

Customer Relationship Management A Global Perspective

Customer Relationship Management - V. Kumar
2018-05-15

This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy, concepts and tools and provides all the necessary steps in managing profitable customer relationships.

Throughout, the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions.

Exhaustive case studies, mini cases and real-world illustrations under the title "CRM at Work" all ensure that the material is both highly

accessible and applicable, and help to address key managerial issues, stimulate thinking, and encourage problem solving.

The book is a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain.

Entrepreneurial Marketing - Zubin Sethna 2013-07-05

This title presents important theoretical developments with regard to research at the entrepreneurship and

marketing interface. The editors have invited acknowledged authors working in this exciting discipline, from around the world, to divulge and present in a comprehensive format, a book which addresses critical issues for businesses, both small and large, from a global perspective.

Marketing Fashion - Musheera Ganem 2014-11-29

Marketing is the process of communicating the value of a product to customers, for the purpose of selling that product (goods or services). Another simple definition of "marketing" is "managing profitable customer relationships." Marketing can be looked at as an organizational function and a set of processes for creating, delivering and communicating value to customers, and customer relationship management that also benefits the organization. Marketing is the science of choosing target markets through market analysis and market segmentation, as well as

understanding consumer behavior and providing superior customer value. From a societal point of view, marketing is the link between a society's material requirements and its economic patterns of response. Marketing satisfies these needs and wants through exchange processes and building long term relationships.

Business to Business Marketing Management -

Alan Zimmerman 2017-09-25

Business to business markets are considerably more challenging than consumer markets and as such demand a more specific skillset from marketers. Buyers, with a responsibility to their company and specialist product knowledge, are more demanding than the average consumer. Given that the products themselves may be highly complex, this often requires a sophisticated buyer to understand them.

Increasingly, B2B relationships are conducted within a global context. However all textbooks are region-specific despite this

growing move towards global business relationships - except this one. This textbook takes a global viewpoint, with the help of an international author team and cases from across the globe. Other unique features of this insightful study include: placement of B2B in a strategic marketing setting; full discussion of strategy in a global setting including hypercompetition; full chapter on ethics and CSR early in the text; and detailed review of global B2B services marketing, trade shows, and market research. This new edition has been fully revised and updated with a full set of brand new case studies and features expanded sections on digital issues, CRM, and social media as well as personal selling. More selective, shorter, and easier to read than other B2B textbooks, this is ideal for introduction to B2B and shorter courses. Yet, it is comprehensive enough to cover all the aspects of B2B marketing any marketer needs, be they students or practitioners looking to

improve their knowledge.

Customer Relationship Development - Ralf Blomqvist 2002

Intended for any business or marketing manager who wants to increase the speed with which they can demonstrate a return on their marketing spend, it is also an insightful and provoking text for any student of marketing.

[The Importance of Customer Relationship Management in the Automotive Supply Industry](#)

- Michael Schäfer 2007-08
Master's Thesis from the year 2006 in the subject Business economics - Customer Relationship Management, CRM, grade: B-, University of Leicester (Management Center), language: English, abstract: The purpose of this dissertation is to investigate the importance of CRM in a specific industry for a specific company. More precisely, this work will explore the automotive supplier industry; and within that industry, the company Y will be analysed, discussed and explored. Y is a supplier of aluminium tubes

and aluminium profiles to the global automotive industry. The research will encompass several key areas in an effort to present a multi-perspective work, including best practices, an overview of CRM, and key factors of success as well as an automotive industry survey that the author administered, documented and integrated into this dissertation to add an element from the real business world to the research. First, a broad overview of relevant CRM theories and their meaning will be presented in order to set the stage for a discussion of Y as a specific competitor in the automotive supplier industry and to facilitate realistic and effective comparison and contrast between industry trends and the chosen company in particular. Following the CRM theory overview, differences between business-to-business and business-to-consumer markets will be differentiated for a complete understanding of these two distinct segments of the industry. Success factors within CRM will be presented,

together with the limitations and problems associated with the application of CRM. After that supplementing theories beyond CRM will be identified and discussed. A literature review will be included to add substance and relevance to the research. In the second part of this dissertation, a survey will be presented that the author composed and administered towards Y's business-to-business automotive customers. After the survey and methodology is discussed, an analysis of the results of the survey will

Diverse Methods in Customer Relationship Marketing and Management - Lee, In 2018-05-25

Consumer interaction and engagement are vital components to help marketers maintain a lasting relationship with their customers. By developing positive relationships with consumers, businesses can better maintain their customers' loyalty. *Diverse Methods in Customer Relationship Marketing and Management* is a critical

scholarly resource that examines how marketing has shifted to a relationship-oriented model. Due to this, there is an increased need for customer relationship marketing and management to emerge as an invaluable approach to strengthening companies and the customer experience. Featuring coverage on a wide range of topics such as relational marketing technology acceptance model, and consumer buying behavior, this book is a vital resource for marketing professionals, managers, retailers, advertising executives, academicians, and researchers seeking current research on the challenges and opportunities in customer relationship marketing and management.

Sales Management - John B Ford 2003-12-08

As sales managers are encouraged to manage increasingly global territories, the art of selling becomes complicated and the rules of negotiation more diverse. This absorbing book considers the

many facets of cross-cultural sales management, to provide salespeople and managers with a guide to making the most of the global sales force. Topics covered include: * cross-cultural negotiations * hiring, training, motivating and evaluating the international sales force * Customer Relationship Management (CRM) * sales territory design and management. Included in the book are ten international case studies designed to give sales students, salespeople and their managers an explanation of diverse cultures and the dilemmas, situations and opportunities that arise when selling across borders. The experienced international authors have brought together the most up-to-date information on the global marketplace - a subject neglected by many other texts. While still tackling sales from a managerial perspective, its cross-cultural approach makes it essential reading for those wishing to succeed in global sales.

[Social Customer Relationship Management \(Social-CRM\) in](#)

Customer Relationship Management A Global Perspective

the Era of Web 4.0 - Ammari,
Nedra Bahri 2022-06-24

The advent of Web 2.0 has led to a rebalancing of power between the customer and the company through the consumer's voice about the brand and referral behavior via electronic word of mouth.

Customer opinions within the virtual brand communities can have a vast impact on a company's sales and image. It is crucial for companies to promote and use customer contributions in order to enhance their brand image, retain customers, and develop their marketing strategy. Social Customer Relationship Management (Social-CRM) in the Era of Web 4.0 provides relevant theoretical frameworks and the latest results of empirical research on the strategic role of marketing 2.0, digital customer experience, and social customer relationship management on social networks. Covering a range of topics such as disruptive marketing, artificial intelligence, and customer

behavior, this reference work is ideal for marketers, IT practitioners, CRM specialists, industry professionals, researchers, scholars, practitioners, academicians, instructors, and students.

Managing Customers for Profit - V. Kumar 2008-01-10

"This is a milestone book in marketing. Most companies claim they are focused on customers, but even those who are, probably do not take a scientific approach to customer management. Professor V. Kumar is the acknowledged expert on the science of customer management. This important book raises all the key questions in managing customers, provides the analytical tools for optimization, and illustrates these tools with a number of company examples." —Philip Kotler, S. C. Johnson Distinguished Professor of International Marketing, Kellogg School of Management, Northwestern University "Delivering lasting client value is at the heart of profitable businesses today.

Customer Relationship Management A Global Perspective

Managing Customers for Profit provides a compelling, empirically-tested approach to significantly enhance traditional customer relationship management initiatives. I highly recommend this book to all those interested in cultivating lasting profitable growth relationships with current and future clients.”

—Tim Bohling, Vice President, Market Intelligence, IBM Americas “Executives are too often guided by backward-looking, short-term metrics. This book shows how a focus on Customer Lifetime Value (CLV) can change management toward long-term results by providing a fresh perspective on customer targeting, retention, and loyalty. Highly recommended—it shows you the way toward strategic customer thinking.” —Dave Aaker, Vice-Chairman, Prophet, Author of Brand Portfolio Strategy This book shows you how. Leading marketing expert V. Kumar shows how to use Customer Lifetime Value (CLV) to target customers with higher profit potential...manage and

reward existing customers based on their profitability...and invest in high-profit customers to prevent attrition and ensure future profitability. Kumar introduces customer-centric approaches to allocating marketing resources for maximum effectiveness...pitching the right products to the right customers at the right time...determining when a customer is likely to leave, and whether to intervene...managing multichannel shopping... even calculating a customer’s referral value. Drawing on his extensive experience consulting with world-class marketing organizations, Kumar illuminates the challenges of transitioning from a product-centric to a customer-centric approach and presents proven solutions. Simply put, this book’s techniques offer marketing executives a complete framework for linking their investments to business value—and maximizing the

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lifetime value of every single customer. Foreword xiii
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The Future of Customer Management 267 Index 283
Customer Relationship Management - Gerhard Raab
2016-05-13
Customer Relationship Management is the first book to explore the benefits to the firm of a globally integrated approach to the management philosophy of Customer Relationship Management (CRM). The best hope for achieving a sustainable competitive advantage in a global marketplace is by means of better understanding which customers are in the best position to experience long-term, profitable relationships for the globally oriented firm. This book offers both an academic and a practical viewpoint of the importance of CRM in a global framework. It integrates the topics of knowledge management, total quality management, and relationship marketing with the goal of explaining the benefits of CRM for internationally active firms. The authors have included six case studies which allow the reader to undertake

the role of CRM consultant in a 'learning by doing' approach. The book should be required reading for all business executives who desire a customer-oriented approach to success, and for all students of business who desire to gain insight into a relationship management approach which will become ever-more important in the years ahead.

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Effective Sales Force Automation and Customer Relationship Management - Raj Agnihotri
2010-07-26

As we move deeper into the 21st century, firms continue to struggle with the implementation of sales force technology tools and the role they play in sales representative performance. Foreseeing a changing

environment, many sales organizations have begun to focus on technology-related strategies, business processes, and applications to adapt to these emerging issues. With this in mind, sales force technology usage has changed the methods of selling. Salespeople are no longer selling just a "product"; instead, they are providing a valuable "solution" to customer problems. Salespeople now act as consultants or experts and provide customized solutions. This role requires salespeople to develop a technological orientation to access, analyze, and communicate information in order to establish a strong relationship with customers. Sales technology enables salespeople to answer the queries of customers and effectively provide competent solutions. The ability to answer queries and provide solutions leads to strong relationships between a salesperson and a customer. Thus, technology tools are not only used for smoothing the work process, but also have strategic

utilizations. With the adoption of technological tools at exponential rates, many firms fell into pitfalls and witnessed failure of their technology initiatives. The purpose of this book is to outline the important steps that must be considered and adhered to when implementing sales force technology. Perhaps the most important aspect covered within this book is that technology usage is both a strategy and a tool; therefore, we outline both strategic considerations as well as implementation procedures throughout each chapter. It is important to consider all the steps and the necessary actions that will need to take place before the first penny is spent; then and only then will the technology have its intended effect.

Ethics in Marketing and Communications - M.

McKinley 2011-12-13

This book takes an international perspective on the topical issues of marketing ethics and ethical communications. The

contributors are professors of business in various European institutions who bring their international background and experience to this body of work.

Strategic Customer Relationship Management in the Age of Social Media -

Khanlari, Amir 2015-07-16

In today's society, organizations are looking to optimize potential social interactions and increase familiarity with customers by developing relationships with various stakeholders through social media platforms. Strategic Customer Relationship Management in the Age of Social Media provides a variety of strategies, applications, tools, and techniques for corporate success in social media in a coherent and conceptual framework. In this book, upper-level students, interdisciplinary researchers, academicians, professionals, practitioners, scientists, executive managers, and consultants of marketing and CRM in profit and non-profit organizations will find

the resources necessary to adopt and implement social CRM strategies within their organizations. This publication provides an advanced and categorized variety of strategies, applications, and tools for successful Customer Relationship Management including, but not limited to, social CRM strategies and technologies, creation and management of customers' networks, customer dynamics, social media analytics, customer intelligence, word of mouth advertising, customer value models, and social media channel management.

Customer Relationship Management and IT - Danil Dintsis 2020-06-03

All of us enjoy individually specific service or a product that is delivered for us only. Customer relationship management (CRM) is the area of expertise that helps companies to work with customers based on their specific needs or requirements. To reach success CRM systems implement the most powerful math and IT tools such as

statistical analysis, artificial neural nets, and graph systems. This book deals with the practical implementation and meta-analysis of CRM experience in various locations and business areas. The authors have produced a great book and provided meta-analysis of the latest CRM systems and a roadmap of their development. In the chapters, our readers will find descriptive analysis of CRM models, applied tools, and methods.

[International E-Business - Building Online Customer Loyalty with Relationship Management](#) - Wolfgang

Katsch 2001-11-06

Diploma Thesis from the year 2001 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: very good, University of Innsbruck (Institute for Corporate Leadership), 130 entries in the bibliography, language: English, abstract: ... 1.1 Problem Statement For many years, successful neighborhood

merchants, restaurants and pubs had real customer relationships. They knew their customers personally, understood what they wanted, and, as best they could, satisfied their needs through personalized service. As a result, they earned loyalty and a large share of their customers' business. Some of the best examples of building customer loyalty can be found in those traditional small businesses. Now the question arises how customer relationships can be built in the world of E-Business. E-Business - the buying and selling of products and services over the Web - and its impact is comparable with the industrial revolution at the end of the last century. After hysteric times of E-Business startups and well known bursting bubbles the point of disillusion has come. Some internet companies recognize that traditional business concepts are not necessarily outdated. Acquiring customers on the international marketplace of E-Business is enormously expensive and

unless those customers stick around and make lots of repeat purchases over the years, profit will remain uncertain. For lasting success companies have to intensify their efforts towards customer loyalty and customer relationship management. Without loyalty even the best-designed E-Business model will collapse. This leads to the following objective. 1.2 Objective The objectives of the thesis are -to combine the concept of customer loyalty with the characteristics of E-Business - show how companies can build loyalty with customer relationship management 1.3 Relevance of the Topic 1.3.1 Theoretical Relevance Concerning E-Business there exists plenty of literature mainly from a technical point of view. The drawback is that although loyalty and relationships are seen as very important factors in the context of international business, the question has obtained scarce attention in literature about E-Business. Existing studies in this area

mainly have descriptive character or try to offer quick-fix over-optimistic internet solutions, which become obsolete pretty fast. The contribution of this thesis is to fill that gap and offer a more conceptual/systematic as well as critical perspective. The thesis -Transfers the concept of relationship management into the environment of E-Business -Points out potential conflicts - Demonstrates benefits and show ways to increase online customer-loyalty 1.3.2 Practical Relevance ...

Romancing the Customer - Paul Temporal 2001-06-05

Provides a fresh, international perspective on building customer relationships and building brand equity Customer relationship management (CRM) is one of the hottest topics in strategic branding worldwide, and, as the authors of this groundbreaking book demonstrate, the most innovative CRM techniques are developed at transnational corporations challenged with maintaining relationships with

an ethnically very diverse customer base. The first book to provide a truly international perspective on customer relationship management, *Romancing the Customer* draws on case studies from around the world to describe cutting-edge CRM techniques currently used by many of today's most high-powered global enterprises. Paul Temporal and Martin Trott reveal the strategies behind some of the most successful initiatives of recent years. Paul Temporal, PhD (Singapore), is Managing Director of Marketing Initiatives Group and a leading international expert on brand creation, development, and management. Martin Trott (Malaysia) is Managing Director of Relationship Marketing International.

Successful Customer Relationship Management Programs and Technologies: Issues and Trends - Eid, Riyadh 2012-03-31

"This book offers case studies, methodologies, frameworks and architectures, and

generally the cutting edge in research within the field of customer relationship management"--Provided by publisher.

Customer Relationship Management in the Financial Industry - Federico Rajola 2014-07-08

An integrated view of IT and business processes through extended IT governance allows financial institutions to innovate operations which improve business and organizational performance. However, financial institutions still face challenges with CRM systems in delivering expected results due to lack of complete business integration. Increased exchange of knowledge between customers and the amount of such data available is steadily becoming a challenge for companies, especially in extending internal systems to global information systems with the purpose to collect and update data on a global scale. In this book, Prof. Rajola analyses different aspects of CRM systems taking both an organizational and a

technological perspective. He adopts a theoretical framework to unpack issues associated with the need for companies to integrate operations and business processes. The emphasis is then drawn to development of effective CRM (and CRM 2.0) initiatives by making use of illustrative case

studies of successful CRM systems implementation in the financial industry. The framework adopted in this book can be used by both scholars and managers to evaluate the interdependencies between operations, business processes, and CRM systems. .

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