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RONALD S. SWIFT

Accelerating Customer Relationships Using Crm And Relationship Technologies

R Bogdan



Accelerating Customer Relationships Using Crm And Relationship Technologies:

Accelerating Customer Relationships Ronald S. Swift, 2001 Preface Corporations that achieve high customer retention and high customer profitability aim for The right product or service to the right customer at the right price at the right time through the right channel to satisfy the customer's need or desire Information Technology in the form of sophisticated databases fed by electronic commerce point of sale devices ATMs and other customer touch points is changing the roles of marketing and managing customers Information and knowledge bases abound and are being leveraged to drive new profitability and manage changing relationships with customers The creation of knowledge bases sometimes called data warehouses or Info Structures provides profitable opportunities for business managers to define and analyze their customers behavior to develop and better manage short and long term relationships Relationship Technology will become the new norm for the use of information and customer knowledge bases to forge more meaningful relationships This will be accomplished through advanced technology processes centered on the customers and channels as well as methodologies and software combined to affect the behaviors of organizations internally and their customers channels externally We are quickly moving from Information Technology to Relationship Technology The positive effect will be astounding and highly profitable for those that also foster CRM At the turn of the century merchants and bankers knew their customers they lived in the same neighborhoods and understood the individual shopping and banking needs of each of their customers They practiced the purest form of Customer Relationship Management CRM With mass merchandising and franchising customer relationships became distant As the new millennium begins companies are beginning to leverage IT to return to the CRM principles of the neighborhood store and bank The customer should be the primary focus for most organizations Yet customer information in a form suitable for marketing or management purposes either is not available or becomes available long after a market opportunity passes therefore CRM opportunities are lost Understanding customers today is accomplished by maintaining and acting on historical and very detailed data obtained from numerous computing and point of contact devices The data is merged enriched and transformed into meaningful information in a specialized database In a world of powerful computers personal software applications and easy to use analytical end user software tools managers have the power to segment and directly address marketing opportunities through well managed processes and marketing strategies This book is written for business executives and managers interested in gaining advantage by using advanced customer information and marketing process techniques Managers charged with managing and enhancing relationships with their customers will find this book a profitable guide for many years Many of today's managers are also charged with cutting the cost of sales to increase profitability All managers need to identify and focus on those customers who are the most profitable while possibly withdrawing from supporting customers who are unprofitable The goal of this book is to help you identify actions to categorize and address your customers much more effectively through the use of information and technology define the

benefits of knowing customers more intimately and show how you can use information to increase turnover revenues satisfaction and profitability The level of detailed information that companies can build about a single customer now enables them to market through knowledge based relationships By defining processes and providing activities this book will accelerate your CRM learning curve and provide an effective framework that will enable your organization to tap into the best practices and experiences of CRM driven companies in Chapter 14 In Chapter 6 you will have the opportunity to learn how to in less than 100 days start or advance your customer database or data warehouse environment This book also provides a wider managerial perspective on the implications of obtaining better information about the whole business The customer centric knowledge based info structure changes the way that companies do business and it is likely to alter the structure of the organization the way it is staffed and even how its management and employees behave Organizational changes affect the way the marketing department works and the way that it is perceived within the organization Effective communications with prospects customers alliance partners competitors the media and through individualized feedback mechanisms creates a whole new image for marketing and new opportunities for marketing successes Chapter 14 provides examples of companies that have transformed their marketing principles into CRM practices and are engaging more and more customers in long term satisfaction and higher per customer profitability In the title of this book and throughout its pages I have used the phrase Relationship Technologies to describe the increasingly sophisticated data warehousing and business intelligence technologies that are helping companies create lasting customer relationships therefore improving business performance I want to acknowledge that this phrase was created and protected by NCR Corporation and I use this trademark throughout this book with the company's permission Special thanks and credit for developing the Relationship Technologies concept goes to Dr Stephen Emmott of NCR's acclaimed Knowledge Lab in London As time marches on there is an ever increasing velocity with which we communicate interact position and involve our selves and our customers in relationships To increase your Return on Investment ROI the right information and relationship technologies are critical for effective Customer Relationship Management It is now possible to know who your customers are and who your best customers are stimulate what they buy or know what they won't buy time when and how they buy learn customers preferences and make them loyal customers define characteristics that make up a great profitable customer model channels are best to address a customer's needs predict what they may or will buy in the future keep your best customers for many years This book features many companies using CRM decision support marketing databases and data warehousing techniques to achieve a positive ROI using customer centric knowledge bases Success begins with understanding the scope and processes involved in true CRM and then initiating appropriate actions to create and move forward into the future Walking the talk differentiates the perennial ongoing winners Reinvestment in success generates growth and opportunity Success is in our ability to learn from the past adopt new ideas and actions in the present and to challenge the future

Respectfully Ronald S Swift Dallas Texas June 2000 **Marketing Management** M. C. Cant, C. J. Jooste, J. W. Strydom, P. J. du Plessis, 2009 Focusing on the environment market research buyer behavior cyber marketing and positioning this newly revised edition based primarily on South African companies provides a comprehensive overview of marketing theory

Managing Customer Relationships Don Peppers, Martha Rogers, 2004-04-28 In today's competitive marketplace customer relationship management is critical to a company's profitability and long term success To become more customer focused skilled managers IT professionals and marketing executives must understand how to build profitable relationships with each customer and to make managerial decisions every day designed to increase the value of a company by making managerial decisions that will grow the value of the customer base The goal is to build long term relationships with customers and generate increased customer loyalty and higher margins In *Managing Customer Relationships* Don Peppers and Martha Rogers credited with founding the customer relationship revolution in 1993 when they invented the term one to one marketing provide the definitive overview of what it takes to keep customers coming back for years to come Presenting a comprehensive framework for customer relationship management *Managing Customer Relationships* provides CEOs CFOs CIOs CMOs privacy officers human resources managers marketing executives sales teams distribution managers professors and students with a logical overview of the background the methodology and the particulars of managing customer relationships for competitive advantage Here renowned customer relationship management pioneers Peppers and Rogers incorporate many of the principles of individualized customer relationships that they are best known for including a complete overview of the background and history of the subject relationship theory IDIC Identify Differentiate Interact Customize methodology metrics data management customer management company organization channel issues and the store of the future One of the first books designed to develop an understanding of the pedagogy of managing customer relationships with an emphasis on customer strategies and building customer value *Managing Customer Relationships* features Pioneering theories and principles of individualized customer relationships An overview of relationship theory Contributions from such revolutionary leaders as Philip Kotler Esther Dyson Geoffrey Moore and Seth Godin Guidelines for identifying customers and differentiating them by value and need Tips for using the tools of interactivity and customization to build learning relationships Coverage of the importance of privacy and customer feedback Advice for measuring the success of customer based initiatives The future and evolution of retailing An appendix that examines the qualities needed in a firm's customer relationship leaders and that provides fundamental tools for embarking on a career in managing customer relationships or helping a company use customer value as the basis for executive decisions The techniques in *Managing Customer Relationships* can help any company sharpen its competitive advantage **Human-Computer Interaction** Julie Jacko, Constantine Stephanidis, 2003-09-01 This is the second volume in the HCI International Conference Proceedings 2003 See following arrangement for details *Cases in Call Center Management* Richard Feinberg, Ko de Ruyter, Lynne Bennington, 2005 Written by authorities on the call center

industry this book brings to light the strategic importance of call centers in today's business world. As interactions with customers move away from person to person, the call center is becoming a vital force for corporate marketing and communication. *Customer Relationship Management* Srivastava Mallika, With the aim of developing a successful CRM program, this book begins with defining CRM and describing the elements of total customer experience focusing on the front-end organizations that directly touch the customer. The book further discusses dynamics in CRM in services business market, human resource and rural market. It also discusses the technology aspects of CRM like data mining, technological tools and most importantly social CRM. The book can serve as a guide for deploying CRM in an organization, stating the critical success factors. **KEY FEATURES** Basic concepts of CRM and environmental changes that lead to CRM adoption. Technological advancements that have served as catalyst for managing relationships. Customer strategy as a necessary and important element for managing every successful organization. CRM is not about developing a friendly relationship with the customers but involves developing strategies for retention and using them for achieving very high levels of customer satisfaction. The concept of customer loyalty management as an important business strategy. The role of CRM in business market. The importance of people factor for the organization from the customer's perspective. Central role of customer-related databases to successfully deliver CRM objectives. Data, people, infrastructure and budget are the four main areas that support the desired CRM strategy. **Intelligent Computing and Information Science** Ran Chen, 2010-12-17. This two-volume set CCIS 134 and CCIS 135 constitutes the refereed proceedings of the International Conference on Intelligent Computing and Information Science ICICIS2011 held in Chongqing, China, in January 2011. The 226 revised full papers presented in both volumes CCIS 134 and CCIS 135 were carefully reviewed and selected from over 600 initial submissions. The papers provide the reader with a broad overview of the latest advances in the field of intelligent computing and information science.

Understanding New Media Kim H. Veltman, 2006. This book outlines the development currently underway in the technology of new media and looks further to examine the unforeseen effects of this phenomenon on our culture, our philosophies and our spiritual outlook. Business Analytics Using R - A Practical Approach Umesh R. Hodeghatta, Umesh Nayak, 2016-12-27. Learn the fundamental aspects of the business statistics, data mining and machine learning techniques required to understand the huge amount of data generated by your organization. This book explains practical business analytics through examples, covers the steps involved in using it correctly and shows you the context in which a particular technique does not make sense. Further, Practical Business Analytics using R helps you understand specific issues faced by organizations and how the solutions to these issues can be facilitated by business analytics. This book will discuss and explore the following through examples and case studies: An introduction to R, data management and R functions. The architecture, framework and life cycle of a business analytics project. Descriptive analytics using R, descriptive statistics and data cleaning. Data mining, classification, association rules and clustering. Predictive analytics, simple regression, multiple regression and

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