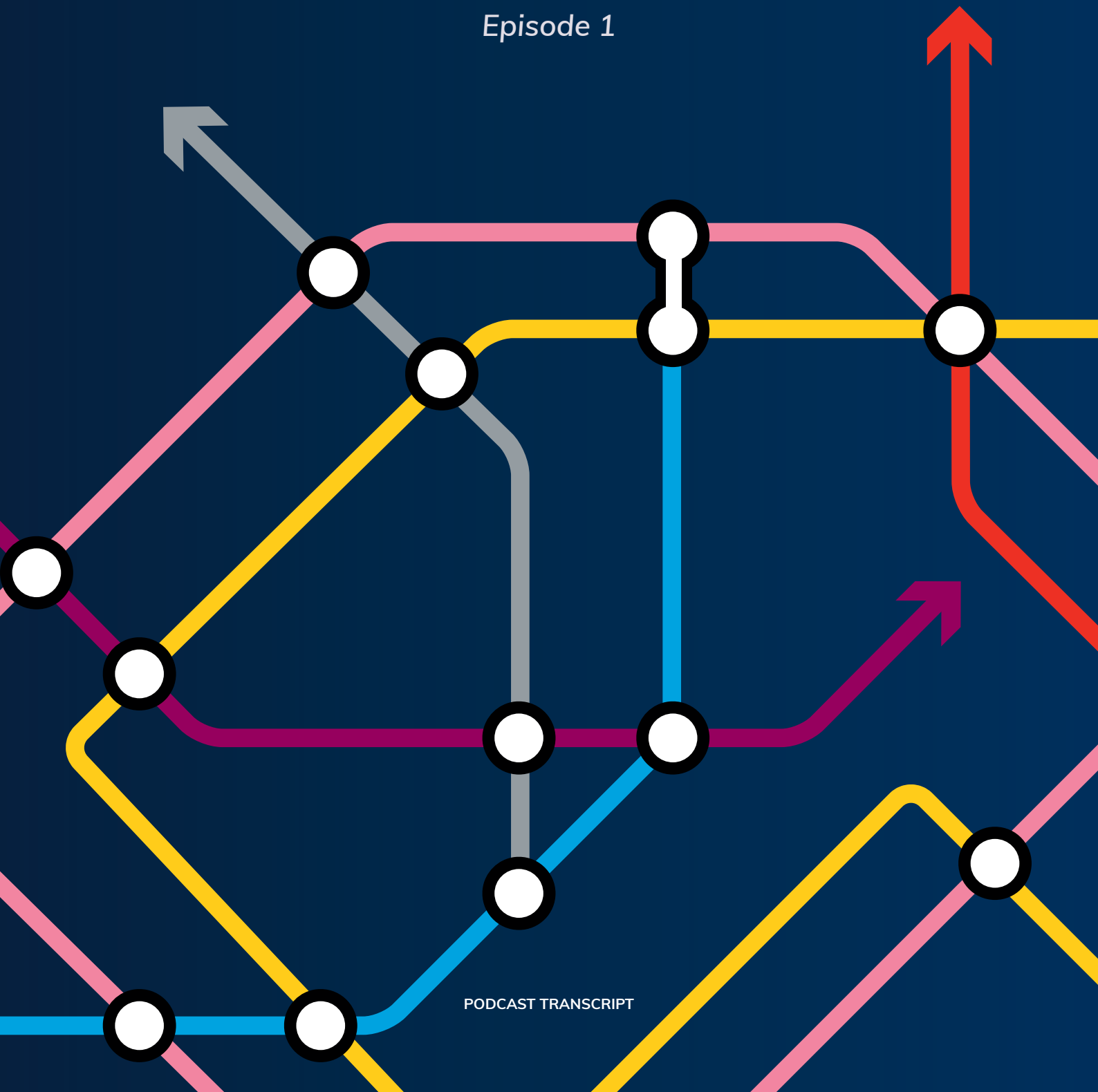


# The Evolution of ABM to XBM

Episode 1



PODCAST TRANSCRIPT



**Skip:**

Hello, everyone! I'm Skip Fidura, CMO of LeadScale. Today, I'm joined by our founder and CEO, Robin Caller. Robin, welcome!



**Robin:**

Thanks, Skip. Looking forward to discussing the evolution of account-based marketing (ABM) and beyond.



**Skip:**

Before we dive in, could you introduce the LeadScale Group?



**Robin:**

Absolutely. LeadScale has two core divisions: LeadScale Engine: An ISO 27001-certified data processor and global demand-center platform. LeadScale Services: A paid media execution team specializing in search, social, display, and content syndication.



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Marketing's core goal has always been attracting customers—not just browsers. But today, with higher acquisition costs and complex buying committees, we need frameworks like ABM. How did ABM originate?



**Robin:**

ABM emerged in the early 2000s to align marketing with sales, especially for high-value B2B deals. It solved three problems: Low-quality leads (e.g., “browsers” vs. buyers). Misalignment between sales and marketing. Inefficient targeting of high-value accounts.



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Fun fact: My TQM professor argued McDonald's is the “highest quality” restaurant because of consistency. But “quality” is nebulous—it depends on context.



**Robin:**

Exactly. In marketing, “quality” often blends accuracy, intent, and conversion potential. ABM was like spearfishing: targeting specific accounts rather than casting a wide net.



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Where does ABX improve on ABM?



**Robin:**

ABX expands beyond targeting to the entire customer journey—personalizing interactions post-acquisition. Think of it as: ABM: “I need to catch this fish.”

ABX: “How do I cook, serve, and delight the diner?”



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So ABX is about the journey, not just the destination.



**Robin:**

Yes! But ABX assumes you're in the journey. What if prospects enter from unexpected channels? That's where we hit limitations.



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What problem does XBM solve?



**Robin:**

Clients have data stuck in their stacks—unable to act on signals like webinar attendance or Google searches. XBM helps “unstick” data by:

Starting anywhere: Intent signals, non-target accounts, or keywords.

Enabling movement: Automating next-best actions (e.g., syncing webinar leads to Salesforce). Fluid workflows: Replacing spreadsheets with dynamic routing.



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Why call it an evolution vs. revolution?



**Robin:**

We're not replacing tech stacks or goals. Like a hyperloop, we're accelerating existing processes—making data fluent and fluid. Key Analogy: ABM: Booking a flight. ABX: Planning the whole trip. XBM: Real-time rerouting when flights get cancelled.

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To summarize: ABM targeted accounts. ABX managed journeys. XBM unlocks data wherever it enters your ecosystem.

**Robin:**

Precisely. XBM is the natural progression to data fluency—helping marketers act faster on signals.

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Join us next time for a deep dive into XBM's framework. Until then, keep moving forward!

**Want to join the XBM movement?**  
**Visit our website for more.**