



Pierre Morgat

# Fidébez vos clients

3<sup>e</sup> édition

Stratégies, outils, CRM et e-CRM

Éditions  
d'Organisation

# Fidelisez Vos Clients Strategies Outils Crm Et E Crm

**Paul Greenberg**

## **Fidelisez Vos Clients Strategies Outils Crm Et E Crm:**

Fidélisez vos clients Pierre Morgat,2004 Strat gies et tactiques pour vous pr parer au mieux la bataille qui m ne de la connaissance clients la satisfaction clients du dialogue la fid lit Dans le domaine de la fid lisation clients l outil prime trop souvent sur la strat gie Ainsi clubs de client le cartes de fid lit ou consumers magazines foisonnent Mais leur rentabilit est plus qu al atoire et l absence de r flexion strat gique leur interdit toute p rennit Cet ouvrage vous propose des r ponses concr tes issues de cas r els A quoi faut il fid liser A la marque au produit au point de vente Quelle est la strat gie de fid lisation la plus adapt e votre entreprise Quels outils de fid lisation choisir et comment les combiner Comment valuer le retour sur investissement de la fid lisation Quel est l apport des nouvelles technologies Ce livre vous aidera concevoir des produits fid lisants pr fid liser vos clients impliquer votre force de vente et pratiquer le marketing participatif en associant vos meilleurs clients au d veloppement de vos produits ou services     CRM Antoine Delers,50minutes,2015-09-02 Un guide pratique et accessible pour tout savoir sur le CRM ou la gestion de la relation client Vos clients vous l chent les uns apr s les autres Ou bien vous n arrivez pas en convertir de nouveaux Actuellement puisque r pondre aux requ tes exigeantes de ses derniers semble la cl de r ussite de toute entreprise pourquoi ne pas adopter une approche CRM Customer Relationship Management adapt e Incontournable cet outil complet risque bien de changer votre mani re d appr hender les contacts avec vos clients et ce pour le plus grand plaisir de tous en augmentant leur satisfaction vous vous assurez parall lement un meilleur rendement Ce livre vous aidera Ma triser les bases du CRM Imaginer une strat gie efficace largir et fid liser votre client le Et bien plus encore Le mot de l diteur Avec l auteur Antoine Delers nous avons cherch sensibiliser les lecteurs l importance que rev t la gestion de la relation client afin qu ils parviennent largir et fid liser leur cible Juliette N ve PROPOS DE LA S RIE 50MINUTES Gestion Marketing La s rie Gestion Marketing de la collection 50MINUTES fournit des outils pour comprendre rapidement de nombreuses th ories et les concepts qui fa onnent le monde conomique d aujourd hui Nous avons con u la collection Business Economics en pensant aux nombreux professionnels oblig s de se former en permanence en conomie en management en strat gie ou en marketing Nos auteurs combinent des l ments de th orie des tudes de cas et de nombreux exemples pratiques pour permettre aux lecteurs de d velopper leurs comp tences et leur expertise     Fidélisez vos clients en B to B Benoît Dragon,2018-08-22 Comment fid liser ses clients en B to B Faut il fid liser tous ses clients Si oui quel prix Comment faire pour satisfaire des interlocuteurs aux attentes diff rentes parfois contradictoires Comment installer la confiance dans la dur e Comment se pr server du risque de perdre un client Comment s assurer de l adh sion et de l implication de chacun dans l entreprise Suivez pas pas une d marche op rationnelle de conception de mise en place et de management d une strat gie de fid lisation Cet ouvrage illustr de cas r els et imm diatement applicable en entreprise donne les cl s pour mettre en place et d velopper de solides leviers de fid lisation     Fidélisez vos clients Pierre Morgat,2000 Ce livre vous apporte des r ponses concr tes aux questions suivantes Qui quand pourquoi quoi fid liser Quelle strat gie adopter

et comment combiner les outils Comment mesurer le retour sur investissement Strat gies et tactiques pour vous pr parer au mieux la bataille qui m ne de la connaissance clients la satisfaction clients du dialogue la fid lit La valeur d une marque la vitalit d une entreprise son potentiel de croissance d pendent directement de la fid lit de ses clients Forts de ce constat vident nombreux sont les dirigeants qui se convertissent la fid lisation les programmes se multiplient se croisent se ressemblent et se banalisent L outil prime trop souvent sur la strat gie de sorte que l on assiste un foisonnement spectaculaire de clubs de client le de cartes de fid lit ou encore de consumers magazines sans int r t r el pour le consommateur Par cons quent la rentabilit de ces programmes est plus qu alatoire et l absence de r flexion strategique leur interdit toute p rennit Pour y rem dier cet ouvrage vous propose des r ponnes concr tes issues de cas r efs Pourquoi fid liser Qui Quand Comment A quoi A la marque Au produit Au point de vente Quelle est la strat gie de fid lisation la plus adapt e votre entreprise Quels outils de fid lisation choisir et comment les combiner Comment valuer le retour sur investissement de la fid lisation Quel est l apport des nouvelles technologies Enfin pour anticiper l volution de la fid lisation ce livre vous aidera notamment concevoir des produits fid lisants pr fid liser vos clients impliquer votre force de vente cr er de nouveaux axes de diff renction et pratiquer le marketing participatif en associant vos meilleurs clients au d veloppement de vos produits ou services Par leurs interviews les dirigeants de PepsiCo Nortel Networks ou encore du Cr dit Mutuel Ile de France nous clairent sur les meilleures pratiques de fid lisation et nous font partager leur culture du client Gr ce de nombreuses tudes de cas d entreprises profitez d exp riences originales men es dans divers secteurs d activit tant pour l approche strategique les outils et la gestion de la relation clients *Stratégie clients* Pierre Volle, 2012-09-14 Cet ouvrage analyse les enjeux de la relation client selon les diverses fonctions de l entreprise et propose des outils pour mettre en oeuvre des strat gies clients adapt es Les auteurs s int ressent tour tour aux diff rentes strat gies des plus classiques programmes de fid lisation aux plus r centes d'education des clients animation d'une communaut de clients sans oublier les strat gies traditionnelles revisit es par les nouvelles technologies acquisition de clients Fruit de plusieurs ann es d enseignement ce livre s adresse aux dirigeants qui doivent orienter la strat gie relationnelle de leur organisation arbitrer entre diff rentes strat gies clients et optimiser chacune d entre elles Il int ressera galement les tudiants qui souhaitent avoir une vision int grale de la strat gie clients Nourri des r sultats de la recherche scientifique et de cas pratiques r efs issus d exp riences fran aises europ ennes et internationales cet ouvrage s appuie sur l expertise d une communaut d enseignants chercheurs internationaux r unis autour du Center for Customer Management pour proposer les approches et outils les plus r cents en la mati re Les auteurs Thierry Del colle ISC Claire Gauzente universit de Nantes ric Julienne universit d vry Sylvie Llosa universit d Aix Marseille IAE A da Mimouni Chaabane universit de Cergy Gilles N Goala universit de Montpellier Virginie Pez Docteur de l Universit Paris Dauphine Consultante Lo c Pl IESEG Val rie Renaudin universit Paris Dauphine Eric Stevens ESCM Le Center for Customer Management C CM est un groupe de recherche international rattach l universit Paris Dauphine DRM UMR CNRS 7088 Il

rassemble des experts acad miques voulant partager les r sultats de leurs r flexions et dialoguer avec tous les professionnels du management des clients Le C CM est soutenu par plusieurs entreprises 1000mercis Banque Accord ETO La Poste MDC Partenaire Novacom et SAS

**The Definitive Guide to Social CRM** Barton J. Goldenberg, 2015 Social CRM is already enabling innovative companies to engage customers through powerfully effective two way dialogues and to build customer centric strategies that drive real value In this book the field s leading expert offers a proven four step methodology for making Social CRM work in any organization B2B B2C or B2B2C Writing for both decision makers and implementers Barton Goldenberg shows how to integrate people process and technology to optimize relationships with every customer achieve seamless collaboration across customer facing functions and make the most of today s leading social platforms Goldenberg shows how to Systematically harvest information from Social Media conversations and communities Facebook Twitter LinkedIn Google and beyond Integrate this information into expanded customer profiles Use these profiles to personalize your customer service marketing messages and sales offers far more effectively Goldenberg assesses the changing impact of social media on customer relationships identifies smarter ways to profitably integrate it throughout your business guides you through Social CRM planning and implementation and examines key challenges and opportunities in leveraging Social CRM after you ve deployed it You ll find practical advice on issues ranging from strategy to software selection vendor negotiation to team development and day to day operations Goldenberg concludes by previewing the future of Social CRM and the fast changing customer tomorrow s systems must serve

### **CRM - Customer Relationship Management: High-impact**

**Strategies - What You Need to Know** Kevin Roebuck, 2011 The Knowledge Solution Stop Searching Stand Out and Pay Off

The 1 ALL ENCOMPASSING Guide to CRM An Important Message for ANYONE who wants to learn about CRM Quickly and Easily Here s Your Chance To Skip The Struggle and Master CRM With the Least Amount of Effort In 2 Days Or Less

Customer relationship management CRM is a widely implemented strategy for managing a company s interactions with customers clients and sales prospects It involves using technology to organize automate and synchronize business processes principally sales activities but also those for marketing customer service and technical support The overall goals are to find attract and win new clients nurture and retain those the company already has entice former clients back into the fold and reduce the costs of marketing and client service Customer relationship management describes a company wide business strategy including customer interface departments as well as other departments Measuring and valuing customer relationships is critical to implementing this strategy Get the edge learn EVERYTHING you need to know about CRM and ace any discussion proposal and implementation with the ultimate book guaranteed to give you the education that you need faster than you ever dreamed possible The information in this book can show you how to be an expert in the field of CRM Are you looking to learn more about CRM You re about to discover the most spectacular gold mine of CRM materials ever created this book is a unique collection to help you become a master of CRM This book is your ultimate resource for CRM Here you

will find the most up to date information analysis background and everything you need to know In easy to read chapters with extensive references and links to get you to know all there is to know about CRM right away A quick look inside Customer relationship management Automated online assistant Business intelligence Business relationship management Comparison of CRM systems Consumer Relationship System Customer experience Customer experience transformation Customer intelligence Customer service International Organization for Standardization Data management Data mining Database marketing ECRM Employee experience management Enterprise feedback management Help desk Mystery shopping Partner Relationship Management PRM Predictive analytics Professional Services Automation Public relations Sales force management system Sales intelligence Sales process engineering Customer support Supplier relationship management The International Customer Service Institute Vendor Relationship Management and Much More This book explains in depth the real drivers and workings of CRM It reduces the risk of your technology time and resources investment decisions by enabling you to compare your understanding of CRM with the objectivity of experienced professionals Grab your copy now while you still can

*CRM at the Speed of Light, Third Edition: Essential Customer Strategies for the 21st Century* Paul Greenberg, 2004-08-16 Updated to reflect the major changes in Customer Relationship Management CRM in the last few years this third edition of CRM at the Speed of Light Capturing and Keeping Customers in Real Time is a must read for executives looking to leverage the latest technologies on the market to reach and retain customers Learn CRM concepts discover what tools are available and which ones are suitable for your business and get practical expert advice on avoiding common pitfalls

**Gestion de la relation client** Frédéric Jallat, Ed Peelen, Eric Stevens, Pierre Volle, 2018-06-29 La gestion de la relation client vise à finir une stratégie et mettre en place un ensemble d'approches et d'outils permettant à l'entreprise d'entretenir des relations multiples interactives et individualisées avec ses clients lui permettant d'être profitable sur le long terme La GRC mobilise technologies marketing et stratégies pour accroître la performance de l'entreprise et sa differentiation concurrentielle Dans le contexte actuel conserver ses clients peut être une question de survie et de profitabilité sensiblement accrue terme L'ouvrage aborde la gestion de la relation client sous trois angles complémentaires La stratégie relationnelle De quelle manière instaurer une relation privilégiée avec ses clients Comment adapter l'organisation cette optique relationnelle à l'ensemble Le CRM analytique Comment collecter les données client et les valoriser pour prendre les meilleures décisions possibles Le CRM opérationnel et sa mise en œuvre Quels outils et dispositifs mettre en place pour soutenir la stratégie relationnelle instaurée

**The Art of CRM** Max Fatouretchi, 2019-05-22 This CRM masterclass gives you a proven approach to modern customer relationship management Key FeaturesProven techniques to architect CRM systems that perform well that are built on time and on budget and that deliver value for many yearsCombines technical knowledge and business experience to provide a powerful guide to CRM implementationCovers modern CRM opportunities and challenges including machine learning cloud hosting and GDPR complianceBook Description CRM systems have delivered huge value to

organizations This book shares proven and cutting edge techniques to increase the power of CRM even further In The Art of CRM Max Fatouretchi shares his decades of experience building successful CRM systems that make a real difference to business performance Through clear processes actionable advice and informative case studies The Art of CRM teaches you to design successful CRM systems for your clients Fatouretchi founder of Academy4CRM institute draws on his experience over 20 years and 200 CRM implementations worldwide Bringing CRM bang up to date The Art of CRM shows how to add AI and machine learning ensure compliance with GDPR and choose between on premise cloud and hybrid hosting solutions If you're looking for an expert guide to real world CRM implementations this book is for you What you will learnDeliver CRM systems that are on time on budget and bring lasting value to organizationsBuild CRM that excels at operations analytics and collaborationGather requirements effectively identify key pain points objectives and functional requirementsDevelop customer insight through 360 degree client view and client profilingTurn customer requirements into a CRM design specArchitect your CRM platformBring machine learning and artificial intelligence into your CRM systemEnsure compliance with GDPR and other critical regulationsChoose between on premise cloud and hybrid hosting solutionsWho this book is for CRM practitioners who want to update their work with new proven techniques and approaches

### **Relation client / CRM**

Géraldine Blondeau,Emmanuelle Roualdès,Jacques Digout,Renaud Roualdès,2015-06-08 Des outils concrets et facilement accessibles qui répondent rapidement vos besoins La gestion de la relation client GRC ou Customer Relationship Management CRM est devenu stratégique et vitale pour toute entreprise de la multinationale la PME Dans un environnement Web 2.0 et de réseaux sociaux qui l'a complexifiée elle n'cessite d'être cadre pour Trouver de nouveaux prospects et fidéliser ses clients dans un contexte économique tendu Connaître finement ses cibles afin de proposer une offre adaptée leurs attentes et qui se démarque des nombreuses offres concurrentielles Traiter analyser et affiner les données recueillies auprès de ses cibles pour mieux les exploiter et ne pas couler sous l'infobit Adapter largir et homogénéiser ses canaux de diffusion pour collecter et centraliser les données mais aussi pour proposer ses offres canaux classiques et digitaux 10 objectifs et 41 plans d'action 1 Préparer un projet de CRM 2 Structurer les données 3 Implémenter la solution 4 Mettre en production 5 Exploiter les données 6 Mobiliser un CRM pour le marketing et la vente 7 Exploiter un CRM pour d'autres actions 8 S'appuyer sur la Business Intelligence 9 Viter les pannes 10 Préparer l'avenir Tous chargez vos plannings personnalisables sur www.justintime.vuibert.fr

**CRM, customer relationship management** Stanley Brown,2006 La croissance des entreprises dépend aujourd'hui de la manière dont elles traitent leurs clients Dans un contexte de mondialisation et de délocalisation ces derniers sont en effet plus volatils que jamais et c'est pourquoi les entreprises ont besoin de rester particulièrement attentives leurs besoins et de se organiser dans ce but c'est l'objectif du CRM Le CRM ou Customer Relationship Management est une stratégie transversale d'organisation de l'entreprise qui permet de mieux comprendre anticiper et gérer les besoins des clients actuels et potentiels en les plaçant au cœur du système Stanley Brown a réuni dans ce livre les meilleurs experts de

la gestion de la relation client de PricewaterhouseCoopers traverse le monde Depuis l'avantage concurrentiel du CRM jusqu'aux conseils pratiques pour réussir sa mise en œuvre et au eCRM il propose un livre à la fois exhaustif et concret qui met l'accent sur les bonnes pratiques Les professionnels du marketing de la finance et de la logistique tout comme les étudiants y trouveront une initiation aux principes généraux du CRM ainsi qu'une présentation complète et détaillée des outils qui permettent la mise en œuvre du CRM dans l'entreprise     *Gestion de la relation client* René Lefébure, Gilles Venturi, 2004  
Mieux identifier et fidéliser ses clients grâce aux outils de CRM     *L'Organisation Relation Clients* Sylvain Waserman, 2001  
Trop souvent perçue comme un centre de costs la relation clients peut devenir un facteur de création de valeur considérable pour l'entreprise Elle permet d'adapter l'offre aux besoins du marché d'optimiser la demande commerciale de mettre en place une stratégie de différenciation et de fidéliser le client Comment intégrer la relation clients dans une stratégie d'entreprise  
Comment migrer d'une organisation traditionnelle une organisation créatrice de valeur Quelles technologies utiliser Analyse précise et documentée des nouvelles sources de création de valeur rendues possibles par la relation clients cet ouvrage vous permet également d'effectuer un auto diagnostic de votre entreprise en matière Au travers de modèles d'organisations et de technologies des solutions adaptées chaque type d'entreprise vous sont proposés Cet ouvrage 100 % opérationnel est un guide pratique indispensable pour mener bien la mutation de votre organisation Destin aux professionnels des centres d'appels et de la relation clients il concerne également les directeurs généraux responsables marketing commerciaux et services après vente     **CRM** eve-marie guidier, 2022 La couverture indique CRM est l'abréviation de Customer Relationship Management soit en français Gestion de la Relation client abrégé en GRC bien que l'usage du terme et de l'acronyme français soient beaucoup plus rares L'avènement du numérique puis la démocratisation du e-commerce ont profondément changé la notion de relation client La tendance est la Customer Centricity les entreprises ne se distinguent plus seulement par le produit ou le service vendu mais ont cœur de fidéliser leur client Or selon une étude Gartner 60 % des projets CRM chouent L'objectif de cet ouvrage est de vous aider bien comprendre les CRM du marché connaître leurs fonctionnalités et usages et ainsi vous accompagner dans la transformation de votre structure et de vous aiguiller sur les questions aborder dans le cadre du lancement ou d'une migration de CRM Il s'adresse aux dirigeants managers chefs de projets MOE ou MOA product managers et consultants disposant de peu de bagages sur les CRM et pour lesquels le sujet prend une place plus importante dans leur mission Après un historique et une présentation générale de l'outil il dresse un état des lieux du marché puis sur la base de multiples exemples illustre les fonctionnalités proposées dans un large ventail des solutions disponibles sur le marché Enrichi de cas militaires il passe en revue les divers profils d'utilisateurs prendre en compte et ce faisant vous aide choisir le CRM qui correspondra le mieux à la culture de votre entreprise et la place que la relation client y occupe Tout au long des chapitres il distille des conseils exemples et retours d'expérience destinés à accompagner les débutants dans leur projet de choix de CRM liée à une création d'entreprise intégration dans des équipes existantes utilisant des outils plus rudimentaires ou bien

dans le cadre d une migration d un CRM l autre Tous les m tiers concern s par les CRM y sont abord s ainsi que les domaines d applications suivants les prospects les ventes le service client et le marketing Une distinction est faite galement entre les administrateurs techniques et fonctionnels plusieurs pages sont d di es la conduite du changement pour vous donner un maximum d atouts dans le projet ambitieux de mettre en place ou de changer de CRM

### **The Ultimate CRM Handbook**

John Freeland,2003 sA hands on guidebook from Accenture for building a globally responsive customer driven enterprise As the dust settles from the most recent round of CRM projects companies are increasingly finding that their efforts havenot delivered anticipated benefits In The Ultimate CRM Handbook influential thought leaders from Accenture discuss why CRM has failed to live up to expectations and what companies can do to improve the bottom line return on CRM investments More than 30 chapters and in depth case studies on many leading companies give managers and senior executives alike the high level perspective needed to build lasting profitable bonds with their customers They also provide techniques companies can use to Establish more effective interactions with their customers Build lasting brand loyalty Dramatically improve the efficiency of their sales marketing and customer service operations

### **La Boîte à outils de la relation client**

Florence Gillet-Goinard,Laurence Chabry,Raphaëlle Jourdan,2014-02-05 Il est aujourd hui commun ment admis que la gestion de la Relation client s inscrit dans un projet d entreprise celui de la fid lisation de ses clients par l excellence du service d livr En effet les comportements des consommateurs voluent les canaux se multiplient et la relation cleint est devenue un l ment central de la strat gie Le propos de ce livre est d apporter aux d cideurs managers op rationnels et chefs de projet la vision d ensemble des probl matiques li es la gestion des relations avec la client le la hierarchisation de ces probl matiques des concepts et outils indispensables pour traiter chaque probl matique d autant plus que les outils sont nombreux et puissants mais c est leur bonne utilisation qui est cruciale Chaque outil est ainsi d velopp sur 2 ou 4 pages sous une pr sentation visuelle et synth tique pour tre directement op rationnel au quotidien

### **The CRM Handbook**

Jill Dyché,2001-08-09 To compete in today s competitive marketplace customer focus is no longer simply nice to have it s a fundamental mandate This book is a manager s best friend providing both a primer and a how to guide to defining and implementing Customer Relationship Management It shows you The various roles CRM plays in business and why it s more important than ever The range of CRM applications and uses from sales force automation to campaign management to e CRM and beyond The context of some of the popular CRM buzzwords The differences between CRM and business intelligence and why they re symbiotic Why the customer relationship failure rate is so high and how to avoid becoming another CRM statistic Case studies of visionary companies who ve done CRM the right way

### **CRM**

Roger J. Baran,Robert J. Galka,2013-03-05 This book introduces students to CRM customer relationship management a strategic methodology that s being embraced in increasing numbers by organizations looking to gain a competitive advantage With in depth coverage of business and consumer markets in various vertical markets the impact of new technology and more it helps readers understand how an enhanced customer

relationship environment can differentiate an organization in a highly competitive marketplace. Featuring the latest developments in the discipline a cohesive approach and pedagogical materials including chapter exercises that connect theory with action it is the one stop source for a comprehensive CRM course La Stratégie de relation client Pierre Alard,Damien Dirringer,2000 Le client est un capital Pour exploiter un tel gisement une strat gie de relation client doit aujourd hui tirer profit des nouvelles technologies de l information et des changements de comportement du consommateur afin de créer de la valeur avec et pour le client C est l objectif du modèle Customer Connections que présente cet ouvrage Applicable en business to business comme en business to consumer ce support dynamique de management de la relation client ou Customer Relationship Management CRM organise chaque point de connexion du client à l entreprise en un système cohérent Il regroupe cinq éléments essentiels la stratégie relationnelle choisie les canaux supports de la relation les systèmes d information adaptés la prise en compte et la fidélisation du client la capitalisation de la connaissance du client Des exemples de tailles d application dans des secteurs où la mise en œuvre de relations clients durables et performantes est particulièrement décisive banques compagnies aériennes vente par correspondance et distribution montrent explicitement son efficacité Tout chef d entreprise directeur marketing ou cadre supérieur trouvera dans ce livre comment développer un marketing de la relation et du savoir qui optimise toutes les forces de l entreprise

Immerse yourself in the artistry of words with Experience Art with its expressive creation, **Fidelisez Vos Clients Strategies Outils Crm Et E Crm**. This ebook, presented in a PDF format ( Download in PDF: \*), is a masterpiece that goes beyond conventional storytelling. Indulge your senses in prose, poetry, and knowledge. Download now to let the beauty of literature and artistry envelop your mind in a unique and expressive way.

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## **Fidelisez Vos Clients Strategies Outils Crm Et E Crm Introduction**

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