

Manuela Choudhry

**Mögliche Akzeptanzprobleme und
Widerstände bei einer
CRM-Implementierung im Unternehmen**

Bachelorarbeit

Mögliche Akzeptanzprobleme Widerstände Crm Implementierung Unternehmen

RJ Shavelson

Mögliche Akzeptanzprobleme Widerstände Crm Implementierung Unternehmen:

Mögliche Akzeptanzprobleme und Widerstände bei einer CRM-Implementierung im Unternehmen Manuela Choudhry, 2015-07-07 Bachelorarbeit aus dem Jahr 2011 im Fachbereich BWL Offline Marketing und Online Marketing Note 2 Fachhochschule Wiener Neustadt Sprache Deutsch Abstract Die vorliegende Arbeit beschäftigt sich mit der CRM Implementierung Customer Relationship Management in Unternehmen und beschreibt deren Ziele Ausgehend von CRM Definitionen der Erklärung von CRM Systemen gefolgt von der Beschreibung der Implementierungsziele Des Weiteren wird Akzeptanz definiert da für die erfolgreiche Umsetzung derartiger Veränderungen die Benutzerakzeptanz von entscheidender Bedeutung ist Folgend werden die Ursachen für Akzeptanzprobleme und Widerstände detailliert erläutert Aufbauend auf die beschriebenen Akzeptanzprobleme und Widerstände werden akzeptanzfördernde Schritte dargestellt Die gewonnenen Erkenntnisse werden am Ende der Arbeit zusammengefasst Key Success Factors for Implementing CRM in Sales Departments of B2B Companies Goran Krpan, 2018-04-16 Die Implementierung von CRM in einem Unternehmen ist mit vielen Herausforderungen verbunden da eine solche Implementierung viel Zeit erfordert und hohe Kosten verursacht Diese Kosten sind mitunter schwer zu rechtfertigen Jedoch verspricht man sich durch diese Technologie ein besseres Kundenverständnis zu erlangen und somit auch seine Umsätze nachhaltig steigern zu können Leider ist es oft der Fall dass Systeme die das Kundenmanagement erleichtern sollen genau das Gegenteil bewirken und somit zu Frustration und Enttäuschung führen Die vorliegende Arbeit beschäftigt sich mit den Erfolgsschlüssefaktoren für die Implementierung von CRM in einer Vertriebsorganisation im B2B Bereich **Erfolgsfaktoren und Barrieren bei der CRM-Implementierung** Ingo Beck, 2006-07-31 Inhaltsangabe Problemstellung Die wachsende Anzahl an Publikationen auf dem Gebiet des CRM verdeutlicht dass das Management von Kundenbeziehungen in den letzten Jahren sowohl in der Wissenschaft als auch in der Praxis zunehmend Verbreitung findet Die veränderten Marktbedingungen und der rasante technologische Fortschritt haben bei den Unternehmen zu der Einsicht geführt die Bedürfnisse ihrer Kunden besser verstehen zu müssen und die Kundenbeziehungen auf eine nach den Grundsätzen der Kundenorientierung angepasste Basis zu stellen Denn Unternehmen die konsequent die Kundenorientierung verbessern und es dadurch schaffen dauerhafte Beziehungen zu ihren Kunden aufzubauen können einen wichtigen Wettbewerbsvorteil gegenüber ihren Konkurrenten erzielen So erhoffen sich viele Unternehmen durch den Einsatz von CRM profitable Kunden gezielt und langfristig an das Unternehmen zu binden und auf diese Weise den Unternehmenserfolg nachhaltig zu steigern Angesichts der mit dem CRM verbundenen Potenziale verwundert es nicht dass Unternehmen mitจรlich stark steigenden Wachstumsraten in die Einführung von CRM Systemen investieren Trotz allem wird in den letzten Jahren mit Kritik und Skepsis beobachtet dass CRM nicht zu den erhofften Erfolgen führt und die Umsetzung der angesprochenen Ziele in der Praxis große Probleme bereitet Umfragen vieler Forschungsinstitute und Branchenexperten zeigen dass 55 Prozent aller CRM Projekte keine signifikanten Erfolge aufweisen

k nnen Auch eine Vielzahl von Artikeln best tigt die Existenz erheblicher Schwierigkeiten bei der Einf hrung und Realisierung von CRM Konzepten in Unternehmen Rigby Reichheld und Scheffter untermauern die Kritik mit zum Teil erschreckenden Zahlen Demnach steht CRM an drittletzter Stelle von 25 bedeutenden Management Tools und 20 Prozent der 451 befragten F hrungsgr fte u ern r ckblickend sogar CRM initiatives not only had failed to deliver growth but also had damaged long standing customer relationships In Anbetracht dieser hohen Fehlerquote bei der Umsetzung von CRM Projekten stellt sich die Frage nach den Ursachen welche die Erfolge einer CRM Implementierung hinter den Erwartungen zur ckbleiben lassen Welche Voraussetzungen gilt es im Rahmen einer erfolgreichen Einf hrung von CRM zu erf llen Auf diese Frage soll die vorliegende Metaanalyse Antworten geben Gang der Untersuchung Bevor im Hauptteil der Arbeit der Grundrahmen f r die Metaanalyse herausgearbeitet wird und

Customer Relationship Management (CRM) und CRM-Systeme

Nicolas Teles, 2008 Diplomarbeit aus dem Jahr 2006 im Fachbereich BWL Marketing Unternehmenskommunikation CRM Marktforschung Social Media Note 2 0 Fachhochschule Bielefeld 62 Quellen im Literaturverzeichnis Sprache Deutsch Abstract Das Ziel dieser Diplomarbeit besteht darin zum einen die Gr nde f r das h ufige Scheitern von CRM Systemen zu ermitteln und zum anderen ein Soll Profil anzufertigen um damit aufzuzeigen was CRM Systeme strategisch leisten m ssen um Kundenbeziehungen erfolgreich gestalten zu k nnen Dar ber hinaus werden Ansatzpunkte zur Optimierung einer CRM Implementierung dargestellt Der versch rfte Wettbewerb in globalen M rkten und zunehmende Umsatrz ckg nge in Unternehmen waren der Ansatz f r berlegungen wie Gesch ftserfolge langfristig durch verbesserte Kundenbeziehungen gesichert werden k nnen Der st ndige Druck in kurzen Zeitr umen immer wieder marktf hige Produkte zu liefern ist gewaltig gestiegen Auch eine hohe Produktqualit t wird heute als selbstverst ndlicher Grundnutzen angesehen Eine Profilierung ber das Kernprodukt ist kaum noch m glich Hilfreich dabei kann der Einsatz des Customer Relationship Management CRM sein CRM ist eine ganzheitliche strategische Unternehmensphilosophie die einen systematischen Aufbau und konsequente Fortf hrung von Kundenbeziehungen in den Mittelpunkt der Gesch ftsprozesse stellt Folglich erscheint eine Differenzierung gegen ber dem Wettbewerb nur noch ber die Pflege der Beziehung zu einem Kunden m glich zu sein Dieses sollte nicht als Last sondern als eine gro e Chance angesehen werden Denn wie ein Sprichwort sagt Beziehungen schaden nur dem der keine hat Insofern handelt es sich bei CRM zun chst nicht nur um ein Softwareprodukt wie viele Unternehmen glauben obwohl diese ohne die Unterst tzung eines IT Systems oft nicht auskommen Das CRM System sollte dabei lediglich als Instrument dienen um das Ziel zur Planung und Gestaltung einer profitablen Kundenbeziehung zu erreichen

Change Management:

Ursachen und Umgang mit Widerst nden bei CRM-Projekten Felix Wenger, 2010 Studienarbeit aus dem Jahr 2009 im Fachbereich BWL Marketing Unternehmenskommunikation CRM Marktforschung Social Media Note 1 3 Business and Information Technology School Die Unternehmer Hochschule Iserlohn Veranstaltung Umsetzung und Einf hrung von CRM Systemen Sprache Deutsch Abstract Zunehmende Wettbewerbsintensit t in den M rkten und sich schnell ver ndernde

Rahmenbedingungen zwingen Unternehmen ihre bestehenden und potentiellen Kunden beziehungen zu starken Weil Produkte mit dem Fortschritt der Globalisierung immer ähnlicher und austauschbarer werden verfügen nur wenige Unternehmen bei einem Wettbewerbsvorteil durch eine sogenannte Technologiepartnerschaft Die Bedeutung der kundenorientierten Ausrichtung der Unternehmen ist demnach sehr hoch und der Customer Relationship Management Ansatz CRM zählt mittlerweile zu den wichtigsten Konzepten zur Generierung von Wettbewerbsvorteilen Die Einführung eines CRM Systems im Rahmen eines unternehmensweiten CRM Projektes bedingt umfassende Restrukturierungsmaßnahmen auf organisatorischer und kultureller Ebene Mit diesen Restrukturierungen sind allerdings Widerstände von Individuen und seitens bestimmter betrieblicher Interessengruppierungen verbunden So kann der Erfolg des CRM Projektes unter anderem verzögert erschwert oder gar ganz verhindert werden Der Change Management Ansatz setzt hier am Humanfaktor an und liefert Instrumente zum Umgang mit und zum Abbau von Widerständen um einen erfolgreichen Abschluss und nachhaltigen Gewinnzuwachs zu gewährleisten Wichtig in diesem Zusammenhang ist die Frage welche Ursachen die Widerstände haben und welches der richtige Umgang mit diesen ist Die vorliegende Hausarbeit befasst sich mit den Grundlagen des CRM und des Change Management in Verbindung mit CRM Projekten Darüber hinaus werden Widerstände definiert und ihre Ursachen erläutert Schließlich werden Grundsätze und Instrumente zur Präsentation und zum Abbau von auftretenden Widerständen vorgestellt **Implementierung eines CRM-Systems in einem mittelständischen Unternehmen: Planung und Umsetzung am Beispiel der schwedischen Aktiengesellschaft Balco AB.**, 2012

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In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is really awe-inspiring. Enter the realm of "**M Gliche Akzeptanzprobleme Widerst Nde Crm Implementierung Unternehmen**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound affect the souls of its readers.

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