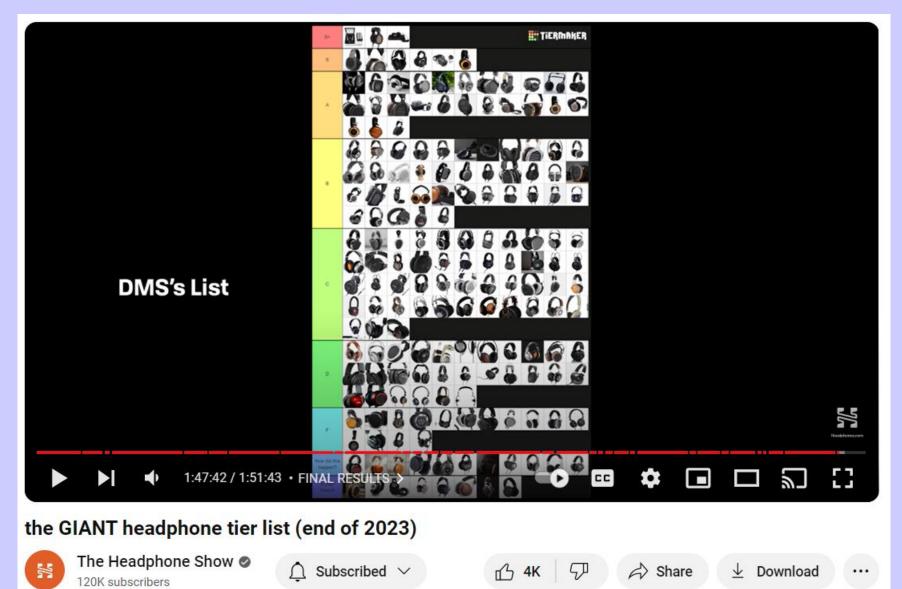


What is a NASAL headphone? Muddy? Sibilant? Sound...

The Headphone Show 🤗

18

### They Rank Headphones, Best to Worst



### **Analysis of Products**

#### Resolve's Technical Analysis Play all

What sounds good? How we measure that? And how sure are we of the results? The audio industry is full of awesome products, contradictory research, strong voices, and endless questions. Resolv...



New Focal headphones for 2024! Azurys & Hadenys...

The Headphone Show ⊘ 29K views • 2 days ago





The Headphone Show 18K views • 2 weeks ago



Kiwi Ears x Crinacle Singolo -Proof of concept

The Headphone Show ♥ 23K views • 1 month ago



How IEMs are BETTER than over-ear headphones!

The Headphone Show ⊘ 34K views • 2 months ago



How in-ears are OBJECTIVELY worse than...

The Headphone Show ⊘ 41K views • 2 months ago

DR. OLI

#### CanJam Interviews & Show Coverage Play all



LOTS of NEW headphones, familiar faces, big hints for...



The BEST things we heard at CanJam NYC 2023 Headphones that melted our brains

GOOD



These headphones made me cry... Sennheiser HE-1 (mini... SCIENCE wit

Resolve & Crinacle talk SCIENCE with Dr. Sean Olive... 20

### **They Let Their Competition Run Their Show**





The Headphone Show @ 120K subscribers

 $\hat{\Box}$  Subscribed  $\vee$ 

凸 683 🖓

A Share

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### **They Interact With Fans ... Even Angry Fans!**

O  $\leftarrow$ 

r/headphones • 4 mo. ago Elpreto2 (Search bar=KING/SRH840a/Hip DAC 2/K240 mkii/Zero:RED/May/Zero 2)

### Why is Andrew testing the HE-1 with Spotify??? Is he stupid???

Meme Monday

/s because the flair is not enough



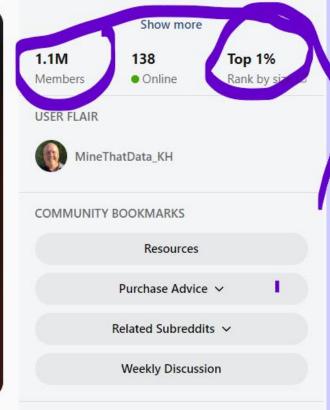
#### r/headphones

...



#### headphones: cans for nerds, stuff that matters

A place for discussion, news, reviews and DIY projects related to portable audio, headphones, headphone amplifiers and...



### **They Run Their Own Forum**

The Headphones Community		Sign Up 💄 Log In 📿	
HEADPHONES.COM is proud to support this outstanding community of audio lov	vers.	VISIT HEADPHONES	s.com >
categories			
Category	Topics	Latest	
The Headphone Show This is the location to find all "The Headphone Show" content moving forward. It will be a series of locked threads for The Headphone Show to post in for easy access for forum members to locate past and upcoming shows. <b>Forum Announcements</b> This is the spot to get the latest announcements for the forum to include Demo tours going live or any major announcements for the community.	1	New Here? This Is The Spot To Introduce Yourself HEADPHONE Community Meta	<b>4.6k</b> 2h
	8	What headphones do you have in your collection and why? General Headphone Discussion	<b>381</b> 3h
		Munich High-End 2024 Headphone News	<b>10</b> 5h
The Audio Files Discussion and comments on articles from the Headphones.com blog The Audio Files.	66	S Munich High-End 2023	<b>55</b> 7h
<b>Official Gear Tours</b> Hello everyone! Demo Tours will be placed here under their own categories. These tours will be limited to 5-10 people at a time	3	The world of Dongles General DAC/Amp/DAP Discussion	<b>3</b> 7h

Tuning EQ to your personal HRTF

with a maximum of 3 days of having the item(this may change as

Incorrections in the Head above acress discretions / Maryill

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### **They Host Old-School Blog-Style Reviews**

### Reviews

CATEGORIES:

#### ALL POSTS HEADPHONES IEMS DACS AMPS DAPS



#### Moondrop x Crinacle DUSK: An Inconvenient Truth

Crinacle's new DUSK was an IEM that was uniquely positioned to fulfill the wishes of consumers asking for an IEM tuned with the Brüel and Kjaer Type 5128 in mind. However, due to the reliance on the DSP cable to grant that wish, saying "Buy DUSK" isn't quite as simple this time around.



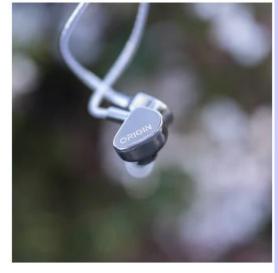
#### Sennheiser IE 200 Review: Affordable, but is it good?

The Sennheiser IE 200 is the most affordable in-ear monitor in their IE line-up. At \$150, it's meant to bring the Sennheiser sound to the masses. But how much has changed from its bigger brothers IE 600 and IE 900 and is it any good?



#### Ferrum WANDLA GoldenSound Edition Measurements & Discussion

The WANDLA GoldenSound Edition features several changes over the original, and slightly different measured behaviour. CAMERON OATLEY · MARCH 26, 2024



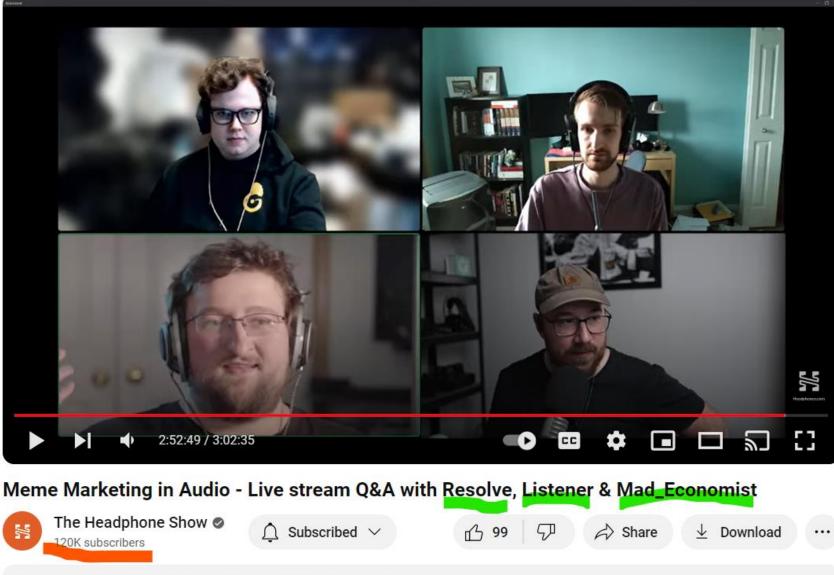
#### Tanchjim Origin: Back to Basics?

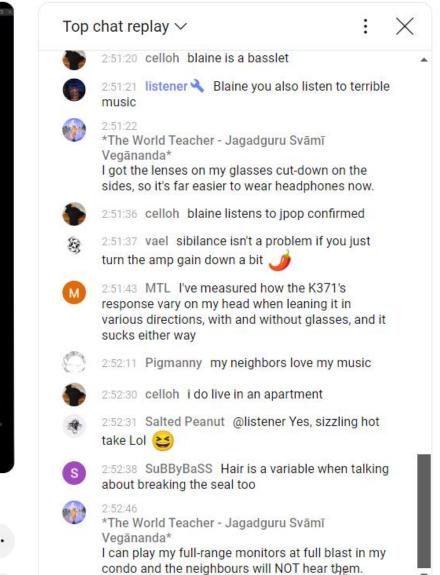
The Origin is Tanchjim's latest flagship DD IEM. The brand last struck gold with their Oyxgen IEM – almost five years ago. Does the Origin capture some of that original magic?

THEO LEE · MARCH 20, 2024

CALEB LOO · MARCH 30, 2024

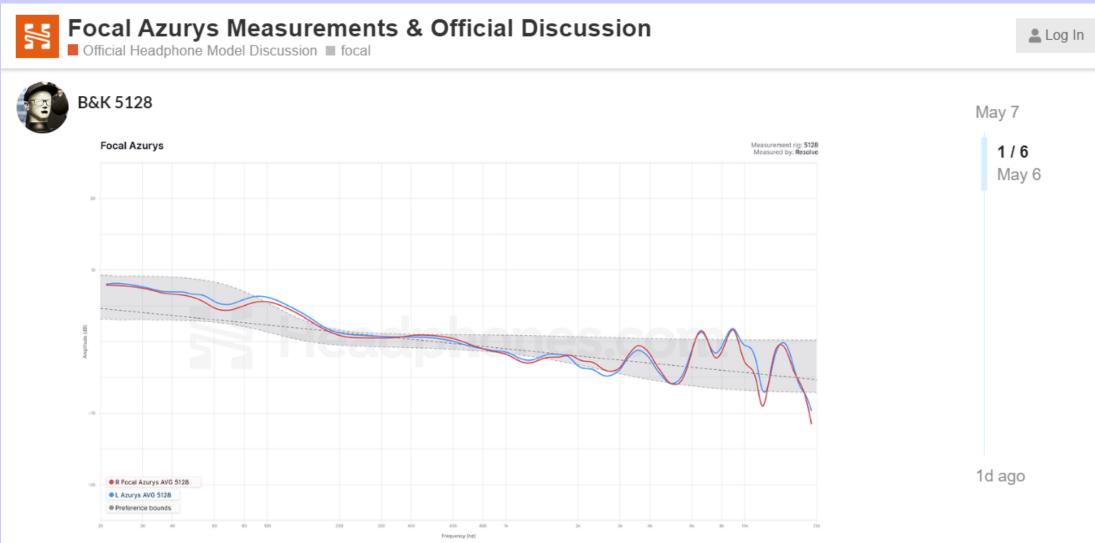
### **They Host Live Streams With Fans**



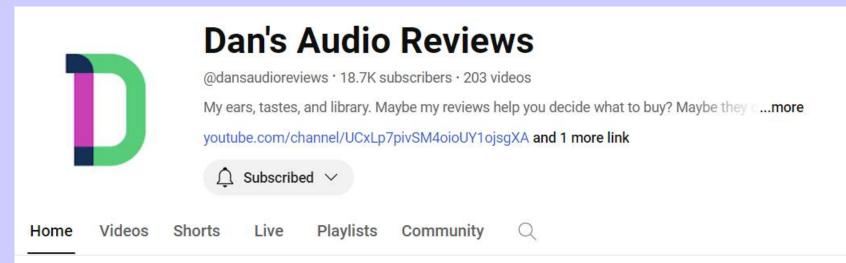


4.4K views Streamed 12 days ago The HEADPHONE Show Live Streams

### **They Perform Scientific Measurements**



## **They Have Competition**



#### Reviews > Play all



Dan Reviews | Hades by QKZ x HBB

Dan's Audio Reviews 6.6K views • 2 months ago



Dan Reviews | Hype Series by THIEAUDIO

Dan's Audio Reviews 7.8K views • 2 months ago



Dan Reviews | Zero 2 by 7Hz x Crinacle

Dan's Audio Reviews 8.2K views • 4 months ago



Dan Reviews | Chopin GIZAUDIO's best yet. Is it fo...

Dan's Audio Reviews 8.1K views • 5 months ago 6 Canon I > 6 St:55

Dan Reviews | Yanyin Canon II. A solid DD/BA entry.

Dan's Audio Reviews 5.4K views • 6 months ago

## If They Don't Copy You, You're Doing it Wrong



My Favorite Headphones at Every Price!

218K views • 5 months ago

🍯 Joshua Valour 🥝

#Headphones #ranking #blackfriday.

4K





Joshua Valour 🥥

These are my genuine recommendations in various categories. They are affiliated links that help pay for this youtube channel at ...



4K

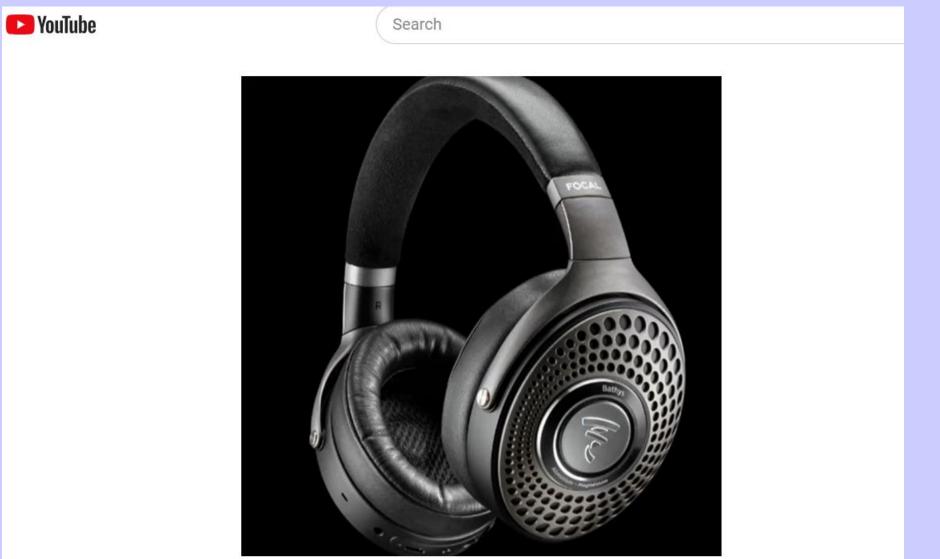
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Sony Z1r | Porter Pros | Z7 | Diana V2 | Dt80 Pros | Utopia | Beta Dynamic T1 | Dt 1990 | 400i |... 10 moments 🗸

Headphones Tier List! (Ft: Joshua Valour)

### **Interview With The Founder**

#### https://www.youtube.com/watch?v=zTclWUrAtto



Techstination Interview - How Headphones.com has built a sound following: founder Andrew Lissimore

### A Quote

"Stores think of content as a medium to get people to buy stuff, disguised as reviews, and people can see through that. We're going to do content, and it is going to be designed to earn trust."

### Andrew Lissimore, Headphones.com

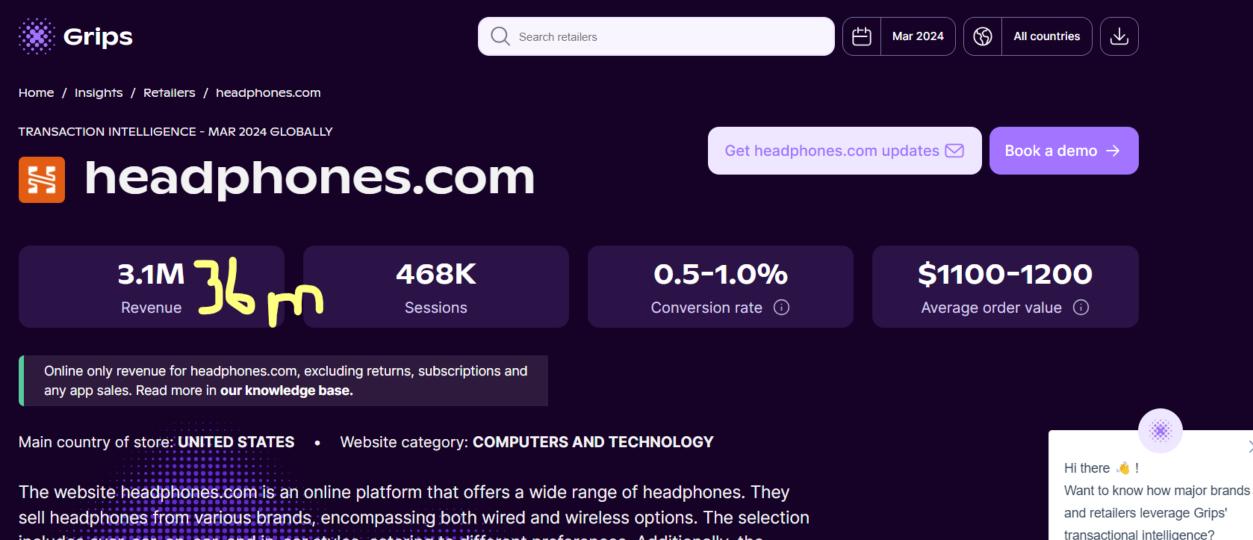
They lost brands who did not appreciate the fact that Headphones.com criticized their headphones.

### **Does Hustle Work?**

If you sell products that are readily available on Amazon at the SAME PRICE, your annual net sales should be exactly \$0.

Yeah, \$0. Why would anybody bother to buy the same product on your website when it could be ordered on Amazon and delivered to your home by an electric vehicle in less than 24 hours?

### **Does Hustle Work?**



 $\times$ 

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includes over-ear, on-ear, and in-ear styles, catering to different preferences. Additionally, the website also provides headphone accessories such as cables, earpads, and cases.

### **Does Hustle Work?**

An estimated \$36,000,000 in net sales in an \$18,000,000,000 industry (from \$0 eight years ago). It's nothing. And yet, it's something if you are the \$36,000,000 brand, isn't it? \$36,000,000 that should go to Amazon goes to somebody doing the hard work, day in and day out (that doesn't mean Amazon isn't working hard – they are – it's a different form of hard work).

So, yes, hustle works. Trust works.

### Hustle: A Different Business Model

You can pay Google/Facebook for customers. And keep paying them. Forever. They like that.

**Or, you can create your own world**, with your own experts, serving your own community. Is it risky? Yeah. Will it work? Not immediately, maybe not ever. Is it a superior alternative to constantly having to pay third parties money for customers? Absolutely!

### **A Pool of Prospects**

If you made it to Slide #35, maybe you believe you can leverage hustle to grow a community. Think of the community as being a large pool of qualified prospects. You do the hard work, the hustle, to build a pool of prospects ... when the prospect is ready to purchase, they trust you. The "hustle" business model is different.

Are you ready to try something different?

### **Need Me To Analyze Something?**

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