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Marketing Cases Dr. Malay Ghosh, **ICT Analysis and Applications** Simon Fong, Nilanjan Dey, Amit Joshi, 2026-01-01 This book proposes new technologies and discusses future solutions for ICT design infrastructures as reflected in high quality papers presented at the 10th International Conference on ICT for Sustainable Development ICT4SD 2025 held in Goa India on 17 19 July 2025 The book covers topics such as big data and data mining data fusion IoT programming toolkits and frameworks green communication systems and network use of ICT in smart cities sensor networks and embedded system network and information security wireless and optical networks security trust and privacy routing and control protocols cognitive radio and networks and natural language processing Bringing together experts from different countries the book explores a range of central issues from an international perspective

Strategic Customer Management Adrian Payne, Pennie Frow, 2013-03-28 Relationship marketing and customer relationship management CRM can be jointly utilised to provide a clear roadmap to excellence in customer management this is the first textbook to demonstrate how it can be done Written by two acclaimed experts in the field it shows how an holistic approach to managing relationships with customers and other key stakeholders leads to increased shareholder value Taking a practical step by step approach the authors explain the principles of relationship marketing apply them to the development of a CRM strategy and discuss key implementation issues Its up to date coverage includes the latest developments in digital marketing and the use of social media Topical examples and case studies from around the world connect theory with global practice making this an ideal text for both students and practitioners keen to keep abreast of changes in this fast moving field

The Real-Time Revolution Jerry Power, Thomas Ferratt, 2019-09-03 Time has become a precious commodity so business leaders who can save their customers time more effectively than competitors do will win their loyalty This book shows how it s done Business survival requires valuing what customers value and in our overworked

and distraction rich era customers value their time above all else Real time companies beat their rivals by being faster and more responsive in meeting customer needs To become a real time company as top scholars Jerry Power and Tom Ferratt explain you need a real time monitoring and response system They offer detailed advice on how to put procedures in place that will collect data on how well products or services are saving customer time identify strengths weaknesses threats and opportunities and specify innovations needed to save even more customer time Where should leaders look to innovate Powers and Ferratt say to search every step in the life of a product or service from development to production to usage And for each step they identify four possible levers for innovation the design of the products or services themselves the process used to produce them the data that can be gathered on their use and the people who make or provide the product or service The book features dozens of examples of companies that are getting it right and the innovations they used to help their customers save time all while helping themselves to a hefty slice of market share This is a comprehensive authoritative guide to thriving in a revolution that is sweeping every industry and sector

My Hardcover Book Christopher Holsberry,2014-12-10 A great book about the genesis of Apple and iPhone while also discussing the marketing and managing dynamics of the company and the massive successful product that is iPhone

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Village Phone Replication Manual David Keogh,Tim Wood,United Nations ICT Task Force,2005 Why is it such a challenge to provide telecommunications to rural areas High initial infrastructure investment relative low call volumes high maintenance costs due to harsh environments cash box collection needs cash security costs for coin operated phones card availability for prepaid airtime systems technical illiteracy remote locations and high transportation costs are just some of the impediments to providing rural telecommunications access This manual is based on the experiences of the Village Phone Programmes in Bangladesh and Uganda In rural villages where no telecommunications services have previously existed the programme provides cellular phones via a sustainable financing mechanism to poor entrepreneurs who use the phone to operate a business Such has been the success that over 2 000 village phone businesses are now operating in remote villages of Uganda This manual is a guideline for replicating the programme in a new country It establishes a template for creating sustainable initiatives that bring telecommunications to the poor create viable new businesses for micro entrepreneurs and expand the customer base for telecommunications companies

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The Herald ,2011

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Study of the Effectiveness of Online Marketing on Integrated Marketing Communication Sunil

Dharmappa,2018-12-20 Doctoral Thesis Dissertation from the year 2018 in the subject Business economics Offline Marketing and Online Marketing grade 3 55 Atlantic International University Atlantic international university course Doctorate in Marketing language English abstract This research work investigated the effectiveness of online marketing on integrated marketing communication strategy Specifically the work aimed at assessing the extent online platform improves the effectiveness of integrated marketing communication strategy To achieve the objectives of the study the researcher employed descriptive survey where the marketing sales department officers of three organization were sampled to collect relevant information regarding the effectiveness of online marketing in actualizing the goal of integrated marketing communication The organization sampled includes Coca Cola Nigeria multinational firm Uber Nigeria multinational Firm and ABC paint domestic firm in carrying out the study Information was obtained from the respondents using questionnaire instrument of data collection using 5 point Likert Scale The data was analyzed using descriptive statistics mean standard deviation Skewness etc and frequencies percentages table and graph From the research findings it was revealed that online marketing is effective in integrated marketing communication strategy of the organisation by increasing the brand awareness improves customer satisfaction easy integration and management and facilitates automation of marketing activities It was equally revealed that integrated marketing online effectiveness can be measured using a number of metrics including consumer interaction on site number of repeated visit sales volume and profits among others The researcher also discovered that the trending online marketing tools employed by most organisation includes e mail marketing social media marketing search engine marketing artificial intelligence and chatbot among others It is therefore recommended among others that organizations need to employ various artificial intelligence technology to gather as much information as they can about their customer needs psychographic geographic and demographic information to determine what marketing strategy and medium will appeal most to the targeted customers and channel more of the marketing effort towards such direction

Case Study of Samsung's Mobile Phone Business Boon-Young Lee,Seung-Joo Lee,2004 *PC World* ,2004 *Broadcasting & Cable* ,2007 *The Laws of Brand Storytelling: Win—and Keep—Your Customers' Hearts and Minds* Ekaterina Walter,Jessica Gioglio,2018-11-02 From the bestselling authors of *The Power of Visual Storytelling* comes the highly anticipated follow up *The Laws of Brand Storytelling* the definitive quick reading rulebook for how to use the power of storytelling to win over customers hearts minds and long term loyalty We have been sharing stories from the beginning of human civilization for good reason Stories captivate our attention and build communities by bringing ideas emotions and experiences to life in a memorable way This is proving to be an increasingly potent strategy in the era of the connected digital consumer With consumers more empowered than ever before your brand isn t what you say it is anymore it is what consumers say it is As a result capturing customers hearts and minds today requires businesses to prioritize emotional connections with customers to

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