

Customer Relationship Management Crmpakketten In De Praktijk

Customer Relationship Management, 2/e Ed Peelen 2006 Gids voor bestuurders en managers voor strategie, beleid, instrumenten en operationele toepassingen van CRM.

Big Data Analytics in Cybersecurity Onur Savas 2017-09-18 Big data is presenting challenges to cybersecurity. For an example, the Internet of Things (IoT) will reportedly soon generate a staggering 400 zettabytes (ZB) of data a year. Self-driving cars are predicted to churn out 4000 GB of data per hour of driving. Big data analytics, as an emerging analytical technology, offers the capability to collect, store, process, and visualize these vast amounts of data. Big Data Analytics in Cybersecurity examines security challenges surrounding big data and provides actionable insights that can be used to improve the current practices of network operators and administrators. Applying big data analytics in cybersecurity is critical. By exploiting data from the networks and computers, analysts can discover useful network information from data. Decision makers can make more informative decisions by using this analysis, including what actions need to be performed, and improvement recommendations to policies, guidelines, procedures, tools, and other aspects of the network processes. Bringing together experts from academia, government laboratories, and industry, the book provides insight to both new and more experienced security professionals, as well as data analytics professionals who have varying levels of cybersecurity expertise. It covers a wide range of topics in cybersecurity, which include: Network forensics Threat analysis Vulnerability assessment Visualization Cyber training. In addition, emerging security domains such as the IoT, cloud computing, fog computing, mobile computing, and cyber-social networks are examined. The book first focuses on how big data analytics can be used in different aspects of cybersecurity including network forensics, root-cause analysis, and security training. Next it discusses big data challenges and solutions in such emerging cybersecurity domains as fog computing, IoT, and mobile app security. The book concludes by presenting the tools and datasets for future cybersecurity research.

Managing Linux Systems with Webmin Jamie Cameron 2004 bull; Written by the creator of Webmin -- the most popular GUI admin tool for Linux bull; Webmin is currently downloaded 4000 times a day & -- nearly one million times of all versions in the last year! Shows how to use Webmin to configure Apache, Sendmail, and other complex Linux servers bull; Start developing your own Webmin modules and themes with the complete reference for the API

De weg naar marktleiderschap Jan Baan 2005

The Delta Project A. Hax 2001-03-23 Emerging from the authors' work with companies such as Coca-Cola, Motorola, 3M, General Motors and Unilever, The Delta Project provides a unique model through which to develop strategy in the new economy. Hax and Wilde examine how globalization, deregulation and the emergence of the internet infrastructure have changed the rules for success and identify three distinct strategic positions that can be used to realign the direction of your business. Introducing new models of 'bonding', 'complementors' and 'customer lock-in' this book provides a fundamental shift in the way we think about competitive positioning.

Managing Customer Experience and Relationships Don Peppers 2022-04-26 Every business on the planet is trying to maximize the value created by its customers Learn how to do it, step by step, in this newly revised Fourth Edition of Managing Customer Experience and Relationships: A Strategic Framework. Written by Don Peppers and Martha Rogers, Ph.D., recognized for decades as two of the world's leading experts on customer experience issues, the book combines theory, case studies, and strategic analyses to guide a company on its own quest to position its customers at the very center of its business model, and to "treat different customers differently." This latest edition adds new material including: How to manage the mass-customization principles that drive digital interactions How to understand and manage data-driven marketing analytics issues, without having to do the math How to implement and monitor customer success management, the new discipline that has arisen alongside software-as-a-service businesses How to deal with the increasing threat to privacy, autonomy, and competition posed by the big tech companies like Facebook, Amazon, and Google Teaching slide decks to accompany the book, author-written test banks for all chapters, a complete glossary for the field, and full indexing Ideal not just for students, but for managers, executives, and other business leaders, Managing Customer Experience and Relationships should prove an indispensable resource for marketing, sales, or customer service professionals in both the B2C and B2B world.

The Intuitive Customer Colin Shaw 2016-08-20 Building on the work of Daniel Kahneman (Thinking Fast and Slow), Dan Ariely (Predictably Irrational), Shaw and Hamilton provide a new understanding of how people behave, explain what it means for organizations who really want to understand their customers, and show you what to do to create exceptional customer experiences.

COBIT Quickstart, 2nd Edition IT Governance Institute 2007

Understanding and Managing Risk Attitude Dr David Hillson 2012-03-01 Despite many years of development, risk management remains problematic for the majority of organizations. One common challenge is the human dimension, in other words, the way people perceive risk and risk management. Risk management processes and techniques are operated by people, each of whom is a complex individual, influenced by many different factors. And the problem is compounded by the fact that most risk management involves people working in groups. This introduces further layers of complexity through relationships and group dynamics. David Hillson's and Ruth Murray-Webster's Understanding and Managing Risk Attitude will help you understand the human aspects of risk management and to manage proactively the influence of human behaviour on the risk process. The authors introduce a range of models, perspectives and examples to define and detail the range of possible risk attitudes; looking both at individuals and groups. Using leading-edge thinking on self-awareness and emotional literacy, they develop a powerful approach to address the most common shortfall in current risk management: the failure to manage the human aspects of the process. All this is presented in a practical and applied framework, rather than as a theoretical or academic treatise, based on the authors' shared experiences and expertise, rather than empirical research. Anyone involved in implementing risk management will benefit from this book, including risk practitioners, senior managers and directors responsible for corporate governance, project managers and their teams. It is also essential reading for HR professionals and others interested in organizational or behavioural psychology. This second edition is updated to strengthen the understanding of individual risk attitudes and reinforce what individuals can do to manage those risk attitudes that are leading them away from their objectives. For people who want to embrace this subject, the book highlights ways forward that are proven and practical.

Brinkman's Cumulatieve catalogus van boeken de in Nederland en vlaanderen zijn uitgegeven of herdrukke 2001

International Money Laundering Charles A. Intriago 1991

Artificial Intelligence in Advertising Introbooks 2020-04-06 Technology has changed the world. The technology is also constantly changing. Therefore, the changes that take place affect each and everything. Artificial intelligence can be regarded as the most revolutionary innovation in the technological world. This has changed the way the general public uses technology. Many industries have been affected by the advent of artificial intelligence. The advertising industry is one of them. The creation of ads, content generation, data collection, data analysis, tracking of consumer behavior, all these have been changed completely after the creation of artificial intelligence. The brands are able to track the correct consumer behaviors and personalize the ads accordingly. The cost of ad creation has been reduced to a very low level. The virtual assistance and streamlining of ads has opened up new avenues for advertisers to bid up their game. The consumers are also benefitted by the better algorithms that allow them to see relatable ads and eliminate the ones that eat up their time.

Marketing Fundamentals Bronis Verhage 2007-08 Marketing Fundamentals- a Dutch bestseller - strikes the right balance between marketing theory and practice. The book offers a cutting edge review of new

priorities in marketing, as illustrated by the diverse selection of analyses of world-class companies' customer-focused strategies. This attractively illustrated, full colour edition includes a mix of European and global examples –both successes and failures in business – encompassing the entire field of marketing, including services marketing. The new 'Practitioner's Perspectives' and 'Professor's Perspectives' in each chapter offer insightful opinions and powerful ideas on key issues in marketing management. They help bring the fundamentals of marketing from a global perspective to life.

Disruptive Selling Patrick Maes 2018-04-03 Adopt disruptive selling strategies that will empower your customers and ensure you stay competitive in the constantly evolving digital landscape with this carefully researched book, featuring case studies and examples from disruptive organizations such as AirBnB, Zalando and Bol.com. The heyday of the classic sales force is over. Customers lead mobile and online lives, and successful companies use disruptive concepts to engage with the digitally empowered consumer. This book will help companies transform themselves to the new age of selling by matching supply to demand in an innovative way. Successful disruptive selling concepts must be based on the right combination of a series of factors, including an understanding of what motivates customers' corresponding value propositions, appropriate organizational structures, and the right overarching business culture. Disruptive Selling demystifies all of this, and more. Featuring case studies and examples from disruptive organizations such as AirBnB, Zalando and Bol.com, it will empower readers to look critically at their organizations and begin their own disruptive selling journeys. Containing a carefully researched, clearly explained framework and practical guidelines that will allow readers to get started immediately, this book is the ultimate guide to remaining competitive and adaptive in a continually changing world.

The Economic Impact of Digital Technologies Paolo Guerrieri 2011-01-01 The Economic Impact of Digital Technologies offers a profoundly illuminating examination of ICT transformations in Europe and its critical role in greater social inequality. It presents scholars and policy makers with original and practical tools to benchmark and assess the ICT diffusion and inclusion process. The core message of book is that a coherent European strategy for embedding ICT technologies in society is long overdue. Social differences in ICT use persist and are in some cases widening, yet despite this fact there is a dearth of research on remedying digital inequalities. This is of particular importance given that relative levels of ICT use, investment and research can often explain variations in economic performance between industrialised countries. The purpose of this book is to fill the gap in the literature by presenting key evidence on the economic benefits (and costs) deriving from investment in an inclusive information society. The authors propose indicators and indexes of digital development and e-Inclusion (and its flip-side e-exclusion) to assess the relationship between inclusive ICT and wider economic and social performance in Europe. Presenting the methodology to monitor countries' performance and ICT use, together with original measures and policy suggestions, this book will be indispensable to policymakers, scholars and postgraduate students in a variety of areas including economic growth, innovation, industrial and organizational studies, information and technology, European studies, and public and social policy.

Customer-driven Manufacturing Johan C. Wortmann 2012-12-06 Customer-driven manufacturing is the key concept for the factory of the future. The markets for consumer goods are nowadays marked by an increase in variety, while at the same time showing steadily decreasing product life-cycles. In addition, tailoring the product to the customer's needs is becoming increasingly important in quality improvement. These trends are resulting in production in small batches, driven by customer orders. Customer-driven Manufacturing adopts a design-oriented approach, splitting the realisation of customer-driven manufacturing into three main steps. Firstly, you must understand the primary process of your business. The second step is to analyse and re-design the management and control of the organisation. Finally, the organisation's information system must be analysed and redesigned.

Rethinking the Sales Force: Redefining Selling to Create and Capture Customer Value John DeVincentis 1999-02-05 In today's markets, success no longer depends on communicating the value of products or services. It rests on the crucial ability to create value for customers. Sales forces need to retool current strategies by recognizing the customer's dominant power in today's economy and what that means for those who sell. Capitalizing on research into the practices of cutting edge companies, the authors show how the successful sales force breaks away from traditional thinking and transforms themselves into complex business processes with multiple sales approaches and selling models that meet the demands of today's sophisticated customers.

Visual Consulting David Sibbet 2018-09-25 Visualization—in your own imagination, on the wall, and with media—supports any consultant who is learning to design and facilitate transformational change, leadership development, stakeholder involvement processes, and making sense of complex challenges. This book, from leaders in the field, shows you how. Building on Peter Block's Flawless Consulting, it explains how to visually contract and scope work, gather data, provide feedback, plan interventions, implement, and support on-going sustainability in organizational and community settings. Unlike Block's work, Visual Consulting addresses the challenging problems of guiding organizational and social change processes that involve multiple levels and types of stakeholders, with interests in both local and global environments. It demonstrates how visualization and design thinking can be used to get more creative and productive results that are "owned" by everyone. The practices described apply to organizational as well as diverse, cross-boundary consulting projects. In this book, you will. . . Learn powerful visual tools for all key stages of the consulting process, including marketing your services Understand the predictable challenges of change and how to successfully guide organizations and communities through them Learn how to collaborate with clients to get sustainable results Find tools for using visualization comprehensively, for both inner and outer work Successfully guide change in both organizations and communities The fourth installment in the Visual Facilitation series, this book teaches you how to activate the full range of visual tools, methods, and models to support stepping into successful, contemporary consulting relationships.

Dutch Reference Grammar B.C. Donaldson 1981-06-10 Leerboek voor de Nederlandse taal, met verklaringen en voorbeelden, bestemd voor Engelstalige studenten

Meatball Sundae Seth Godin 2011-02-03 What is a meatball sundae? It's something messy, disgusting and ineffective, the result of combining two perfectly good things that don't go together. Meatballs are the basic staples, the things people need, the stuff that used to be marketed quite well with TV and other mass market techniques. The topping is new marketing: MySpace, websites, YouTube, and all of the magic that CEOs wish would shine atop their companies. The problem? New marketing is lousy at selling meatballs. When confronted with the myriad opportunities presented by new marketing, people usually ask 'How can we make this stuff work for us?' This, as Seth Godin explains in his remarkable new book, is exactly the wrong question. Mapping out 14 trends that are completely remaking what it means to be a marketer - and by extension transforming what we make and how we make it - Godin shows how the question for any thriving 21st century business must be: 'How can we alter our business to become an organization that thrives on new marketing?' Meatball Sundae is an essential guide to the fundamental shift taking place in the marketing and business world, and shows you how to align your business to it.

Customers the day after tomorrow Steven Van Belleghem 2017-11-29 We are now entering the third phase of digitalization: the phase of far-reaching automation and artificial intelligence. This shift will radically change the relationship between companies and their customers. If companies want to remain customer-oriented, they will need to devise a new kind of customer strategy. This book will guide you through the new phase of digitalization and help you to develop the mindset you need to keep your company ahead of the game in The Day After Tomorrow. Only then will you be able to successfully combine the most brilliant digital innovations with the most unique human skills.

The HR Scorecard Brian E. Becker 2001-04-11 Three experts in Human Resources introduce a measurement system that convincingly showcases how HR impacts business performance. Drawing from the authors' ongoing study of nearly 3,000 firms, this book describes a seven-step process for embedding HR systems within the firm's overall strategy--what the authors describe as an HR Scorecard--and measuring its activities in terms that line managers and CEOs will find compelling. Analyzing how each element of the HR system can be designed to enhance firm performance and maximize the overall quality of human capital, this important book heralds the emergence of HR as a strategic powerhouse in today's organizations.

De onbetrouwbaarheid van informatie Jan G M Bakker 2006 Relativerende beschouwing over de waarde en betrouwbaarheid van informatie in de op ICT gebaseerde informatiemaatschappij.

Civil Servant 2.0 Davied van Berlo 2011 "In this book Dutch civil servant Davied van Berlo explains the significance of web 2.0 for government in terms of its internal organisation, its relationship with the public, and the working methods of the civil servant. The second part, Civil Servant 2.0 beta, provides a practical interpretation of the concepts expressed in the first part, and contains action points and ideas for government organisations to develop their own strategies for government 2.0." - back cover.

Workflow Management Kees Van Hee 2004-01-30 This book offers a comprehensive introduction to workflow management, the management of business processes with information technology. By defining, analyzing, and redesigning an organization's resources and operations, workflow management systems ensure that the right information reaches the right person or computer application at the right time. The book provides a basic overview of workflow terminology and organization, as well as detailed coverage of workflow modeling with Petri nets. Because Petri nets make definitions easier to understand for nonexperts, they facilitate communication between designers and users. The book includes a chapter of case studies, review exercises, and a glossary. A special Web site developed by the authors, www.workflowcourse.com, features animation, interactive examples, lecture materials, exercises and solutions, relevant links, and other valuable resources for the classroom.

Marketing Research with SPSS Wim Janssens 2008 This title contains working with SPSS, descriptive statistics, univariate tests, analysis of variance, linear regression analysis, logistic regression analysis, exploratory factor analysis, confirmatory factor analysis and path analysis using SEM, cluster analysis and multidimensional scaling techniques.

The Best Service is No Service Bill Price 2011-09-14 In this groundbreaking book, Bill Price and David Jaffe offer a new, game-changing approach, showing how managers are taking the wrong path and are using the wrong metrics to measure customer service. Customer service, they assert, is only needed when a company does something wrong—eliminating the need for service is the best way to satisfy customers. To be successful, companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand. The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to "no service": Eliminate dumb contacts Create engaging self-service Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences

CRM-pakketten in de praktijk Christiaan Ph. Koenders 2001

Brinkman's cumulatieve catalogus van boeken 2002 Voorts een alfabetische lijst van Nederlandsche boeken in België uitgegeven.

Perspectives on Grammaticalization William Pagliuca 1994-08-25 This is the second of two volumes deriving from papers presented at the Nineteenth Annual UWM linguistics Symposium held in Milwaukee in 1990. It focuses on the evolution of grammatical form and meaning from lexical material, which has reinvigorated historical analysis and theory and led to advances in the understanding of the relation between diachrony and universals. The richness and potential of some of the leading approaches to grammaticalization are here illustrated in thirteen selected papers.

Design Science Methodology for Information Systems and Software Engineering Roel J. Wieringa 2014-11-19 This book provides guidelines for practicing design science in the fields of information systems and software engineering research. A design process usually iterates over two activities: first designing an artifact that improves something for stakeholders and subsequently empirically investigating the performance of that artifact in its context. This "validation in context" is a key feature of the book - since an artifact is designed for a context, it should also be validated in this context. The book is divided into five parts. Part I discusses the fundamental nature of design science and its artifacts, as well as related design research questions and goals. Part II deals with the design cycle, i.e. the creation, design and validation of artifacts based on requirements and stakeholder goals. To elaborate this further, Part III presents the role of conceptual frameworks and theories in design science. Part IV continues with the empirical cycle to investigate artifacts in context, and presents the different elements of research problem analysis, research setup and data analysis. Finally, Part V deals with the practical application of the empirical cycle by presenting in detail various research methods, including observational case studies, case-based and sample-based experiments and technical action research. These main sections are complemented by two generic checklists, one for the design cycle and one for the empirical cycle. The book is written for students as well as academic and industrial researchers in software engineering or information systems. It provides guidelines on how to effectively structure research goals, how to analyze research problems concerning design goals and knowledge questions, how to validate artifact designs and how to empirically investigate artifacts in context - and finally how to present the results of the design cycle as a whole.

Market Response Models Dominique M. Hanssens 2006-04-11 From 1976 to the beginning of the millennium—covering the quarter-century life span of this book and its predecessor—something remarkable has happened to market response research: it has become practice. Academics who teach in professional fields, like we do, dream of such things. Imagine the satisfaction of knowing that your work has been incorporated into the decision-making routine of brand managers, that category management relies on techniques you developed, that marketing management believes in something you struggled to establish in their minds. It's not just us that we are talking about. This pride must be shared by all of the researchers who pioneered the simple concept that the determinants of sales could be found if someone just looked for them. Of course, economists had always studied demand. But the project of extending demand analysis would fall to marketing researchers, now called marketing scientists for good reason, who saw that in reality the marketing mix was more than price; it was advertising, sales force effort, distribution, promotion, and every other decision variable that potentially affected sales. The bibliography of this book supports the notion that the academic research in marketing led the way. The journey was difficult, sometimes halting, but ultimately market response research advanced and then insinuated itself into the fabric of modern management.

News Framing Effects Sophie Lecheler 2018-09-03 News Framing Effects is a guide to framing effects theory, one of the most prominent theories in media and communication science. Rooted in both psychology and sociology, framing effects theory describes the ability of news media to influence people's attitudes and behaviors by subtle changes to how they report on an issue. The book gives expert commentary on this complex theoretical notion alongside practical instruction on how to apply it to research. The book's structure mirrors the steps a scholar might take to design a framing study. The first chapter establishes a working definition of news framing effects theory. The following chapters focus on how to identify the independent variable (i.e., the "news frame") and the dependent variable (i.e., the "framing effect"). The book then considers the potential limits or enhancements of the proposed effects (i.e., the "moderators") and how framing effects might emerge (i.e., the "mediators"). Finally, it asks how strong these effects are likely to be. The final chapter considers news framing research in the light of a rapidly and fundamentally changing news and information market, in which technologies, platforms, and changing consumption patterns are forcing assumptions at the core of framing effects theory to be re-evaluated.

Marketingfacts Jaarboek 2015-2016 Danny Oosterveer 2015-06-15 Het Marketingfacts Jaarboek is het meest actuele handboek over de staat van online marketing in Nederland anno nu. Het boek helpt je als marketeer nog beter te bepalen welke middelen je inzet en met welke doelstellingen. Het is als de onlinemarketingbijbel onmisbaar bij het maken en schrijven van nieuwe marketingplannen. Het boek hoort thuis op de hoek van het bureau van iedere ervaren marketing- en communicatiespecialist. Ook wordt het boek door veel hogeschole en universiteiten ingezet als studieboek voor marketing- en communicatieopleidingen. Dit jaar publiceren we het Marketingfacts Jaarboek voor alweer de 10e keer. Wat in het eerste jaar begon als een dunne handige gids over het veranderende online medialandschap, is uitgegroeid tot een 450 pagina's tellend boek waarin alle facetten van online marketing worden behandeld. En dit jaar hebben we 9 extra hoofdstukken met aandacht voor de belangrijkste 'hot topics' in online marketing! Aan deze editie van het Marketingfacts Jaarboek werkte een recordaantal van 37 prominente experts mee, waaronder voor het eerst ook een aantal wetenschappers. De volgende onderwerpen komen in het Marketingfacts Jaarboek 2015-2016

aan bod: E-business, Advertising, E-mail, Search, PR & Branding, Social media, Mobile, Video, E-commerce, Usability & design, Customer service, Analytics, Customer journey, Privacy & wetgeving, Marketing automation, Contentmarketing, Branding, Facebook, Webcare, Psychologie en Big data.

Motivation in Education Desmond H. Ellsworth 2009 Understanding student and teacher motivation and developing strategies to foster motivation for students at all levels of performance are essential to effective teaching. Motivation in education can have several effects on how students learn and their behaviour towards subject matter. This book presents new research in the field.

Project management Bert Hedeman 2006-08-21 PRINCE2 (Projects in Controlled Environments) sets out project management guidance for all types and sizes of projects, and it has become a de facto standard used extensively by the UK government as well as widely recognised throughout the private sector both in the UK and internationally. This publication explains the PRINCE2 methodology, with practical guidance on project management designed to ensure projects are managed effectively to achieve business benefits within budget, within time and to the required quality, and which offers a flexible approach to suit all projects. This publication can also be used as a study guide for the theory requirements of the PRINCE2 Foundation examination.

Smart Business Networks Peter H.M. Vervest 2004-09-06 Scientists from management and strategy, information systems, engineering and telecommunications have discussed a novel concept: Smart Business Networks. They see the future as a developing web of people and organizations, bound together in a dynamic and unpredictable way, creating smart outcomes from quickly (re-)configuring links between actors. The question is: What should be done to make the outcomes of such a network 'smart', that is, just a little better than that of your competitor? More agile, with less pain, with more return to all the members of the network, now and over time? The technical answer is to create a 'business operating system' that should run business processes on different organisational platforms. Business processes would become portable: The end-to-end management of processes running across many different organizations in many different forms would become possible. This book presents you the outcomes of an energizing and new direction in management science.

The Superpromoter Rijn Vogelaar 2011-01-15 Meet the superpromoter and understand the power of enthusiasm. The infectious enthusiasm of superpromoters is vital to brand and product success and organizations must learn to harness this power

The Offer You Can't Refuse Steven Van Belleghem 2020-09-08 What if customers expect more than just a good product, excellent service and perfectly performing digital interfaces? And what if new technologies like 5G, artificial intelligence, quantum computing and robotics offer possibilities that go beyond mere ease of use? Digital ease of use is the new minimum. It has become a commodity. The customer now regards it as the most normal thing in the world to have access to limitless products and services with just a single click of a mouse. In the years ahead, companies will need to play an active role in the 'life journey' of customers: helping to make their dreams come true and removing problems from their daily lives. In addition, customers are looking increasingly to companies instead of governments to tackle societal challenges like climate change, health care and mobility. If your company succeeds in providing outstanding digital service, becomes a partner in the life of your customers and provides solutions for major societal issues, you will develop 'an offer you can't refuse'.

Hyperscale and Microcare Peter Verhasselt 2018-12-05 How to build winning digital products today? In this book, the authors explore what it takes to build winning digital products today. They focus on the idea that one should stop building software, and build digital services instead, effectively combining Hyperscale and Microcare: the ability to establish an intimate relationship with each and every of your thousands of users. The authors discuss the capabilities and processes you need to build such digital services. They zoom in on the kinds of assets you need to develop, and that will greatly influence the valuation, all supported with practical advice and real world examples. Discover a guide with practical advices and real world examples to build digital services and create relationship with users. EXTRAIT As any cookbook, this work contains recipes, ingredient descriptions and best practices. To us - both amateur chefs - a flaw of most kitchen guides is the focus on lists and the weak insight they bring about the basic mechanisms. The process behind a tricky recipe like sauce Hollandaise is an emulsion between an oil and an aqueous component: butter and lemon juice are bound by egg yolk, used as an emulsifier. Digital entrepreneurship (cook) books show the same weakness. They distill guide-lines without linking them to the root mechanisms in digital. We base our recipes on these mechanisms. To explain them, we tell the story through the arrival of three digital paradoxes. Paradoxes intrigue, trigger curiosity, and animate a discussion between peers. That's why they are excellent starting material to reason about a world in change. À PROPOS DE L'AUTEUR Peter Verhasselt coaches technology companies in optimizing their Product Management, Business Plan and Go-to-Market strategy. Before joining Sirris, Peter worked for industrial companies in Sales and Product Management, Field Service and R&D. Peter has degrees in Engineering, Law, Economics and Management. Nick Boucart is a mentor, coach and regular speaker on topics like Cloud, SaaS, Data Driven Product Management and Software Engineering. He's an interim CTO for a number of startups. Prior to working at Sirris, Nick was a software engineer at LMS International and EMC.

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