Record Nr. UNINA9910453145603321 Autore Arthur Lisa Titolo Big data marketing: engage your customers more effectively and drive value / / Lisa Arthur Hoboken, New Jersey:,: John Wiley & Sons, Inc.,, [2013] Pubbl/distr/stampa ©2013 **ISBN** 1-118-73402-5 1-118-73405-X Edizione [1st edition] 1 online resource (210 p.) Descrizione fisica Disciplina 658.8/3 Soggetti Marketing - Management Marketing - Data processing Marketing research - Statistical methods Internet marketing Electronic books. Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali Includes bibliographical references and index. Nota di bibliografia Cover; Title Page; Copyright; Contents; Foreword; Acknowledgments; Nota di contenuto Introduction: Part I The Problem: How Did We Get Here?; Chapter 1 Moving Out of the Dark Ages; The Threat of Digital Disruption; The Enlightened Age of Data; Chapter 2 Why Is Marketing Antiquated?; Tactical (versus Strategic) Marketing; Manual Marketing Management; Silos of Data and Demand for Real-time Engagement; Communicating the Value of Marketing; Lack of Talent and Training; Fragmented and Often Missing Data; Chapter 3 The Data Hairball; What Is the Data Hairball?; The Data Hairball and the Customer Experience Blending Art and Science Integrated Marketing, Really; Data Privacy and Security; Part II Get Ready for Big Data Marketing; Chapter 4 Definitions for the Real World of Big Data Marketing; Big Data Terminology; Big Data Marketing; Integrated Marketing Management (IMM); Marketing Operations Management; Customer Interaction Management; Digital

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Sommario/riassunto

Leverage big data insights to improve customer experiences and insure business success Many of today's businesses find themselves caught in a snarl of internal data, paralyzed by internal silos, and executing antiquated marketing approaches. As a result, consumers are losing patience, shareholders are clamoring for growth and differentiation, and marketers are left struggling to untangle the massive mess. Big Data Marketing provides a strategic road map for executives who want to clear the chaos and start driving competitive advantage and top line growth. Using real-world example