



Customer Intimacy

François Habryn



Customer Intimacy:

Customer Intimacy Analytics François Habryn, 2014-07-30 The ability to capture customer needs and to tailor the provided solutions accordingly also defined as customer intimacy has become a significant success factor in the B2B space in particular for increasingly servitizing businesses This book elaborates on the solution CI Analytics to assess and monitor the impact of customer intimacy strategies by leveraging business analytics and social network analysis technology This solution thereby effectively complements existing CRM solutions

The Loyalty Leap for B2B Bryan Pearson, 2013-07-09 The bestselling author of The Loyalty Leap applies the principles of customer intimacy to a business to business context Since the publication of New York Times bestseller The Loyalty Leap Bryan Pearson's customer loyalty approach to marketing has changed the way many organizations use their customer data Small coffee shops and large corporations have applied the Loyalty Leap principles to effectively deliver mutual value to customers But many readers have asked the same question How can I apply these lessons in a business to business context While the principles outlined in The Loyalty Leap hold true whether the customer is an individual or a business the application of the Loyalty Leap steps can vary While an individual might respond favorably to one sales pitch a large corporation with a complicated sales chain might respond very differently Drawing on his own experience and extensive research Pearson helps B2B marketers avoid the pitfalls of loyalty marketing to businesses He helps marketers segment their market into small business large enterprise and channel marketers and explains how a customer loyalty plan can be adapted for each segment Sharing case studies of successful B2B loyalty initiatives from leaders such as American Express PHX Teradata and Salesforce.com he shows that B2B organizations can successfully take The Loyalty Leap The Loyalty Leap for B2B is a practical guide that will help you cultivate loyalty among your business customers

Customer Relationship Management Judith W. Kincaid, 2003 An ETHS graduate of 1962 provides a blueprint for customer relationship management in business and technical organizations

Customer Intimacy Frederik D. Wiersema, 1996 Today's customers are the most demanding in history They want more better faster and cheaper Customer Intimacy is brimming with case histories of companies both large and small that have discovered the secrets of establishing and maintaining close customer relationships and have reaped the profits to prove it

Superior Customer Value in the New Economy Simon Ang, Alejandro Oliva, 2004-05-27 Great companies consistently meet and exceed customer desires Superior Customer Value in the New Economy Concepts and Cases Second Edition offers a blueprint for responding effectively to customer demands and for creating the benchmarks common to world class service companies The Second Edition elaborates on the latest perspectives of the business

Exploring Services Science Jean-Henry Morin, Jolita Ralyté, Mehdi Snene, 2010-07-15 This book contains the refereed post proceedings of the First International Conference on Exploring Services Science IESS in Geneva Switzerland in February 2010 The goal of the conference was to build upon the growing community to further study and understand this emerging discipline which leverages methods results and

knowledge stemming from management social and cognitive science law ethics economics and computer science towards the development of own concepts methods techniques and approaches and thus creating the basis for the production of transdisciplinary results The 19 full and 8 short papers accepted for IESS were selected from 42 submissions and cover a wide spectrum of issues related to service design service creation service composition service management and service networks as well as their applications in businesses and public administration

Quantitative Methods in Project Management John C. Goodpasture, 2003-12-15 Quantitative Methods for the Project Manager is for professional project managers who need to know how to make everyday use of numerical analysis It combines theory and practices and is designed to be easily applied

Strategy Implementation Kurt Verweire, 2014-04-24 Strategy implementation or strategy execution is a hot topic today Managers spend significant resources on consulting and training in the hope of creating brilliant strategies but all too often brilliant strategies do not translate into brilliant performance This book presents new conceptual models and tools that can be used to implement different strategies The author analyses how market leaders have benefitted from successful strategy implementation and provides the reader with a comprehensive and systematic framework to tackle strategy implementation challenges Have clear strategic choices been made Are actions aligned with the strategy What s the organizational context for the strategy In answering these simple questions the book provides students of strategic management along with managers involved in designing and implementing strategies with a valuable resource

Creating Customer Value Through Strategic Marketing Planning Edwin J. Nijssen, Ruud T. Frambach, 2001 Creating and delivering superior customer value is essential for organizations operating in today s competitive environment This applies to virtually any kind of organization It requires a profound understanding of the value creation opportunities in the marketplace choosing what unique value to create for which customers and to deliver that value in an effective and efficient way Strategic marketing management helps to execute this process successfully and to achieving sustainable competitive advantage in the market place Creating Customer Value Through Strategic Marketing Planning discusses an approach that is both hands on and embedded in marketing and strategy theory This book is different from most other marketing strategy books because it combines brief discussions of the underlying theory with the presentation of a selection of useful strategic marketing tools The structure of the book guides the reader through the process of writing a strategic marketing plan Suggestions for using the tools help to apply them successfully This book helps students of marketing strategy to understand strategic marketing planning at work and how to use specific tools Furthermore it provides managers with a practical framework and guidelines for making the necessary choices to create and sustain competitive advantage for their organizations

Achieving a Strategic Sales Focus Kenneth Le Meunier-FitzHugh, Tony Douglas, 2016 The main aim of this book is to consider how the sales function informs business strategy Although there are a number of books available that address how to manage the sales team tactically this text addresses how sales can help organizations to become more customer oriented Many

organizations are facing escalating costs and a growth in customer power which makes it necessary to allocate resources more strategically. The sales function can provide critical customer and market knowledge to help inform both innovation and marketing. Sales are responsible for building customer knowledge networking both internally and externally to help create additional customer value as well as the more traditional role of managing customer relationships and selling. The text considers how sales organizations are responding to increasing competition more demanding customers and a more complex selling environment. We identify many of the challenges facing organisations today and offers discussions of some of the possible solutions. This book considers the changing nature of sales and how activities can be aligned within the organization as well as marketing sensing creating customer focus and the role of sales leadership. The text will include illustrations short case studies provided by a range of successful organizations operating in a number of industries. Sales and senior management play an important role in ensuring that the sales teams activities are aligned to business strategy and in creating an environment to allow salespeople to be more successful in developing new business opportunities and building long term profitable business relationships. One of the objectives of this book is to consider how conventional thinking has changed in the last five years and integrate it with examples from sales practice to provide a more complete picture of the role of sales within the modern organization.

Customer Relationship Management Strategies in the Digital Era Nasir, Süphan, 2015-03-31 In today's global economy social media and technological advances have changed the way businesses interact with their clientele. With new forms of communication and IT practices companies seek innovative practices for maintaining their consumer loyalty. Customer Relationship Management Strategies in the Digital Era blends the literature from the fields of marketing and information technology in an effort to examine the effect that technological advances have on the interaction between companies and their customers. Through chapters and case studies this publication discusses the importance of achieving competitive advantage through implementing relationship marketing practices and becoming consumer centric. This publication is an essential reference source for researchers professionals managers and upper level students interested in understanding customer loyalty in a technology focused society.

Work, Change, and Competition David Preece, Gordon Steven, Valerie Steven, 1999 This book presents an in depth study of organizational change and innovation in one of the UK's leading retail leisure companies. Based on a remarkably deep level of access the authors provide a fascinating longitudinal study of the management process in action both the formal on stage aspects of strategic change and the informal political behaviour of those involved. Subjects covered include the changing contexts of the public house business from management to managing change processes and politics control and empowerment gender and public house management. Work Change and Competition will be essential reading for students of organizational change as well as all readers interested in the changing nature of management managing and organizations.

The Customer Management Scorecard Neil Woodcock, Merlin Stone, Bryan Foss, 2003 This volume documents the results of global research on customer

management CM funded by QCi IBM and OgilvyOne It is based on the diagnostic tool developed by QCi the Customer Management Assessment Tool CMAT which is recognized as the global CRM scorecard and benchmark best practice standard for assessing how well organizations manage their customers Drawing on the results of research using CMAT in over 300 leading companies around the world and across a wide variety of sectors the authors present their findings The detailed cases illustrate the gains to be made from managing customers well and include BP Barclaycard BskyB Hyundai Mobil Prudential Smithkline Beecham John Lewis NatWest Bank and Rolls Royce The accompanying free CD ROM contains a mini version of CMAT

The Diversity Scorecard Edward Hubbard, 2012-07-26 The Diversity Scorecard is designed to provide step by step instructions worksheets and examples to help diversity executives and managers analyze and track the impact of their diversity initiatives to mobilize the organization for strategic culture change Diversity is not a program it is a systemic process of organizational change that requires measurement for organizational improvement and success Measuring the progress and results of diversity initiatives is a key strategic requirement to demonstrate its contribution to organizational performance Diversity executives professionals and managers know they must begin to show how diversity is linked to the bottom line in hard numbers or they will have difficulty maintaining funds gaining support and obtaining resources to generate progress Many organizations collect some type of diversity related data today even if it focuses only on Affirmative Action statistics The Diversity Scorecard focuses on tools and techniques to make sure diversity professionals are collecting and measuring the right type of data that will help ensure the organizations success both now and in the future This book helps the reader spend some time thinking about what they currently measure and adding new measures to a database to track progress towards their diversity vision The basic premises of this book are that it is important to develop measures that focus on the past present and future and that measures need to consider the needs of the organizations diverse workforce its work climate diverse customers the community and shareholders Part I of The Diversity Scorecard identifies the need for diversity measurement highlighting a business case for diversity and providing an introduction to diversity measurement Part II of the book outlines the diversity return on investment DROI process taking you through step by step processes and techniques Part III teaches you how to use measures in six key categories Diversity Leadership Commitment Workforce Profile Representation Workplace Climate Learning Growth Diverse Customer Community Partnerships and Financial Impact to build a diversity scorecard that is aligned and linked with the business strategy of the organization Finally in Part IV Dr Hubbard discusses implementation issues involving strategic change procedures and techniques to avoid the pitfalls inherent in a diversity based cultural transition process

Customer Intimacy and Other Value Treacy, 1993-01-01

Monetizing Data Stephan Liozu, Wolfgang Ulaga, 2018-10-30 The Digital revolution promises trillions of dollars in created value by 2030 Consultants and researchers are projecting massive and disruptive disruption in entire industrial sectors As a results PwC reports in their DigitalIQ report that 73% of executives say that they are investing

in internet of things IoT and 54% in artificial intelligence So we are experiencing a deluge of digital investments programs and large scale transformations Despite this tsunami of activities many IoT Initiatives stall in the Proof of Concept phase and few are already considered a success Recently Siemens revealed that less than a fifth 18% of surveyed companies analyze more than 60% of production data they collect In a similar vein Simon Kucher Partners SKP reports that 3 out of 4 firms that invested in digitalization in the past 3 years fail in their efforts due to the lack of monetization strategies the focus on the wrong priorities the lack of customer intimacy and the neglect of digital pricing best practices In fact only 18% of these firms are true digital heroes Despite the high level of interest and investments the reality is that most companies are just getting started The digital champions are not yet reaping the fruit of their investments Most companies tend to struggle with the process of designing digital business models with the development of truly differentiated offers and with the monetization and pricing of their data based offers This book focuses on the topics of data monetization and of the value based pricing of data driven offers The authors introduces a newly developed practical data monetization roadmap that can be used by digital project teams incubators and digital factories to better frame their offers and to apply the principles of value based pricing They present options in digital pricing models and practical guidelines on how to deploy them Readers will learn The various monetization and value creation models for data enabled offers The 8 steps of the data monetization framework The best practices in designing differentiated data enabled offers The value based pricing of data and options in digital pricing models Business model implications of switching from ownership to consumption model

Key Account Management Peter Cheverton, 2008-05-03 Key Account Management is a highly practical book with a unique yet simple planning methodology for identifying obtaining retaining and developing key customers the lifeblood of any organization Fully re written to reflect the most recent trends and challenges this new edition will reinforce its standing as the premier book on the subject Very few books take the long term team selling strategic view of KAM that this book takes and it is the only book which focuses on implementation rather than theory Based on real and current experience of companies facing the challenge it provides tools for use in the real world that will help you to plan your own strategy as you proceed The case studies span the full breadth of the KAM experience FMCG Retail B2B Petrochemical Speciality Chemical Service Industry Pharmaceutical IT and Financial Services With a CDROM containing ready to use application tools Key Account Management has found a global resonance with business practitioners whilst also establishing itself on many academic reading lists

Preparing the 21st Century Church Leslie H. Brickman, 2002-10

Strategic Commercial Management David Lowe, 2025-06-30 Commercial acumen is a critical skill that underpins the realisation of successful and high value trading relationships This concise textbook provides knowledge of the principles of strategic commercial management together with a framework for critically understanding commercial practice within and between organisations It also examines relevant commercial management best practice and aids the development of the intellectual skills to communicate the rationale behind the strategic

commercial decisions made by organisations Across each chapter it presents practical and transferable skills for designing negotiating awarding and managing B2B transactions Strategic Commercial Management provides a practical and concise introduction for executive education students currently studying for MSc and MBA apprenticeship programmes as well as supplementary reading for postgraduate students studying Strategic and Commercial Management

Key Marketing Skills Peter Cheverton, 2005-12-03 Not just another introduction to marketing Key Marketing Skills is a practical actionable guide that demonstrates how to apply marketing strategies in a real world context from conducting a marketing audit and building your marketing strategy to preparing a robust marketing plan and developing a unique value proposition Taking you step by step through the entire marketing planning process it will enable you to build alignment through the supply chain and successfully implement your plan through the marketing mix Extensively revised and updated this new edition has also been expanded to include a wealth of brand new international case studies and planning models Together with sections on vital issues such as brand management how to brief an agency and how to conduct a self assessment health check of your current level of marketing excellence Key Marketing Skills provides all the necessary tools and guidance to make marketing happen Online resources include self test questions marketing planning template performance map and a customer activity cycle table

Whispering the Techniques of Language: An Psychological Journey through **Customer Intimacy**

In a digitally-driven earth wherever monitors reign great and immediate transmission drowns out the subtleties of language, the profound techniques and emotional nuances concealed within phrases often move unheard. However, located within the pages of **Customer Intimacy** a interesting fictional value blinking with organic emotions, lies a fantastic quest waiting to be undertaken. Written by a talented wordsmith, this wonderful opus invites visitors on an introspective trip, delicately unraveling the veiled truths and profound impact resonating within ab muscles cloth of every word. Within the mental depths of the touching evaluation, we shall embark upon a sincere exploration of the book is primary themes, dissect their interesting publishing fashion, and yield to the effective resonance it evokes strong within the recesses of readers hearts.

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