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Optimize the customer experience via the cloud to gain a powerful competitive advantage Customer Obsessed looks at customer experience through the lens of the cloud to bring you a cutting-edge handbook for customer experience. Cloud technology has been hailed as a game-changer, but a recent IDC report shows that it accounts for less than three percent of total IT spending; why are so many companies neglecting such an enormous asset? This book provides a high-level overview of how the cloud can give you a competitive advantage. You'll learn how to integrate cloud technology into sound customer experience strategy to achieve unprecedented levels of success. More than just a state-of-the-field assessment, this book offers a set of concrete actions you can take today to leverage cloud computing into technical innovation and better business outcomes at all levels of your organization. You'll examine the many factors that influence the customer experience, and emerge with the insight to fine-tune your approach using the power of the cloud. What kind of advantage is your company leaving on the table? This book guides you through the key drivers of customer success to help you optimize your approach and leverage the future of global technology. Learn the keys to competitive advantage in the digital era Gain insight into each element that affects customer experience Harness the power of the cloud to achieve customer success Follow a prescriptive framework for optimizing customer experience We are in the golden age of IT innovation, but the majority of companies haven't even adopted cloud technology, much less begun to utilize its full business capabilities. Jump into the gap now, and reap the benefits as other struggle to catch up. Customer Obsessed gives you the guidance you need to achieve sustainable success in today's digital world.

A hands-on guide to the next generation of customer relationship marketing. It reveal how businesses of any size can develop a global strategy that embraces today's empowered consumers and encourages the development of meaningful, profitable relationships with them. Get practical steps for integrating brand communications and identifying a strong marketing concept to create a campaign that establishes personalized connections with consumers.

Customer Obsession is an invaluable hands-on guide to the next generation of customer relationship marketing. Abaetê de Azevedo and Ricardo Pomeranz, top leaders at the world-renowned direct marketing agency Rapp Collins, reveal how businesses of any size can develop a global strategy that embraces today's empowered consumers and encourages the development of meaningful, profitable relationships with them. Sharing insider details from Rapp Collins's breakthrough methodology, the authors provide the tools to implement the next level of relationship marketing, enabling you to pinpoint the unique value of every customer and specific direct marketing techniques for winning them over. You get practical steps for integrating your brand communications and identifying a strong marketing concept to create a campaign that establishes personalized connections with consumers. Then, you'll learn how to: Implement your relationship marketing program in four phases: strategic analysis, planning, implementation, and control Utilize databases to gather individualized information and create targeted messages Create specific campaigns that are relevant to different segments of consumers Measure marketing campaign results with ROI calculation models Develop practices that will continuously improve ROI Rounding out this invaluable guide are illuminating case studies of numerous national and international brands that successfully used relationship marketing to meet their communication needs. Customer Obsession is the definitive roadmap for all businesses that want to achieve the maximum return for their marketing investments.

Working Backwards is an insider's breakdown of Amazon's approach to culture, leadership, and best practices from two long-time Amazon executives. Colin started at Amazon in 1998; Bill joined in 1999. In Working Backwards, these two long-serving Amazon executives reveal and codify the principles and practices that drive the success of one of the most extraordinary companies the world has ever known. With twenty-seven years of Amazon experience between them, much of it in the early aughts—a period of unmatched innovation that brought products and services including Kindle, Amazon Prime, Amazon Studios, and Amazon Web Services to life—Bryar and Carr offer unprecedented access to the Amazon way as it was refined, articulated, and proven to be repeatable, scalable, and adaptable. With keen analysis and practical steps for applying it at your own company—no matter the size—the authors illuminate how Amazon's fourteen leadership principles inform decision-making at all levels and reveal how the company's culture has been defined by four characteristics: customer obsession, long-term thinking, eagerness to invent, and operational excellence. Bryar and Carr explain the set of ground-level practices that ensure these are translated into action and flow through all aspects of the business. Working Backwards is a practical guidebook and a corporate narrative, filled with the authors' in-the-room recollections of what "Being Amazonian" is like and how it has affected their personal and professional lives. They demonstrate that success on Amazon's scale is not achieved by the genius of any single leader, but rather through commitment to and execution of a set of well-defined, rigorously-executed principles and practices—shared here for the very first time.

What makes an ad compelling? The eye-catching design? The clever turn of phrase? The money back guarantee? Maybe. But, as Idan Shpizear lays out in clear terms, the most effective marketing begins not with artistic brilliance, but with meaningful insight into the humanity of your customer. In this no-nonsense guide, Shpizear strips away all your misconceptions about marketing and drills down to the ultimate goal: developing an authentic connection with the people you serve. Get to know your target client on a deeper level. Understand your buyer's decision-making process. Discover the best marketing platforms for your brand and learn how to construct an ad that speaks to your customer's fears, hopes, and longings. Most importantly, find the intersection of a client's greatest needs and your greatest strength Clear, candid, and highly motivating, Marketing to Humans proves the claim Shpizear makes from the very beginning: you already have what it takes to excel at marketing and boost your leads. You just need the perspective to put your skills to work.

Stop satisfying your customers – and start impressing them – using the strategies of Apple, Costco, Disney, and other industry dominators. If you're aspiring to satisfy your customers, then you're aspiring to mediocrity. That's the fascinating premise of From Impressed to Obsessed, a book that will fundamentally change how you think about creating a successful, beloved business. Renowned customer experience expert Jon Picoult takes you on a mesmerizing journey, showing how customer loyalty is as much about shaping people's memories as it is about shaping their experiences. Through captivating stories and eye-opening studies, Picoult explains the 12 breakthrough, psychology-based strategies that successful companies use to impress customers – leading them to become obsessed with the business's products and services, and to encourage others to do the same. Filled with actionable examples, you'll see how you can immediately apply these principles to turn more sales prospects into customers, and more customers into raving fans. Picoult even demonstrates how business leaders can use the very same principles to strengthen employee engagement and loyalty. Turn your organization's customer experience into its greatest competitive advantage, by applying the simple but profound lessons in From Obsessed to Impressed.

Dave Kerpen's follow-up to his bestselling Likeable Social Media gives business owners and marketers time-tested strategies for growing revenue Likeable Business lays out the eleven strategies companies can use to leverage likeability to increase profits and spur growth.

Kerpen explains how to ensure that every aspect of a business communicates transparency, accountability, responsiveness, and authenticity—which customers find more likeable than traditional marketing campaigns. Dave Kerpen is cofounder and CEO of the marketing firm Likeable Media, included in the INC 500 fastest-growing private companies in the United States for both 2011 and 2012. He is the author of the New York Times bestselling book Likeable Social Media and is a frequent keynote speaker.

Some companies are great for customers – not only do they care but they change whole markets to work better for the customers they serve. Think of Amazon, easyJet and Sky. They make things easier and improve what really matters – obvious, surely? They have also enjoyed huge business success, growing and making plenty of money. The Customer Copernicus answers the question that follows – if it's obvious and attractive why is it so rare? And then it answers a second question, because Tesco, Q2 and Wells Fargo were like this once. Why, having mastered it, would you ever stop? Because all three did, and two ended up in court. The Customer Copernicus explains how to become and how to stay customer-led. Essential reading for leaders and teams who want their organisations to stay competitive by developing a more purposeful and innovative culture.

If you're striving to make products and services that your customers will love, then you'll need a customer-driven organization. As companies transform their businesses to meet the demands of the digital age, they find themselves grappling with uniquely human challenges. Organizational knowledge becomes siloed, employees move to safeguard their expertise, and customer data creates polarization and infighting between teams. All of these challenges widen the distance between the people who make your products and the customers who use them. To meet today's challenges, companies need to do more than build processes for customer-driven products. They need to create a customer-driven culture. With the help of his friend and mentor Monty Hammontree, Travis Lowdermilk takes readers through the cultural transformation of the Developer Division at Microsoft. This book shows readers how to "hack" their culture and reduce the distance between them and their customers' needs. It's a uniquely personal story that's told amidst a cultural revolution at one of the largest software companies in the world. This story acts as your guide. You'll learn how to: Establish a Common Language: Help employees change their thinking and actions Build Bridges, Not Walls. Treat product building as a team sport Encourage Learning Versus Knowing. Help your team understand their customers Build Leaders That Build Your Culture. Showcase star employees to inspire others Meet Teams Where They Are: Make it easy for teams to adopt vital behavior changes Make Data Relatable: Move beyond numbers and focus on empathizing with customers

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