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Social Media Benchmark Report

B2B Industry



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Benchmarking Performance

Given the expense and effort required to consistently produce high-quality social content, it's critical that brands understand what truly resonates with their audiences to maximize ROI and achieve lasting success. While metrics like follower count and growth rate remain important, brands are looking to measures such as engagement, owned reach, and posting cadence to gain a deeper understanding of how content is received. Learn why the following KPIs are critical to brands' social strategy.

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Methodology

For the 2H 2024 Social Media Benchmark Reports, Dash Hudson pulled a sample of global companies across TikTok (n=1,150), Instagram (n=2,956), and YouTube (n=631), analyzing their activity between January 1, 2024 – June 30, 2024, to determine average performance against a predetermined set of KPIs. These benchmarks include handles with a minimum of 1K followers, from both customers and non-customers. The results have been published in separate reports broken down into the following industries: beauty, fashion, luxury, media and publishing, CPG, food and beverage, retail, home, baby and children, wellness, B2B and sports.

Defining the B2B Industry

The B2B industry features brands that support other businesses by providing products, solutions, or services essential for their operations, focusing on commerce transactions between companies rather than individual consumers.

KPIs

Average Monthly Growth Rate

The average number of followers added on a monthly basis.

Why It Matters: It helps brands understand the rate at which the industry is growing and how they

Cross-Channel Engagement Rate

The Cross-Channel Engagement Rate is a metric that was created to compare each platform's sho offering equally.

TikTok and Instagram: (Likes + Comments + Shares) / Reach. YouTube: (Likes + Comments + Shares) / Video Views*.

*As Reach is not an available metric for YouTube, Video Views was used.

Why It Matters: It helps brands understand the rate at which the industry is growing and how the

Average Reach (TikTok and Instagram)

The average number of unique accounts that see your post.

Why It Matters: It helps brands understand the number of unique people its message reaches. This because it provides insight into brand awareness.

Average Entertainment Score (TikTok and Instagram Reels)

The Entertainment Score is a proprietary Dash Hudson metric and is scored against a global datab industry benchmarks.

Why It Matters: It helps brands understand how entertained its audience is by a TikTok or Reel.

Average Engagement Rate (TikTok and Instagram)

The average Engagement each post receives.

TikTok Engagement Rate = (Likes + Comments + Shares) / Video Views.

Instagram Engagement Rate = (Likes + Comments) / Followers.

*This TikTok calculation differs from what is used in Dash Hudson's platform. Video Views is used instead of Reach in order that are not customers.

Why It Matters: It helps brands understand the rate at which the industry is growing and how they

	Average Effectiveness Rate
	A Dash Hudson metric that includes video views as a way to understand video performance.
ey measure up.	Effectiveness Rate = Likes + Comments + Saves + Video Views / Est. Reach.
	Why It Matters: It helps brands understand how posts were received by those who saw it, rather than the brand's total Followers.
ort-form video	
	Average Number of Weekly Posts
	The average number of posts brands share per grouping and industry.
	Why It Matters: It helps determine the right cadence for posting.
ey measure up.	Average Video Views
	The average number of views each video receives.
	Why It Matters: Users watching video more often have a higher likelihood of remembering brand messages or products.
is is important	Average Shares
	The average number of times each piece of content is shared.
	Why It Matters: Shares indicate that content resonates with users and is deemed 'shareable'.
base of	
	Average Comments
	The average number of comments that each post receives.
	Why It Matters: Comments signify community and suggest that users connect with the video.
	Retention Rate (TikTok)
	The percentage of a video that people watched.
	Retention Rate = average time watched / video duration.
r to include brands	*This number can be over 100% if viewers rewatch a video.
ey measure up.	Why It Matters: Understanding how long audiences stay engaged is key to figuring out what types of content
	work on TikTok.

Cross-Channel Trends

TikTok Is Still the Best Platform for Engagement

When using a common metric to compare engagement across all channels (cross-channel engagement rate), TikTok leads with 4.5%, followed by Instagram with 4.0% and YouTube with 2.8%. This indicates that TikTok has superior user interaction. This trend continues in short-form content, with TikTok leading at 4.5%, followed by Instagram Reels at 3.6% and YouTube Shorts at 3.4%. These figures underscore TikTok's effectiveness in captivating and engaging its audience, while brands see lower engagement in Reels than Instagram overall.

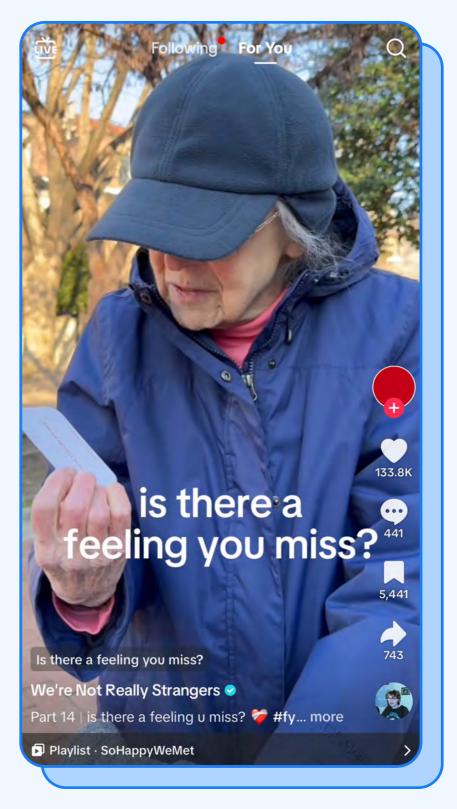
TikTok Has Caught up to Instagram Reels in Reach

Historically, Instagram Reels has outperformed TikTok due to its seniority and built-in user base.However, this recent analysis shows the gap is narrowing. Instagram now only leads by 4%.This highlights TikTok's growing influence and the strength of its algorithm, especially considering how brands often have fewer followers on TikTok than Instagram.

"Shares" Become the Metric To Watch

All three platforms have seen a significant increase in shares compared to six months ago. This trend underscores the growing importance of creating shareable content as more conversations are moving into direct messages. The rise in shares highlights that regardless of user behavior changing, share-worthy content from brands still sees meaningful engagement.

DASH HUDSON



@werenotreallystrangers

Dash Hudson Insight

Create highly engaging, shareable content across TikTok, Instagram and YouTube to boost interaction, reach and conversations. Take advantage of each platform's growing engagement and capitalize on trendy content to grow your community.

J TikTok Trends

TikTok Continues to Experience Rapid Growth and Widespread Popularity

Brands on TikTok still see momentum, with 6% monthly follower growth. Brands are more invested in the channel than ever, increasing their posting cadence to 6 times a week, up from 5 times a week over the past year. This consistent growth and increased posting frequency highlight how TikTok is a key focus for both brands and users.

Brands Are Producing Better Content and Seeing Better Results

Average Entertainment Scores have grown from 3.6 to 3.8, shares from 111 to 146 and overall reach by 5%. Brands have gotten better at creating the entertaining, highly shareable content that users are most likely to engage with, and the algorithm is rewarding them. This also highlights how competition for creating great content is heating up, and brands need to get good at becoming entertainers to grow their social channels.

Brands With Higher Engagement Rates Attract More Followers

As an algorithm-based platform, the objective for TikTok is to make engaging content, not grow follower count. However, follower growth is one indicator that brands are succeeding. This trend can be visualized as the circle of engagement: create good content, drive engagement, gain followers, and in turn, these followers contribute to even more engagement. As a result, large brands (4.3%) outperform established (3.6%) and growing (3.3%) brands in engagement rate.

DASH HUDSON



@gisou

Dash Hudson Insight

Brands that post more often have increased Entertainment Scores and shares. Focus on creativity and consistency to maximize reach and audience engagement.



Engagement Sees an Uptick While Reach Remains Flat

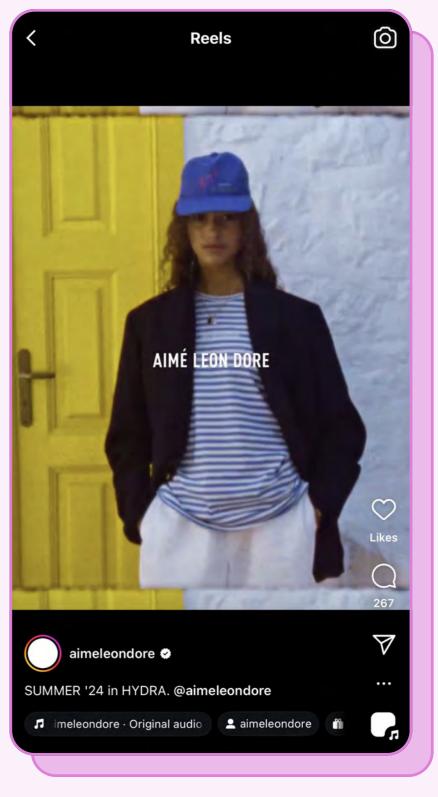
The cross-channel engagement rate has seen an increase in the second half of 2024 for Instagram, while overall brand reach remains flat.

Images and Carousels Drive Greater Reach Than Reels

On average, single images (188.6K average reach) and carousel content (149.9K average reach) achieve greater reach than Reels (109.4K average reach).

Instagram Stories Continue to Drive Strong User Engagement

Instagram Stories continue to be a powerful tool for engagement, as demonstrated by impressive reach (14.1K) and completion rates (92%) that are high regardless of follower count. These metrics highlight the effectiveness of Stories in connecting with audiences and driving forward momentum, making them an essential part of any social media strategy.



@aimeleondore

Dash Hudson Insight

Single images and carousels can drive higher reach, yet Reels and Stories remain crucial tools for brand engagement and visibility.



Shorts See Substantial Increase in Views, While On-Demand Declines

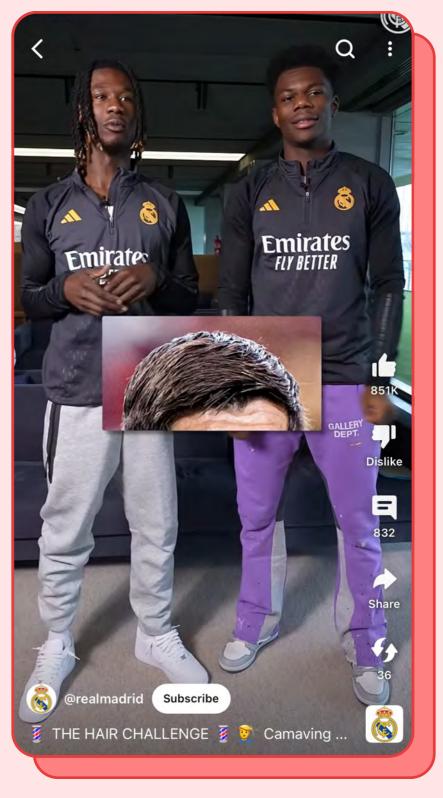
Compared to six months ago, YouTube Shorts video views have increased by 153%, suggesting that the short-form offering continues to gain traction. Meanwhile, On-Demand video views dropped by 15%.

Shorts Drive Higher Engagement Compared to On-Demand

YouTube Shorts receive three times more likes than On-Demand, differentiating the format as more engagement-driven. Users' tendency to comment on and participate in whatever they're watching is beneficial to brands looking to build community.

YouTube Has Higher Viewer Retention Compared to TikTok

YouTube's role as a search engine significantly contributes to its higher viewer retention rates, with users completing an average of 67% of videos, compared to TikTok's 25%-30%. Unlike TikTok's infinite scroll, YouTube leverages Google's advanced discoverability tools to help users find content tailored to their interests. For brands, optimizing YouTube content like blog posts ensures it reaches and engages the right audience effectively.



@realmadrid

Dash Hudson Insight

YouTube Shorts has experienced significant growth in video views yet remains a largely untapped opportunity for brands.

Overall Comparison

Across All Industries

		nd YouTube (A		
	👌 TikTok	🗿 Instagram	YouTube	
Followers/Subscribers	357K +7%	2.1M -2%	791K +13%	
Monthly Follower/Subscriber Growth Rate	5.8%* -25%	0.8% +14%	1.2% No change	
Weekly Posts	6 +20%	9 No change	7 +17%	
Cross-Channel Engagement Rate	4.5%* -2%	4.0%* +14%	2.8% * -28%	
Reach	105K* +5%	158K* -10%	Reach is not available through Dash Hudson	

Cross-Channel Engagement Rate is a metric designed specifically for this report. It allows for an equal comparison across TikTok, Instagram, and YouTube by applying the same calculation across all three platforms. Calculation: TikTok and Instagram = (Likes + Comments + Shares) / Reach | YouTube = (Likes + Comments + Shares) / Video Views



B2B Industry Insights

B2B Brands Can Boost Engagement With Compelling Storytelling Across Platforms

Brands on TikTok Struggle With Engagement, but Effective Storytelling Drives Success for Some

B2B brands on TikTok generally face low engagement rates. However, those brands that excel in storytelling — effectively showcasing their products while keeping content engaging — achieve significantly higher engagement. Narrative-driven content has the potential to capture attention and resonate with their audience on TikTok.

O Brands Capture Wide Appeal With Engaging Content on Instagram

Brands on Instagram have fewer followers and post less frequently compared to any other industry. Despite targeting specific niches, brands like Notability and ChatGPT create fun and universally appealing content, broadening their audience engagement.

Brands on YouTube Prioritize Educational Content Over Entertainment

B2B brands have some of the lowest YouTube views and have yet to embrace the platform fully. Brands with YouTube strategies typically focus on product demos, educational material and industry insights rather than engaging storytelling. These videos serve important roles in educating consumers, but could be amplified by a better mix of education and excitement.

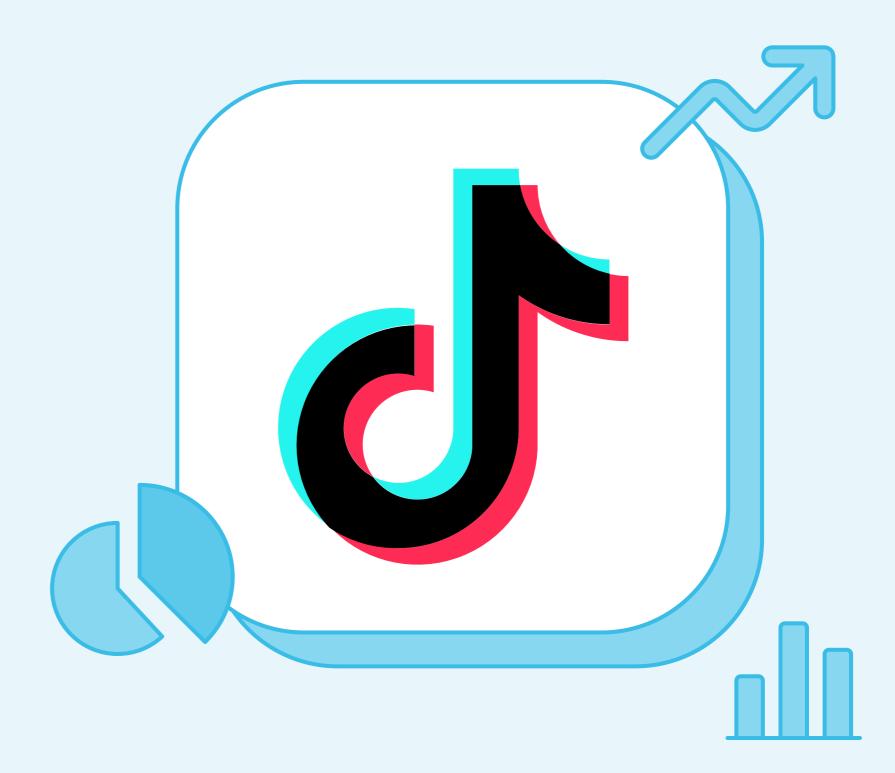
Average B2B Engagement Rate and Video Views

H2 2024

Engagement Rate		Video Views	;
2.4% 0.4%	12	5.3K 33	3.9K
↓ 45% No chang	9 ↓	6% ↓	40%
0		ት 1	

Percentage change compared to six prior

TikTok





Across All Industries

	Follower Count	Weekly Posts	Monthly Follower Growth Rate*	Video Views	Shares	Reach*	Entertaiı Scor
Overall	357K	6	5.8%	128.1K	142	105K	3.
Growing Brands (0 – 11.5K Followers)	4.1 K	3	7.6%	19.3 K	9	12.9K	3.4
Established Brands (11.5K – 110K Followers)	44.7K	5	6.8%	61.8 K	36	47.4K	3.
Large Brands (110K+ Followers)	894.6K	9	3.5%	177.8K	216	145.6K	3.9

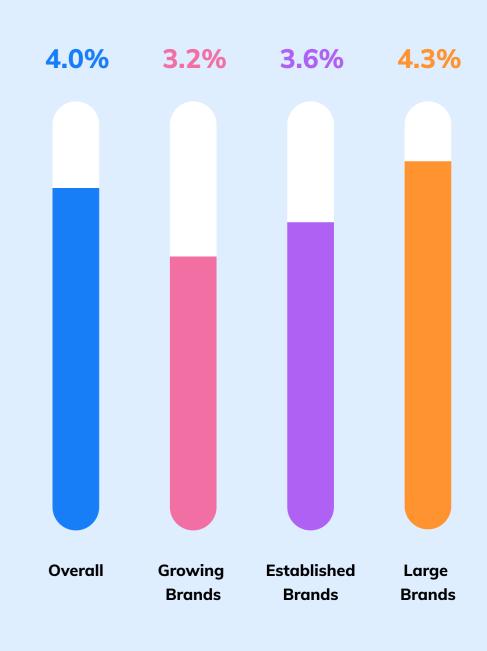
*Customer data only





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Engagement Rate



Engagement Rate: (Likes+Comments+Shares) / Video Views



By Industry

	B2B	Beauty	Retail	Fashion	Luxury	CPG	Food and Beverage	Home	Media and Publishing	Baby and Children	Wellness	Sports	Travel
Follower Count	193.9K	339.7K	252.3K	200.6K	514.9K	329.9K	564.5K	121.3K	676.9K	208.2K	110 K	604.6K	139K
Weekly Posts	8	6	4	5	4	4	3	3	11	3	4	5	3
Monthly Follower Growth Rate*	**	4.7%	4.0%	4.9%	5.8%	5.1%	5.0%	7.5%	9.3%	4.1%	6.8%	**	5.6%
Video Views	125.3K	96.3K	141K	107.1 K	207.2K	146.6K	161.5K	60.7K	159.9K	99.9K	66.7K	168.3K	151.7K
Shares	105	66	71	55	127	121	164	50	269	98	47	178	128
Reach	**	79.3K	107K	86.6K	154.7K	121.4 K	120.8 K	48.8K	138K	54.9K	54K	**	96.3K
Entertainment Score*	**	3.9	3.4	3.4	3.8	3.9	3.8	3.7	4.0	3.6	3.3	**	3.4
Engagement Rate	2.4%	4.0%	3.3%	3.2%	4.2%	3.6%	3.5%	3.4%	4.7%	3.9%	3.3%	5.6%	3.7%

*Customer data only ** Limited data available



Top B2B Industry Performers by Engagement Rate

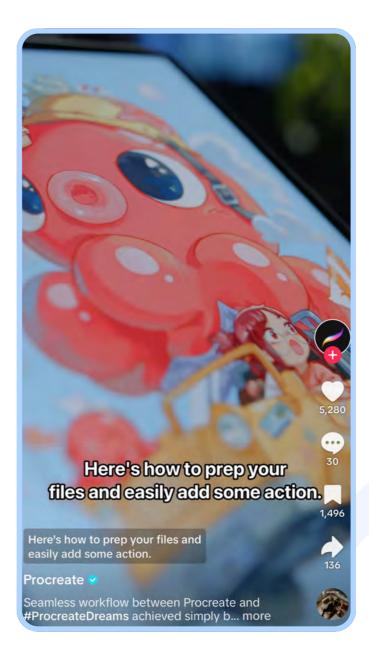
	Overall Industry Average: 2.4%	
Intel		
Large Brand () 8.5K		5.4%
Procreate		4.9%
Large Brand () 865.8K		4.370
Cisco		4 70/
Large Brand I13.2K		4.7%

DASH HUDSON

Deep Dive Into Top Performing B2B Brand

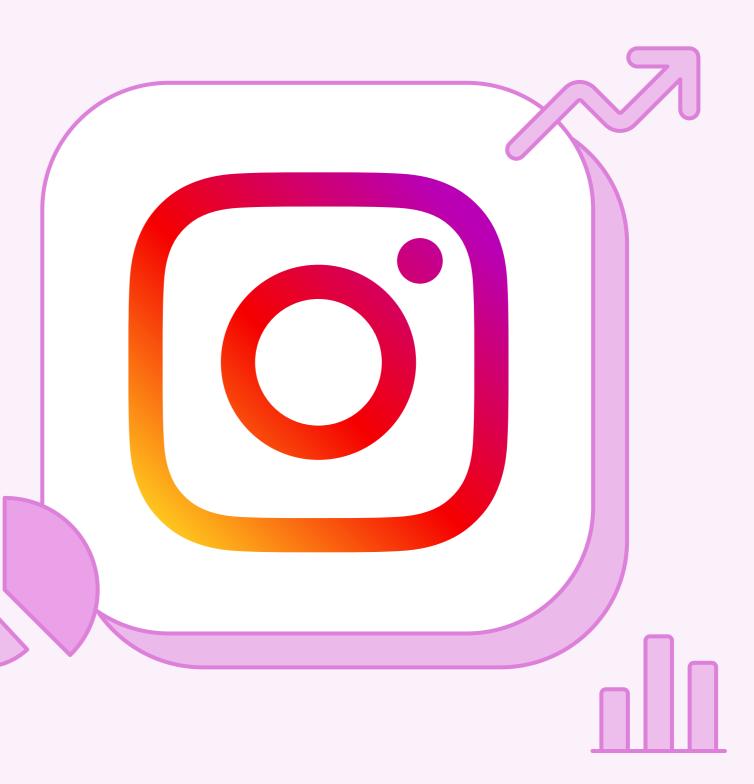
Procreate[®]

Procreate achieves a high TikTok engagement rate by highlighting beautiful artwork from users, as well as tutorials that showcase the app's powerful drawing tools. The brand has recently made a splash with its firm anti-generative AI stance and commitment to artists, which sparked a lot of discussion. Ultimately, the brand's TikTok strategy succeeds by fostering a supportive community of creators.



Procreate outperforms the average Engagement Rate for B2B brands by 69%.

Instagram





Average Instagram Performance

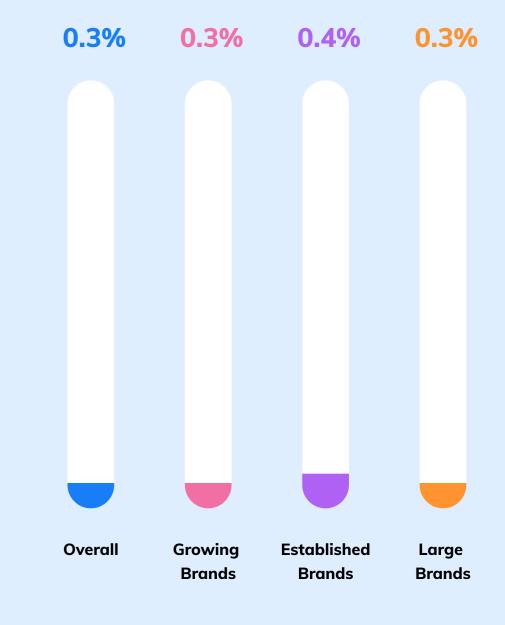
Across All Industries

	Follower Count	Weekly Posts (Reels)	Weekly Posts (Carousel and Image)	Monthly Follower Growth Rate	Reach*	Entertainment Score* (Reels)	Effectiv Rat
Overall	2.1M	4	5	0.8%	158.2K	4.6	14.7
Growing Brands (0 – 190K Followers)	87.5K	2	3	1.1%	9.9K	4.5	21.:
Established Brands (190K – 1.1M Followers)	497.3K	3	4	0.7%	40.5 K	4.1	16.0
Large Brands (1.1M+ Followers)	7.4M	7	10	0.5%	304.8K	5.1	10.9

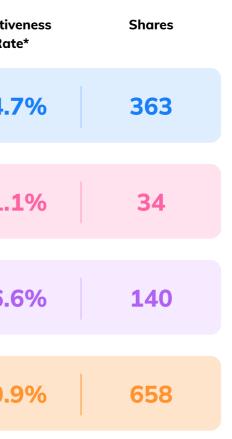
*Customer data only







Engagement Rate: (Likes+ Comments) / Followers





O Average Instagram Stories Performance

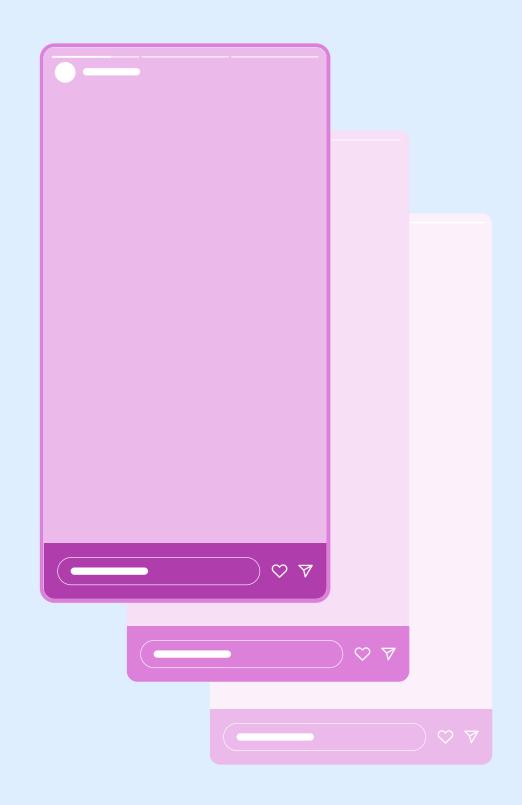
Across All Industries

	Daily Posts	Post Completion Rate	Post Exit Rate	Reach	Impressions	Tap Forwards	Tap Back
Overall	3	92%	8%	14.1K	14.3K	11.9 K	63
Growing Brands (0 – 190K Followers)	2	91%	8%	903	914	772	39
Established Brands (190K – 1.1M Followers)	3	92%	7%	4.1 K	4.1 K	3.6 K	17
Large Brands (1.1M+ Followers)	4	93%	6%	35.8K	35.8K	29.6K	1.6

*Customer data only







O Average Instagram Performance

By Industry

	B2B	Beauty	Retail	Fashion	Luxury	CPG	Food and Beverage	Home	Media and Publishing	Baby and Children	Wellness	Sports	Travel
Follower Count	418.1 K	2.5M	3.2M	3.6M	8M	1.5M	1.6M	1 M	6.2M	989.6K	680.8K	28.2M	1.5M
Weekly Posts (Reels)	2	6	4	3	2	2	2	2	12	2	3	6	2
Weekly Posts (Carousel and Image)	2	5	5	6	5	2	3	4	19	3	3	12	4
Monthly Follower Growth Rate	1.6%	0.8%	0.5%	0.6%	0.7%	0.9%	0.9%	0.6%	0.8%	0.7%	1.0%	1.1%	1.0%
Shares*	**	119	79	60	127	165	313	109	688	257	198	**	213
Entertainment Score* (Reels)	**	4.9	3.4	3.6	4.9	4.9	5.4	3.7	5.1	3.6	3.6	**	5.3
Reach*	**	81.2K	64K	68.8K	136.6 K	31.3K	72.6K	58K	284.7K	40.5K	47.4K	**	60.8K
Effectiveness Rate*	**	15.6%	9.8%	9.4%	11.4%	19.8%	17.8%	10.2%	15.3%	14.4%	16.2%	**	17.5%
Engagement Rate	0.4%	0.2%	0.1%	0.2%	0.3%	0.4%	0.3%	0.2%	0.4%	0.2%	0.2%	0.9%	0.4%

*Customer data only ** Limited data available



Top B2B Industry Performers by Engagement Rate

	Overall Industry	y Average: 0.4%	
Notability			
Large Brand 🕞 1.1%	≌ 0.4%	•	
ChatGPT		•	
		•	
Large Brand D.4%	5.5%	•	
Lucid Software		•	
		•	
Large Brand D.8%		•	

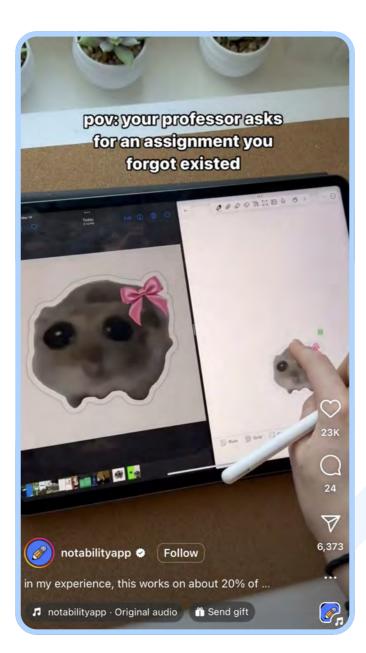


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Deep Dive Into Top Performing B2B Brand



Notability receives high Instagram engagement by sharing tips, audience stories and note-taking techniques that resonate with broad audiences — from professionals to students. Its content strategy effectively demonstrates just how versatile the app truly is, focusing on real use-cases and perspectives to drive downloads.



Notability outperforms the average Engagement Rate for B2B brands by 145%.

YouTube





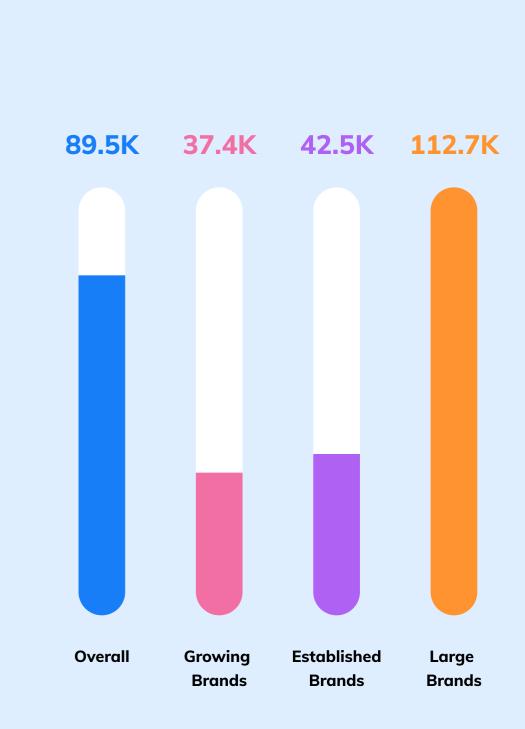


Across All Industries

	Subscriber Count	Weekly Videos	Monthly Follower Growth Rate	Likes	Shares	Percentage Viewed
Overall	791.2K	7	1.2%	2.1 K	84	67%
Growing Brands (0 – 20K Followers)	5.8K	3	1.6%	201	7	86%
Established Brands (20K – 150K Followers)	70 K	5	0.9%	236	8	68%
Large Brands (150K+ Followers)	2.7M	17	0.9%	ЗК	156	60%

*Customer data only





Overall Video Views



By Industry

	B2B	Beauty	Retail	Fashion	Luxury	CPG	Food and Beverage	Home	Media and Publishing	Baby and Children	Wellness	Sports	Travel
Subscriber Count	192.3K	98.2K	343.4K	48.2 K	312.6K	714.3K	622.2K	94K	3.7M	335.4K	200.1K	1.6M	132.8K
Weekly Videos	3	8	7	9	4	4	3	3	35	4	5	15	6
Monthly Follower Growth Rate	1.4%	1.3%	0.5%	0.9%	1.1%	1.1%	1.0%	1.4%	1.5%	0.8%	1.4%	1.4%	1.6%
Likes*	135	1.3K	368	247	1.3 K	3.2K	3.6K	151	2.4 K	592	355	4.5 K	146
Shares*	2	34	6	4	36	12	24	15	188	17	34	35	6
Percentage Viewed*	**	88%	59%	68%	100%	64%	64%	74%	57%	73%	**	**	**
Video Views	33.9K	72.5K	77.7K	45.9K	118.8K	163.2 K	163.7K	56.8K	90K	55.9K	55.8K	135.2K	30.3K

*Customer data only ** Limited data available



Top B2B Industry Performers by On-Demand Video Views

Overall Industry Average: 42.7K	
Notion	
Large Brand S 308	267.4K
Salesforce	128.2K
Large Brand V 100	120.2N
HubSpot	
Established Brand $\hat{\nabla}$ 46	43.2K

Average Likes | Industry Average: 91 Dash Hudson User Growing Brand: 0 – 20K Followers OSA Established Brand: 20K – 150K Followers OSA Established Brand: 20K – 150K Followers OSA Established Brand: 20K – 150K Followers

DASH HUDSON

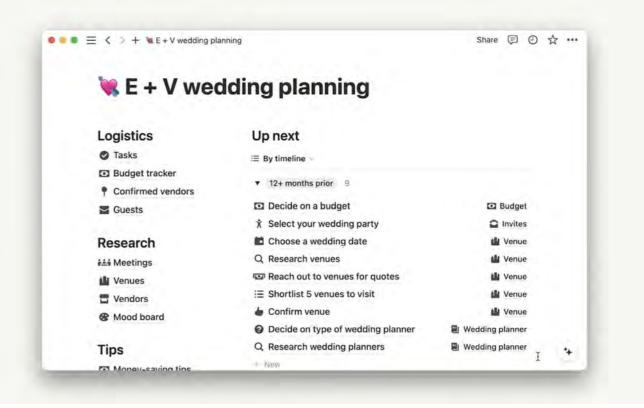
Deep Dive Into Top Performing B2B Brand

N Notion

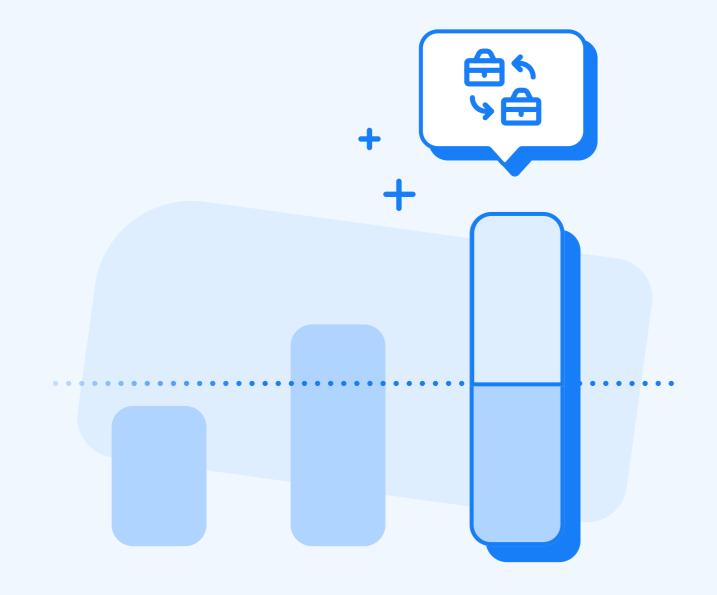
Notion leads in YouTube video views by providing in-depth tutorials and productivity tips that cater to both individual users and enterprise teams searching for workspace solutions. Its clear, informative videos help viewers optimize their workflows, making Notion's YouTube channel a key destination for users.

Notion outperforms the average

Video Views for B2B brands by 145%.



What We Can Learn **From B2B Brands' Strategies**



Foster a Supportive Community

Utilize platforms like TikTok to showcase user-generated content or tutorials, fostering a supportive community that drives engagement and discussion.

Showcase the versatility of products through content that demonstrates real usecases, resonating with diverse audiences.

Provide Educational Content

Offer clear, informative tutorials and productivity tips that cater to both individuals and enterprise teams, establishing B2B brands as a valuable resource for learning and optimizing workflows.

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Highlight Versatility and Real Use-Cases

DASH HUDSON

Outsmart Social

Dash Hudson is a social media management platform that equips brands with intelligence and speed to stay ahead of the curve. Through its sophisticated cross-channel insights and workflow tools, Dash Hudson enables brands to create content that entertains, engages, and drives consistent business results. To discover how Dash Hudson empowers brands to outsmart social, visit <u>dashhudson.com</u>.

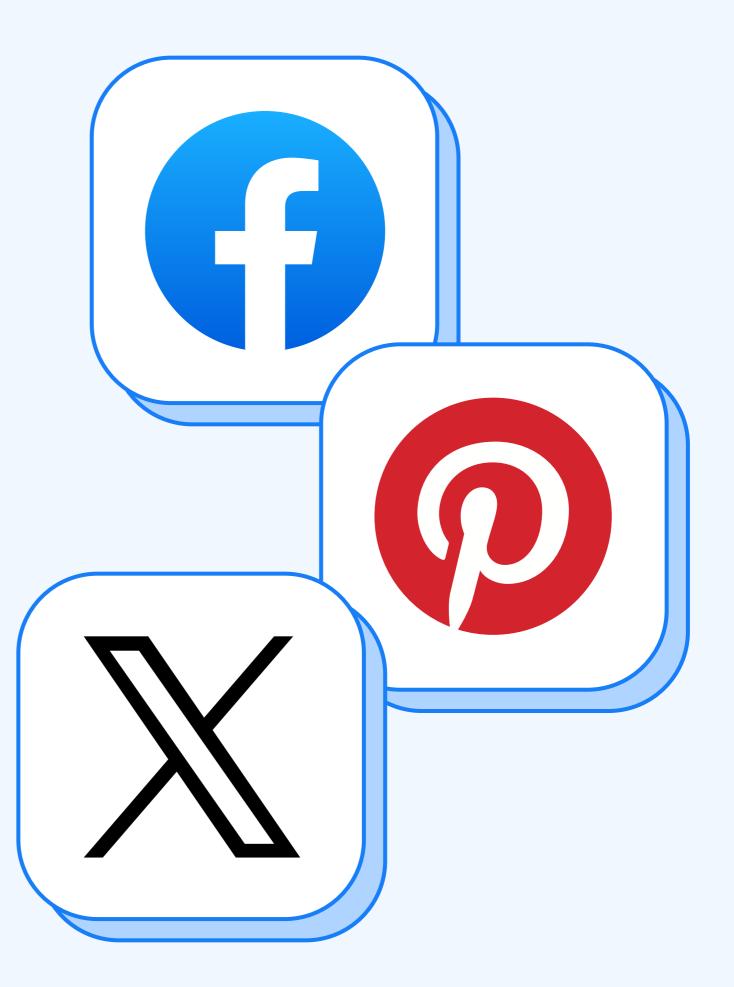


Scan the QR code to sign up for a free demo of Dash Hudson.



At a Glance

Facebook, Pinterest and X





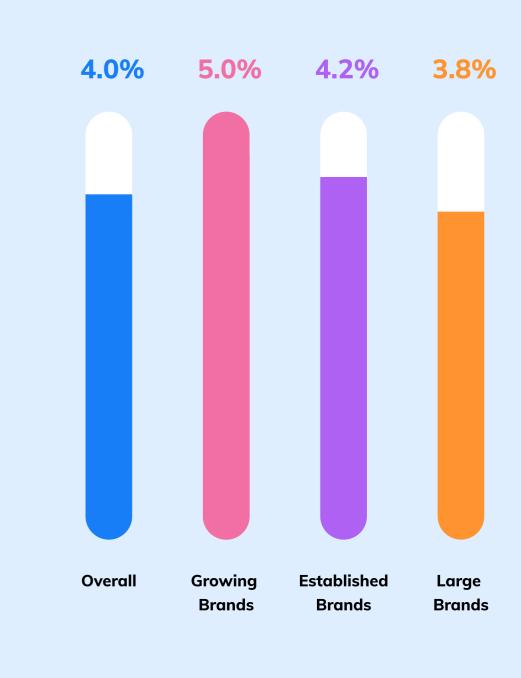
Across All Industries

	Follower Count	Weekly Posts	Monthly Growth Rate	Reach	Effectiveness Rate
Overall	927.1K	8	0.5%	63.5K	9.7%
Growing Brands (0 – 100K Followers)	29.3K	2	1.0%	5.1K	12.3%
Established Brands (100K – 850K Followers)	337.3K	7	0.2%	26.6K	9.1%
Large Brands (850K+ Followers)	3.5M	20	0.1%	89.8K	7.4%

Customer data only



Engagement Rate



Engagement Rate: (Total Engagements) / Impressions



Average Pinterest Performance

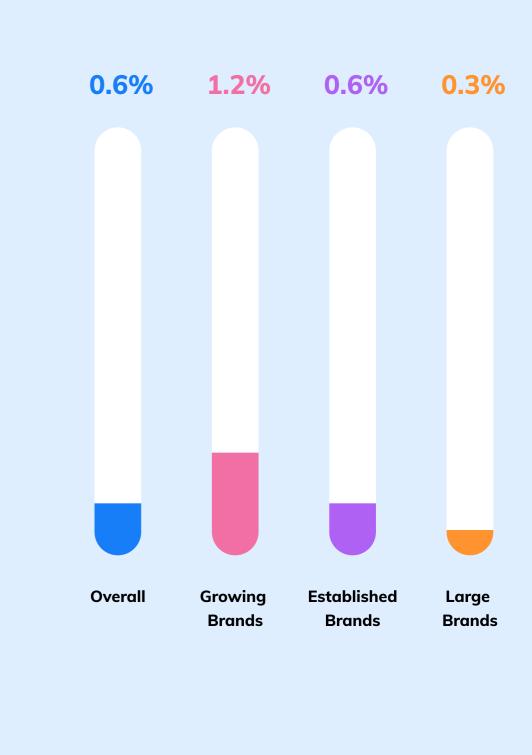
Across All Industries

	Follower Count	Weekly Posts	Monthly Follower Growth Rate	Video Views
Overall	235.4K	22	1.3%	845
Growing Brands (0 – 8K Followers)	2.7K	9	2.5%	285
Established Brands (8K – 105K Followers)	37.9K	18	1.1%	850
Large Brands (105K+ Followers)	769.5K	43	0.3%	4.4K

Customer data only

DASH HUDSON

Engagement Rate



Engagement Rate: (Likes + Comments) / Followers



Across All Industries

	Follower Count	Weekly Posts	Monthly Follower Growth Rate	Impressions	Likes	Total Engagements	Retw
Overall	813.1K	48	0.1%	16.4K	38	258	8
Growing Brands (0 – 12.5K Followers)	5.1K	6	0.2%	818	7	23	5
Established Brands (12.5K – 200K Followers)	70K	21	0.04%	3.3K	18	90	6
Large Brands (200K+ Followers)	2.0M	100	-0.03%	17.9K	40	284	1

Customer data only





