

CUSTOMER RELATIONSHIP MANAGEMENT

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Customer Relationship Management

Max Fatouretchi



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Customer Relationship Management: A Step H. Peeru Mohamed, 2003-01-01 This book succinctly explains the cardinal principles of effective customer relationship management CRM acquiring retaining and expanding customer base The concepts process techniques significance and architectural aspects of CRM are dealt in comprehensive manner The book would serve as a useful source of reference for designing developing and implementing CRM in any organization

CUSTOMER RELATIONSHIP MANAGEMENT S. SHANMUGASUNDARAM, 2008-04-15 Customer Relationship Management CRM is a modern approach to marketing It focuses on the individual consumer Customer is the king therefore the products and services have to be offered in such a way that they suit the needs and preferences of the customer This comprehensive and easy to read text deals with the formulation of methodologies and tools that help business organizations to manage critical customer relationships by supporting all customer centric processes within an enterprise including marketing sales and customer support In addition the book emphasizes managing opportunity for optimum productivity coordinating the specialized activities of multi functional teams developing and retaining corporate knowledge and completing complex multi step processes in a timely and efficient manner This text is intended for the students of masters in business administration MBA and those pursuing postgraduate diploma in marketing management PGDMM Besides the book should prove to be a useful reference for marketing professionals **KEY FEATURES** Covers various dimensions of CRM with several case studies Includes the modern concept e CRM Incorporates deep study of research oriented topics **Customer Relationship Management** Francis Buttle, Stan Maklan, 2015-02-11 Customer Relationship Management Third Edition is a much anticipated update of a bestselling textbook including substantial revisions to bring its coverage up to date with the very latest in CRM practice The book introduces the concept of CRM explains its benefits how and why it can be used the technologies that are deployed and how to implement it providing you with a guide to every aspect of CRM in your business or your studies Both theoretically sound and managerially relevant the book draws on academic and independent research from a wide range of disciplines including IS HR project management finance strategy and more Buttle and Maklan clearly and without jargon explain how CRM can be used throughout the customer life cycle stages of customer acquisition retention and development The book is illustrated liberally with screenshots from CRM software applications and case illustrations of CRM in practice **NEW TO THIS EDITION** Updated instructor support materials online Full colour interior Brand new international case illustrations from many industry settings Substantial revisions throughout including new content on Social media and social CRM Big data and unstructured data Recent advances in analytical CRM including next best action solutions Marketing sales and service automation Customer self service technologies Making the business case and realising the benefits of investment in CRM Ideal as a core textbook by students on CRM or related courses such as relationship marketing database marketing or key account management the book is also essential to industry professionals managers

involved in CRM programs and those pursuing professional qualifications or accreditation in marketing sales or service management

Customer Relationship Management Francis Buttle, 2008-10-23 This definitive textbook explains what CRM is the benefits it delivers the contexts in which it is used how it can be implemented and how CRM technologies can be deployed to support customer management strategies and objectives It also looks comprehensively at how CRM can be used throughout the customer life cycle stages of customer acquisition retention and development and how the management disciplines marketing sales IT change management human resource customer service accounting and strategic management are implicated in this This completely revised edition also includes A Tutor Resource pack available to instructors who adopt this text Case examples illustrating CRM in practice Screenshots of CRM software applications and reviews of technology applications deployed in marketing sales and customer service Student readers will enjoy the logical structure easy accessibility and case illustrations Managers will appreciate the book's freedom from CRM vendor and consultant bias and the independent guidance it provides to those involved in CRM programs and system implementations This second edition has been completely revised and updated with eight new chapters

The Art of CRM Max Fatouretchi, 2019-05-22 This CRM masterclass gives you a proven approach to modern customer relationship management Key Features Proven techniques to architect CRM systems that perform well that are built on time and on budget and that deliver value for many years Combines technical knowledge and business experience to provide a powerful guide to CRM implementation Covers modern CRM opportunities and challenges including machine learning cloud hosting and GDPR compliance Book Description CRM systems have delivered huge value to organizations This book shares proven and cutting edge techniques to increase the power of CRM even further In *The Art of CRM* Max Fatouretchi shares his decades of experience building successful CRM systems that make a real difference to business performance Through clear processes actionable advice and informative case studies *The Art of CRM* teaches you to design successful CRM systems for your clients Fatouretchi founder of Academy4CRM institute draws on his experience over 20 years and 200 CRM implementations worldwide Bringing CRM bang up to date *The Art of CRM* shows how to add AI and machine learning ensure compliance with GDPR and choose between on premise cloud and hybrid hosting solutions If you're looking for an expert guide to real world CRM implementations this book is for you What you will learn Deliver CRM systems that are on time on budget and bring lasting value to organizations Build CRM that excels at operations analytics and collaboration Gather requirements effectively identify key pain points objectives and functional requirements Develop customer insight through 360 degree client view and client profiling Turn customer requirements into a CRM design spec Architect your CRM platform Bring machine learning and artificial intelligence into your CRM system Ensure compliance with GDPR and other critical regulations Choose between on premise cloud and hybrid hosting solutions Who this book is for CRM practitioners who want to update their work with new proven techniques and approaches

Customer Relationship Management Francis Buttle, 2004 *Customer Relationship*

Management Concepts and Tools is a breakthrough book that makes transparent the complexities of customer relationship management. The book views customer relationship management as the core business strategy that integrates internal processes and functions and external networks to create and deliver value to targeted customers at a profit. Customer relationship management is grounded on high quality customer data and enabled by information technology. The book is a comprehensive and fully developed textbook on customer relationship management. Although it shows the r 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 Relationship Management* Lakshman Jha, 2008 A managers whether brand new to their positions or well established in the corporate hierarchy can use a little brushing up now and then. As customer loyalty increasingly becomes a thing of the past customer relationship management CRM has become one today's hottest topics. Customer relationships management A strategic approach supplies easy to apply solutions to common CRM problems including how to maximize impact from CRM technology which data warehousing techniques are most effective and how to create and manage both short and long term relationships. This book acquaints student focuses on the strategic side of customer relationship management. The text provides students with and understanding of customer relationship management and its applications in the business fields of marketing and sales **Customer Relationship Management** V. Kumar, Werner Reinartz, 2018-05-15 This book presents an extensive discussion of the strategic and tactical aspects of customer relationship management as we know it today. It helps readers obtain a comprehensive grasp of CRM strategy concepts and tools and provides all the necessary steps in managing profitable customer relationships. Throughout the book stresses a clear understanding of economic customer value as the guiding concept for marketing decisions. Exhaustive case studies mini cases and real world illustrations under the title CRM at Work all ensure that the material is both highly accessible and applicable and help to address key managerial issues stimulate thinking and encourage problem solving. The book is a comprehensive and up to date learning companion for advanced undergraduate students master s degree students and executives who want a detailed and conceptually sound insight into the field of CRM. The new edition provides an updated perspective on the latest research results and incorporates the impact of the digital transformation on the CRM domain **The CRM Handbook** Jill Dyché, 2002 CRM is an integrated information system that is used to plan schedule and control the pre sales and post sales activities in an organization. This text is a manager s guide to making the most of CRM techniques for enhancing customer service sales force effectiveness and marketing strategy **Customer Relationship Management** Dr. B. KAVITHA, 2020-08-25 This book covers the basic introduction about the CRM and the how it relates to relationship Marketing. It provides readers with strategies for engaging with customers and expert guidance on how your organization can adopt the newest CRM trends and innovations. This book introduces its audience to marketing concepts such as optimum resource allocation and explains the relationship between database CRM and maximizing overall

profitability It gives a comprehensive look at how the different elements in a good CRM program can be used to forecast profitability among new clients It is also cover the new concept of eCRM also **Customer relationship management** PricewaterhouseCoopers. CRM Consulting (Paris),2000 Customer Relationship Management Michael Pearce,2021-03-08 CRM first entered the business vocabulary in the early 90 s initially as a systems driven technical solution It has since escalated in importance as system providers increased their market penetration of the business market and in parallel CRM s strategic importance gained more traction as it was recognized that CRM was at its heart a business model in the pursuit of sustainable profit This was accentuated by the academic community stepping up their interest in the subject in the early 2000 s Today it is a universal business topic which has been re engineered by the online shopping revolution in which the customer is firmly placed at the center of the business The current reality however is that for the vast majority of businesses CRM has not been adopted as a business philosophy and practicing business model It has not been fully understood and therefore fully embraced and properly implemented The author addresses this head on by stripping CRM down into its component parts by delving into and explaining the role and relevance of the C R and M in CRM This is a practical guide but set within a strategic framework The outage is clear actionable insights and how to convert them into delivery It is written in an easily digestible non jargon style with case studies to demonstrate how CRM works This book can be immediately used as the primary practical reference to guide the development and implementation of a CRM strategy **CRM** Jeffrey Peel,2002-05-31 In CRM Jeffrey Peel defines Customer Relationship Management in a radical new way by putting communications at the center In the past CRM was mostly about the technology not about the customer In this book Peel talks about a new ethos that is beginning to fundamentally change the way organizations do business At a technology level CRM is increasingly about conjoined best of breed applications delivered via portal technologies At a business level it is beginning to invade traditional territories occupied by brand management or customer support Peel shows companies how to make the shift to the new paradigm Defines the nature of new CRM niche solutions Provides entirely new types of functionality that mesh seamlessly Describes solutions focused solely on the needs of the customer *Customer Relationship Management* Subhasish Das,2007 This book provides a perceptive on CRM that we believe has been lacking for some time i e how to use CRM and its implementation on ITES BPO This book gives an overview CRM its implementation on BPO ITES and certainly helps the aspiring people who want to join the growing industry of ITES It is not a theoretical treatise on CRM nor is it an untested vision of futurists Every chapter is based on the author s real world observation and experiences with companies This book is eminently practical for ITES BPO ITES training centers **Customer Relationship Management** Gerhard Raab,Riad A. Ajami,G. Jason Goddard,2016-05-13 Customer Relationship Management is the first book to explore the benefits to the firm of a globally integrated approach to the management philosophy of Customer Relationship Management CRM The best hope for achieving a sustainable competitive advantage in a global

marketplace is by means of better understanding which customers are in the best position to experience long term profitable relationships for the globally oriented firm This book offers both an academic and a practical viewpoint of the importance of CRM in a global framework It integrates the topics of knowledge management total quality management and relationship marketing with the goal of explaining the benefits of CRM for internationally active firms The authors have included six case studies which allow the reader to undertake the role of CRM consultant in a learning by doing approach The book should be required reading for all business executives who desire a customer oriented approach to success and for all students of business who desire to gain insight into a relationship management approach which will become ever more important in the years ahead

Customer Relationship Management Ed Peelen,Rob Beltman,2013-09-06 Customer Relationship Management gives a well balanced coverage of strategy and organisation marketing aspects analytical CRM operational CRM CRM systems and their implementation It is the only comprehensive academic text to cover the entire scope of CRM from a marketing management angle Geared to MBA students and advanced undergraduate students as well as those taking courses on CRM direct marketing relationship marketing database management or business intelligence the book is also appropriate for graduate students in information management attending courses on CRM and participants in specific CRM database management The full text downloaded to your computer With eBooks you can search for key concepts words and phrases make highlights and notes as you study share your notes with friends eBooks are downloaded to your computer and accessible either offline through the Bookshelf available as a free download available online and also via the iPad and Android apps Upon purchase you ll gain instant access to this eBook Time limit The eBooks products do not have an expiry date You will continue to access your digital ebook products whilst you have your Bookshelf installed

Customer Relationship Management Simon Knox,Adrian Payne,Lynette Ryals,Stan Maklan,Joe Peppard,2007-06-01 Customer Relationship Management presents a ground breaking strategic framework for successful CRM policy Built around Professor Payne s five key processes the book demonstrates a systematic management progression that will guarantee the maximum impact and efficiency of a CRM programme The book backs up these five processes strategy development value creation channel and media integration information management and performance assessment with 16 best practice case studies which set the universal theory in a specific practical context These feature a range of companies including Orange Britannia Homebase Canada Life Sun Microsystems Natwest Sears Roebuck Co Nortel Networks and Siemens The book concludes with interviews from four thought leaders offering a futures vision forum for CRM Customer Relationship Management is a vital instrument for anyone who needs to know how to develop and measure effective CRM within an organization It includes overviews and key learning points preceding each case study and a summary chapter to draw out the most salient lessons from CRM best practices For practitioner or academic alike this is essential reading

Statistical Methods in Customer Relationship Management V. Kumar,J. Andrew Petersen,2012-07-26 Statistical Methods in Customer Relationship

Management focuses on the quantitative and modeling aspects of customer management strategies that lead to future firm profitability with emphasis on developing an understanding of Customer Relationship Management CRM models as the guiding concept for profitable customer management To understand and explore the functioning of CRM models this book traces the management strategies throughout a customer's tenure with a firm Furthermore the book explores in detail CRM models for customer acquisition customer retention customer acquisition and retention customer churn and customer win back Statistical Methods in Customer Relationship Management Provides an overview of a CRM system introducing key concepts and metrics needed to understand and implement these models Focuses on five CRM models customer acquisition customer retention customer churn and customer win back with supporting case studies Explores each model in detail from investigating the need for CRM models to looking at the future of the models Presents models and concepts that span across the introductory advanced and specialist levels Academics and practitioners involved in the area of CRM as well as instructors of applied statistics and quantitative marketing courses will benefit from this book

Customer Relationship Management Andreas Muther, 2012-12-06 New information technologies above all tools in the area of the Internet enable new forms of collaboration between supplier and customer With ever increasing competition represented by concepts like globalization deregulation buyers market companies can secure competitive advantages through targeted use of information technology in the supplier customer relationship To realize existing and future potential current information technology developments must be addressed This book is about Customer Relationship Management CRM The first version of the book was written for the German market however since the term CRM was not yet established in Europe I called my book Electronic Customer Care Electronic Customer Care has since generated an entirely new market that has become known under the term Customer Relationship Management Suppliers such as Siebel Epiphony Clarify and many others strive for market share in this strongly growing segment This book structures the topic Customer Relationship Management and provides project leaders and consultants with a practical aid in a realistic approach to Customer Relationship Management projects Thus it helps to differentiate between hype and reality and to apply CRM on a realistic level I would like to thank Dieter Rapp for his support in translating my German best seller to English I'd also like to extend my appreciation to my partner Michelle de Rozario who was instrumental in proof reading this book and who was a great support during the difficult time of editing

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