

1. Record Nr.	UNINA9910464039803321
Autore	Williams David <1963->
Titolo	Connected CRM : implementing a big-data-driven, customer-centric business strategy / / David Williams
Pubbl/distr/stampa	Hoboken, New Jersey : , : Wiley, , 2014 ©2014
ISBN	1-118-86319-4 1-118-86312-7
Edizione	[1st edition]
Descrizione fisica	1 online resource (258 p.)
Disciplina	658.8/12
Soggetti	Customer relations - Management Relationship marketing Strategic planning Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index. "How to Optimize Customer Value in a Big-Data, Digital World"--Cover.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Connected CRM: Implementing a Data-Driven, Customer-Centric Business Strategy; Contents; Preface; Acknowledgments; Part 1: Connected CRM (cCRM); Chapter 1: History: There's Never Been a Better Time to Be a Marketer; Chapter 2: Macro-Trends: A Perfect Storm of Big Data, Digital, and Direct Consumer Engagement; MACRO-TRENDS; Digitization of Media and Channels; Social Networks at Scale; Consumer Mobility; MARKETERS ARE RESPONDING; CRM EVOLUTION; Chapter 3: Industry Perspective: Business Model Matters; DATA AND ATTRIBUTION CONSIDERATIONS; INDUSTRY MATTERS; BANKING; The State of CRM Industry Leaders Are Responding On the Horizon; INSURANCE AND WEALTH MANAGEMENT; The State of CRM; Industry Leaders Are Responding; On the Horizon; LIFE SCIENCES; The State of CRM; Industry Leaders Are Responding; On the Horizon; RETAIL; The State of CRM; Industry Leaders Are Responding; On the Horizon; TRAVEL, MEDIA, AND ENTERTAINMENT; The State of CRM; Industry Leaders Are Responding; On the Horizon; NONPROFIT; The State of CRM; Industry Leaders Are Responding; On the Horizon; THINK VERTICALLY, ACT

"UNIVERSALLY"; Chapter 4: Connected CRM: Building Customer Strategy as a Business Strategy
CAPABILITY DIMENSIONS Customer Strategy; Experience Delivery; Financial Management; OPERATING MODEL DIMENSIONS; Infrastructure and Process; Organization and Leadership; Chapter 5: Customer Strategy: Creating Your Competitive Advantage; cCRM's AMBITIOUS GOAL; CUSTOMER PORTFOLIO MANAGEMENT; ENTERPRISE SEGMENTATION; Enterprise Segmentation: Understanding Motivations; Enterprise Segmentation: Creating the Segments; Enterprise Segmentation: Describing the Segments; PORTFOLIO STRATEGY: UNITING THE SEGMENTATION SCHEME WITH PORTFOLIO OPTIMIZATION; SEGMENT STRATEGY
CUSTOMER STRATEGY: OTHER CONSIDERATIONS FROM BASIC CAPABILITIES TO HIGH PERFORMANCE; THE HEART OF THE MATTER; Chapter 6: Experience Delivery: Finding the Sweet Spot for Expert Customer Integration; FINDING THE SWEET SPOT; BRIDGING CUSTOMER STRATEGY TO PROGRAM DESIGN; CONNECTED PROGRAMS; PROGRAM DEVELOPMENT; PROGRAM BLUEPRINTS; CONNECTED EXPERIENCE DESIGN; INTERACTION PATHWAYS; MESSAGE ARCHITECTURE; MESSAGE-OFFER-CREATIVE SEQUENCING; MESSAGE-OFFER LOGIC (MESSAGING DECISION TREE); CONNECTED CREATIVE; PROGRAM EXECUTION AND MANAGEMENT; THE HEART OF THE MATTER
Chapter 7: Financial Management: You Can't Optimize What You Can't MeasureMEASUREMENT STRATEGY; MEASUREMENT AND ATTRIBUTION; BUDGET ALLOCATION AND FORECASTING; VALIDATION; SUMMARY; THE HEART OF THE MATTER; Part 2: cCRM Operating Model; Chapter 8: Infrastructure and Process: Dismantling the Silos That Hinder; THE SIX CORE CAPABILITIES; CONNECTED CONSUMER PROFILE; LONGITUDINAL VIEW OF INTERACTIONS; LEVERAGING THE IDENTITY MAP AND THE EVENT STREAM; INSIGHTS PLATFORM; Key Ingredients of an Insights Platform; CROSS-CHANNEL MARKETING ENABLEMENT; Key Ingredients of Cross-Channel Marketing Enablement
CENTRALIZED DECISION SERVICES

Sommario/riassunto

" Three macro trends are changing the marketing landscape and forcing massive change on most organizations: the digitization of media and channels; social media; and the ability for consumers to access media anytime, anywhere. Marketers are responding with data-driven, digital customer strategies and a collective business model transformation. For the first time, marketers are now able to put customers at the core of the business strategy. The challenge, now that there's "universal" buy-in on the philosophy, of 'every organization should be "customer-centric" is the "how". How do we successfully implement a comprehensive, data-driven, customer-centric business strategy? The answer is called "Connected CRM", the focus of this book. Customer-centric marketing isn't merely a tactical implementation plan. Executed correctly, it's a fundamental shift in the organization's framework, affecting every department, not just marketing, though it puts marketing at the heart of the business and leadership strategy for the organization. It's a new source of visibility and accountability for the CMO and a new basis of competitive differentiation for the company. CMOs of the future will play a much larger role in all aspects of marketing, sales, service and technology. Through years of work in data-driven customer relationship marketing and observations of successful (and unsuccessful) implementation efforts; Merkle has developed a customer-centricity blueprint for organizations. This book explains how to make it a reality--for sustained competitive advantage"

2. Record Nr.	UNINA9910713677303321
Titolo	Potentiometric-surface and water-use map of the Tuscaloosa aquifer in Alabama, fall 1982 // by John S. Williams, Sydney S. DeJarnette, and Michael Planert
Pubbl/distr/stampa	[Tuscaloosa, Ala.] : , : Department of the Interior, United States Geological Survey, , 1986 Denver, Colorado : , : Open-File Services Section, Western Distribution Branch, U.S. Geological Survey
Descrizione fisica	1 online resource (1 map) : color
Collana	Water-resources investigations report ; ; 85-4174
Soggetti	Aquifers - Alabama Groundwater - Alabama Aquifers Groundwater Maps. Alabama
Lingua di pubblicazione	Inglese
Formato	Materiale cartografico a stampa
Livello bibliografico	Monografia
Note generali	Relief shown by contours and spot heights.
Nota di bibliografia	Includes text, water level graphs, generalized correlation of hydrogeologic units and rock-stratigraphic units, and bibliographical references.