1. Record Nr. UNINA9910143745803321 Autore Ahonen Tomi T Titolo 3G marketing [[electronic resource]]: communities and strategic partnerships / / Tomi T. Ahonen, Timo Kasper, Sara Melkko Chichester, West Sussex: Hoboken, NJ.: Wiley, c2004 Pubbl/distr/stampa **ISBN** 1-280-27449-2 9786610274499 0-470-01118-1 0-470-01117-3 Descrizione fisica 1 online resource (359 p.) Altri autori (Persone) KasperTimo MelkkoSara Disciplina 384.5/3/0688 384.530688 621.384 Soggetti Cell phone services industry Cell phone equipment industry Cell phones - Marketing Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Note generali Description based upon print version of record. Nota di bibliografia Includes bibliographical references (p. [307]-311) and index. Nota di contenuto 3G Marketing; Contents; About the Authors; Foreword; Acknowledgements; 1 Introduction; 1.1 A look back; 1.1.1 Enter I-Mode; 1.1.2 The flap about WAP being a failure; 1.1.3 Growth rate; 1.2 What have we learned?; 1.2.1 Telecoms operators and 3G marketing; 1.3 Lets touch upon definitions of 3G; 1.3.1 So what is 4G; 1.3.2 W-LAN or Wi-Fi is definitely not 4G; 1.3.3 4G will arrive ten years from now; 1.4 To sum up; 2 Market Intelligence; 2.1 What is market intelligence: 2.1.1 Evolution of market intelligence: 2.1.2 Information. analysis, knowledge and intelligence; 2.1.3 Knowledge or Intelligence 2.2 Systematic market intelligence 2.2.1 Market intelligence and business intelligence; 2.2.2 Legal and regulatory intelligence; 2.2.3 Customer intelligence; 2.2.4 Competitor intelligence; 2.2.5 Technical

environment intelligence; 2.2.6 Telecoms is not used to rapid

innovation; 2.2.7 The computer industry thrives on rapid innovation;

2.3 'Environment scanning' intelligence; 2.3.1 Resource market intelligence; 2.3.2 Reference market studies; 2.3.3 Partnership intelligence/networking; 2.4 Towards a higher intelligence; 3 Segmentation; 3.1 What is segmentation? 3.1.1 Test of current telecoms segmentation3.1.1.1 Segmentation by size; 3.1.1.2 Segmentation by technology; 3.1.1.3 Segmentation by billing; 3.2 Segmentation criteria; 3.2.1 Segmentation from the academics; 3.2.2 Segmentation by geographical pattern; 3.2.3 Segment by demographics; 3.2.4 Industry type; 3.2.5 Segmentation by using various distribution channels; 3.2.6 Personal data; 3.2.7 Segmentation by psychological patterns; 3.3 ERP, CRM and segmentation; 3.3.1 From hard to soft facts; 3.3.2 Users broken down - segmenting situations; 3.4 From theory to practice: building a segmentation model 3.4.1 Characteristics of a useful segmentation model3.4.2 Segmentation by user behaviour; 3.4.3 How many segments?; 3.4.4 Comparison with the car industry; 3.4.5 Beyond a segment of one; 3.4.6 From business to individual; 3.4.7 Self-organizing maps; 3.4.8 From alphas to omegas; 3.5 Developing the segmentation model; 3.6 To sum up segmentation: 4 Service Development and Management: 4.1 Product development - the Five Ms; 4.1.1 Power of personalization; 4.1.2 Money brings content; 4.1.3 Talking machines; 4.2 Service management (product management); 4.2.1 Knowing the market 4.2.2 New service ideas4.2.3 Brainstorming; 4.2.4 From idea to opportunity: 4.2.5 Let there be light: 4.2.6 It is your own sales who knows your customer best; 4.2.7 Caught in the middle of the triangle; 4.3 The launch; 4.3.1 Tariffing, cost and profit; 4.4 Killing a service; 4.5 To finish with service creation; 5 Partnership Management; 5.1 What is partnering?; 5.1.1 Flavours of partnering; 5.1.2 Who are the prospective partners?; 5.2 Operators are new to this game; 5.2.1 Culture shock; 5.3 Revenue sharing: 5.3.1 What kind of revenue (and/or cost) sharing options? 5.3.2 What level of revenue sharing

## Sommario/riassunto

Next generation wireless is not about technology, it is all about marketing.... What is the service offering rather than the features of the latest handset? Who are the customers and which are the most profitable? How do you identify and market to communities? How do you tariff for profit? If you need to know the answers and more, you really need to read this book. In the 1990s mobile operators underutilized marketing and only focused on rapid expansion of capacity and connecting new subscribers. Today, with the mobile services industry more mature and competitive, the authors