



Chapter 3: Strategic CRM

Chapter 3 Strategic Crm Dr V Kumar

James A. O'Brien, Ali Reza Montazemi

Chapter 3 Strategic Crm Dr V Kumar:

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

Customer Relationship Management Dr. Anil Kumar Akkala, Dr. Suresh Talamala, Mr. Raju Kanchumarthi, Mr. R. Durga Reddy, 2026-02-04 Customer Relationship Management is a comprehensive academic text that explores the strategies tools and practices used by organizations to build and maintain strong relationships with their customers The book covers key topics such as CRM concepts customer lifecycle management data driven marketing sales force automation service management loyalty programs and customer analytics It also examines the use of technology including CRM software and digital platforms to enhance customer engagement satisfaction and retention By integrating theoretical insights with practical case studies and real world applications the text helps students and professionals understand how effective CRM contributes to business growth and competitive advantage Suitable for undergraduate and postgraduate students in management marketing and business administration

Strategic Market Relationships Bill Donaldson, Tom O'Toole, 2007-05-21 The book develops the student s understanding of the nature relevance and importance of creating and sustaining relationships as a strategic resource It takes a managerial perspective to the study of relationships from strategy to implementation The first edition was the first text that comprehensively addressed relationships as a strategic issue and considering relationships as strategic and as a basis for competition is central to this book In a nutshell strategic market relationships is the process of analyzing formulating and implementing a relationship strategy for an organization

Operations Management Joel D. Wisner, 2016-06-20 Finally an operations management book to get excited about Operations Management A Supply Chain Process Approach exposes students to the exciting and ever changing world of operations management through dynamic writing application and cutting edge examples that will keep students interested and instructors inspired Author Dr Joel Wisner understands that today s students will be entering a highly competitive global marketplace where two things are crucial a solid knowledge of operations management and an understanding of the importance for organizations to integrate their operations and supply chain processes With this

in mind Wisner not only provides a clear and comprehensive introduction to operations management but also gives attention to the important processes involved in linking firms operations in a supply chain environment

Marketing Research
David A. Aaker, V. Kumar, George S. Day, 2004 Now in its Eighth Edition Aaker Kumar and Day s Marketing Research shows when marketing research can and should be used what research alternatives exist how to recognize effective and ineffective research and how to interpret and apply the results so you can make smart business decisions The authors guide you step by step through the entire marketing research process describing the most current methodologies Updated to reflect emerging trends this Eighth Edition features a stronger emphasis on the important role of marketing intelligence new cases and real world examples and new topics of interest and methods of practice in marketing research

Management Information Systems
James A. O'Brien, Ali Reza Montazemi, 2003

Customer Relationship Management
Lieutenant. Dr. J. Ashok Kumar, Dr. Kota Sreenivasa Murthy, 2021-11-01 This book is designed for a one semester BBA course although under no circumstance is it imagined that the entire book be covered For undergraduate students just learning about Consumer Relationship Management or graduate students advancing their CRM this book is delivered not only a teachable textbook but a valued reference for the future Purposes You ll also find Unit Description Learning Objectives Outcomes cases Multiple Choice Questions and some reference book materials for each unit under four Modules along with the content of this book With all this chapter summaries key terms questions and exercises this book will truly appeal to upper level students of customer relationship management Because of customer relationship management is a core business strategy this book demonstrates how it has influence across the entire business in areas such as Consumer Life style CRM strategy and its implementation CRM process Effective Management of CRM Influence of Technology in CRM operational CRM Operational analytics in CRM E CRM IT implications in CRM and its Corporate applications Book Chapter structure This book comprises of four modules each with three units Thus you can find a total of 12 units in analogous with CRM key concepts Case Section In this book each unit is assigned with a case section to make the book more user friendly yet give faculty members tremendous flexibility in choosing case materials for use in class discussions or testing Thus this book will be crisp practical and stimulating with practical examples and provides a step by step pragmatic approach to the application of CRM in business The coverage of CRM technology is an enhancing feature of this book Well grounded academically this book is equally beneficial for management students Overall it sets out a comprehensive reference guide to business success

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