

A HARVARD BUSINESS
REVIEW BOOK

Keeping Customers

EDITED WITH AN INTRODUCTION BY
JOHN J. SVIOKLA AND BENSON P. SHAPIRO

Keeping Customers Harvard Business Review



Harvard Business Review

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Harvard Business Review on Increasing Customer Loyalty Harvard Business Review, 2011-02-24 How do you keep your customers coming back and get them to bring others If you need the best practices and ideas for making your customers loyal and profitable but don't have time to find them this book is for you Here are nine inspiring and useful perspectives all in one place This collection of HBR articles will help you Turn angry customers into loyal advocates Get more people to recommend you Boost customer satisfaction by satisfying your employees Focus on profitable customers whether they're loyal or not Invest in the right CRM technology for your business Mine customer data for more effective marketing Increase your customers lifetime value

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Marketing Management, 2nd Edition Arun Kumar & N. Meenakshi, 2011 Marketing is a way of doing business It is all pervasive a part of everyone's job description Marketing is an expression of a company's character and is a responsibility that necessarily belongs to the whole company and everyone in it

After-Sales Excellence Nigel Woodall, 2025-10-10 Fix what is broken elevate what works and lead in after sales After sales Excellence Driving Improvement Customer Satisfaction and Growth is the essential guide for anyone navigating this highly competitive world Drawing on over 45 years of hands on experience as an employee senior business leader and consultant the author delivers a practical no nonsense roadmap for business improvement Operating within the after sales aka aftermarket marketplace for products and services are Original equipment manufacturers OEMs Stockists Distributors Maintainers Replacement manufacturers copyists Recyclers Chasing the same customers they create a fast paced high volume complex and constantly changing marketplace Written in a concise accessible style the book focuses on the most commonly occurring challenges that prevent after sales organizations from achieving optimum performance Using many real life examples and industry insights it reveals proven strategies frameworks and key secrets used by top performers to attract retain and grow high value customers Ideal for entrepreneurs business owners leaders investors and students this book is like having a dedicated consultant on call to help you transform performance boost return on investment ROI and stay ahead of the competition

Keep Your Customers Ali Cudby, 2020-01-07 This fresh take on retention and revenue is a useful guide to long term customer loyalty that's engaging insightful and actionable a fast easy read Jonathan Tower Managing Partner Catapult VC It costs 5 to 25 times more for companies to acquire a new customer versus retaining an existing one That

means a company's process to keep its customers is tied directly to its revenue and profitability. In *Keep Your Customers Ali Cudby* provides insights from business leaders beginning with legendary executive Kay Koplovitz. The book goes on to offer real world consumer behavior stories, business best practices and CEO led case studies in industries ranging from technology (ClusterTruck, PERQ), consumer packaged goods (Soapbox) and retail (Esprit de la Femme, Urban Stems). Interviews with renowned venture capitalists Mark Suster and Kara Nortman of Upfront Ventures, Square Capital executive Jackie Reses and indie musician Craig Wedren, former Shudder to Think frontman and Yellowjackets composer are also featured. *Keep Your Customers* is based on a proven process that has helped companies around the world improve the lifetime value of their clients. *Keep Your Customers* shares a fresh perspective on the old problem of customer relations. It jumps straight into practical strategies and actionable tactics to bring loyalty marketing to life for large and small businesses alike. Ali Cudby shares how to set up customer engagement for loyalty with a company culture to support it, grow without being stuck in the endless grind of new customer acquisition and build the most powerful asset for any enterprise: a loyal, long term and lucrative customer base.

Harvard Business Review on Aligning Technology with Strategy Harvard Business Review, 2011. The Harvard Business Review Paperback series gives managers and professionals the information they need to stay competitive in a fast moving world. From preeminent thinkers whose work has defined an entire field to rising stars who are redefining how we think about business, here are the leading minds and landmark ideas that have established Harvard Business Review as required reading for ambitious businesspeople in organizations around the globe.

Harvard Business Review on Greening Your Business Profitably Harvard Business Review, 2011-04-12. Protect the earth and your bottom line. If you need the best practices and ideas for turning sustainability into competitive advantage but don't have time to find them, this book is for you. Here are 10 inspiring and useful perspectives all in one place. This collection of HBR articles will help you: Craft strategy to compete on green turf; Redesign your business model, products and processes to achieve green goals; Parlay your efforts into lower costs and higher revenues; Capture more value from clean tech investments; Launch sustainability programs with impact; Synchronize green initiatives by overhauling your supply chain; Engage constructively with environmental activist groups; Mitigate the risks of climate change.

Harvard Business Review on Rebuilding Your Business Model Harvard Business Review, 2011-05-10. Revise your game plan and profit from the change. If you need the best practices and ideas for creating business models that drive growth but don't have time to find them, this book is for you. Here are 10 inspiring and useful perspectives all in one place. This collection of HBR articles will help you: Reinvent your business profitably; Set your model up for success with a winning competitive strategy; Test and change your assumptions about customers; Spot trends that could transform your business; Exploit disruptive technologies; Give traditional offerings a shot in the arm; Produce game changers for your industry or market; Build a new business in an established organization.

Harvard Business Review on Thriving in Emerging Markets Harvard Business Review, 2011. Offers the best practices and

ideas for gaining market share in developing economies This collection of HBR articles can help you manage risk in unstable environments ward off political threats to your business customize your business model for emerging markets and tailor your strategy to capitalize on countries strengths Extreme Trust Don Peppers,Martha Rogers,2012-04-26 How companies can stay competitive in a world of total transparency With their first book 1993 s The One to One Future Don Peppers and Martha Rogers introduced the idea of managing interactive customer relationships long before the Web and social networking made it standard business practice With Extreme Trust they look to the future once again predicting that rising levels of transparency will require companies to protect the interests of their customers and employees proactively even when it sometimes costs money in the short term The importance of this trustability will transform every industry Retail banks won t be able to rely as much on overdraft charges Consumers will expect retailers to remind them when they have unused balances on gift cards Credit card companies will coach customers to avoid excessive borrowing Cell phone providers will help customers find appropriate calling plans for their usage patterns Success won t come from top down rules and processes but from bottom up solutions on the part of employees and customers themselves And the most successful businesses will earn and keep the extreme trust of everyone they interact with Harvard Business Review on Fixing Healthcare from Inside & Out Harvard Business Review,2011-04-12 How can management cure health care s ills If you need the best practices and ideas for transforming health care but don t have time to find them this book is for you Here are 10 inspiring and useful perspectives all in one place The HBR articles in this collection propose several remedies Organizing doctors into teams Focusing incentives on patients recovery Saving lives and dollars by designing clearer work processes Sharing knowledge through industry networks Knocking down barriers to innovation in funding policy and technology Treating common ailments with simpler interventions Bridging the divide between clinicians and administrators Ramping up R D productivity by returning power to scientists **Hospitality Marketing** David Bowie,Francis Buttle,2013-06-17 This introductory textbook shows you how to apply the principles of marketing within the hospitality industry Written specifically for students taking marketing modules within a hospitality course it contains examples and case studies that show how ideas and concepts can be successfully applied to a real life work situation It emphasises topical issues such as sustainable marketing corporate social responsibility and relationship marketing It also describes the impact that the internet has had on both marketing and hospitality using a variety of tools including a wide range of internet learning activities Customer Relationship Management in the Digital Age G. Shainesh,Jagdish N. Sheth,Varsha Jain,2025-06-12 Customer Relationship Management in the Digital Age charts the concepts strategies benefits and technologies of CRM in an evolving and increasingly digital business landscape It empowers readers with the skills to use CRM to forge enduring customer connections optimize experiences and drive loyalty across diverse industries and markets Building upon existing literature this guide offers a holistic approach that bridges theory and practice making complex CRM concepts accessible to a wide

audience It integrates the latest technological advances market trends and customer centric initiatives providing a comprehensive view of CRM s role in an increasingly customer driven era Pedagogical features include case studies practical strategies and real world examples as well as chapter summaries and discussion questions to guide the reader through the key learning points of each chapter This helpful book enables readers to navigate the complexities of CRM implementation and customer centric approaches and tailor strategies for B2B and B2C markets It is particularly suitable for advanced undergraduate and postgraduate students of CRM Sales Management Relationship Marketing and Customer Experience Management as well as reflective practitioners Online instructor resources include a course manual test bank and PowerPoint slides

Harvard Business Review on Winning Negotiations Harvard Business Review,2011 Persuade others to do what you want for their own reasons If you need the best practices and ideas for making deals that work but don t have time to find them this book is for you Here are 10 inspiring and useful perspectives all in one place This collection of HBR articles will help you Seal or sweeten a bargain by uncovering the other side s motives Conquer faulty assumptions to make the right deals Forge deals only when they support your strategy Set the stage for a healthy relationship long after the ink has dried Make promises you can keep Gain your adversaries trust in high stakes talks Know when to walk away

Customer Relationship Management Roger J. Baran,Robert J. Galka,2016-12-08 This book balances the behavioral and database aspects of customer relationship management providing students with a comprehensive introduction to an often overlooked but important aspect of marketing strategy Baran and Galka deliver a book that helps students understand how an enhanced customer relationship strategy can differentiate an organization in a highly competitive marketplace This edition has several new features Updates that take into account the latest research and changes in organizational dynamics business to business relationships social media database management and technology advances that impact CRM New material on big data and the use of mobile technology An overhaul of the social networking chapter reflecting the true state of this dynamic aspect of customer relationship management today A broader discussion of the relationship between CRM and the marketing function as well as its implications for the organization as a whole Cutting edge examples and images to keep readers engaged and interested A complete typology of marketing strategies to be used in the CRM strategy cycle acquisition retention and win back of customers With chapter summaries key terms questions exercises and cases this book will truly appeal to upper level students of customer relationship management Online resources including PowerPoint slides an instructor s manual and test bank provide instructors with everything they need for a comprehensive course in customer relationship management

A Research Agenda for Service Innovation Faïz Gallouj,Faridah Djellal,2018-08-31 This book aims to take account of the major advances made in Service Innovation Studies SIS and above all to provide an agenda setting out the research priorities in the field This agenda is established by considering the issue of innovation in services in relation to a number of major contemporary challenges including environmental issues social inclusion economic

development service ecosystems smart service systems religion ageing public organizations gender and ethical and societal issues Bringing together internationals experts in the field of SIS the book illustrates the strength and fertility of this research trajectory It will be of great interest for both services and innovation scholars in economics management science and public administration **Managing Customer Experience and Relationships** Don Peppers,Martha

Rogers,2022-04-26 Every business on the planet is trying to maximize the value created by its customers Learn how to do it step by step in this newly revised Fourth Edition of Managing Customer Experience and Relationships A Strategic Framework Written by Don Peppers and Martha Rogers Ph D recognized for decades as two of the world s leading experts on customer experience issues the book combines theory case studies and strategic analyses to guide a company on its own quest to position its customers at the very center of its business model and to treat different customers differently This latest edition adds new material including How to manage the mass customization principles that drive digital interactions How to understand and manage data driven marketing analytics issues without having to do the math How to implement and monitor customer success management the new discipline that has arisen alongside software as a service businesses How to deal with the increasing threat to privacy autonomy and competition posed by the big tech companies like Facebook Amazon and Google Teaching slide decks to accompany the book author written test banks for all chapters a complete glossary for the field and full indexing Ideal not just for students but for managers executives and other business leaders Managing Customer Experience and Relationships should prove an indispensable resource for marketing sales or customer service professionals in both the B2C and B2B world *HBR's 10 Must Reads 2018* Harvard Business Review,Michael E. Porter,Robert S.

Kaplan,Daniel Kahneman,Roger L. Martin,2017-10-10 A year s worth of management wisdom all in one place We ve reviewed the ideas insights and best practices from the past year of Harvard Business Review to keep you up to date on the most cutting edge influential thinking driving business today With authors from Michael E Porter to Daniel Kahneman and company examples from P Noise How to Overcome the High Hidden Cost of Inconsistent Decision Making by Daniel Kahneman Andrew M Rosenfield Linnea Gandhi and Tom Blaser Visualizations That Really Work by Scott Berinato Right Tech Wrong Time by Ron Adner and Rahul Kapoor How to Pay for Health Care by Michael E Porter and Robert S Kaplan The Performance Management Revolution by Peter Cappelli and Anna Tavis Let Your Workers Rebel by Francesca Gino Why Diversity Programs Fail by Frank Dobbin and Alexandra Kalev What So Many People Don t Get About the U S Working Class by Joan C Williams The Truth About Blockchain by Marco Iansiti and Karim R Lakhani and The Edison of Medicine by Steven Prokesch **Market-Led Strategic Change** Nigel F. Piercy,2016-11-03 Market Led Strategic Change 5th edition has been fully revised and updated to reflect the realities of 21st century business and the practical issues for managers in the process of going to market The world of business has changed dramatically with a more complex environment more demanding customers and radical new ways of going to market This textbook develops a value based strategy examining the roles of

market sensing customer value organizational change and digital marketing in the implementation of strategy This much anticipated new edition has been carefully updated now with Nigel Piercy s unique and clear sighted views on the latest developments in marketing strategy retaining Piercy s insightful witty and provocative style The text is supported throughout with brand new case studies from globally recognised companies such as Uber and Volkswagen and covering topical issues such as the legalisation of marijuana and reinventing the healthcare business Lecturers are assisted with a newly expanded collection of support materials including PowerPoint slides for each chapter suggested frameworks for using the case studies in teaching and case studies from previous editions If you re an ambitious marketing student or practitioner whether you are new to strategic change through marketing or just want a different view this is the book for you Lecturers will find this engaging funny thought provoking but always practical textbook is a sure way to get your students thinking and enthused

The Organic Growth Playbook Bernard Jaworski,Bob Lurie,2020-08-03 Conventional marketing strategies that focus on product differentiation and positioning often fail to deliver faster growth In this re published book Jaworski and Lurie offer a novel approach to this problem of growth

Keeping Customers Harvard Business Review : Bestsellers in 2023 The year 2023 has witnessed a noteworthy surge in literary brilliance, with numerous captivating novels captivating the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the captivating narratives that have enthralled audiences this year. The Must-Read : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can prevail. Keeping Customers Harvard Business Review : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids captivating storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens weaves a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These top-selling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of engaging stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a masterful and gripping novel that will keep you speculating until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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