

Customer Focus



Focusing On Customers The Role Of Technology In Busineb

**Management Association, Information
Resources**



Focusing On Customers The Role Of Technology In Business:

Managing Technology for Business Value Stephen McLaughlin, 2020-05-07 This book will appeal primarily to postgraduate business studies students who seek to better understand how to use technology to improve organizational performance. It provides insights into how technology can both positively and negatively influence the way we create share and act upon information and knowledge. Taking as a starting point the premise that we now live and operate in a knowledge intensive information driven world where data is arguably the most valuable resource any organization possesses, it argues that we cannot see technology simply as a commodity or a cost to the business. Therefore every organizational decision maker must be more aware of the impact technology can have on the knowledge practices and habits of employees building and sustaining collaborative relationships and the ability to realise strategic goals in a dynamic and highly competitive environment.

Use of Science and Technology in Business Hakan Sönmez, Alexandra Waluszewski, Frans Prencert, Enrico Baraldi, 2009-03-03 Shows the multifaceted and interactive character of the relationship between science and technology on the one hand and business and innovation on the other. This book explores this non linear relationship through a selection of case studies and discusses its implications for science as well as for business.

The Seven Myths of Customer Management John Abram, Paul Hawkes, 2003-08-01 Die Kunden sind der größte Aktivposten eines Unternehmens und die Hauptquelle für langfristige Wertschöpfung in einem Unternehmen. Doch anders als andere Aktivposten verändern sich die Kunden permanent. Deshalb muss man besonders sorgsam mit ihnen umgehen, wenn man die Erträge, die sie dem Unternehmen beschaffen, maximieren will. The Seven Myths of Customer Management sagt Ihnen, wie erfolgreiches Customer Management aussieht. Die Autoren kritisieren, dass dem Thema Kundenzufriedenheit und der Vorrangstellung des Kunden eine viel zu große Bedeutung beigemessen wurde und zwar auf Kosten kompromissloser Kommerzialisierung. Die meisten Unternehmen hätten bei ihrer betriebenen Kundenorientiertheit vergessen, dass die oberste Geschäftsregel heißt: Geld zu verdienen. Dieses pragmatische Buch räumt auf mit dem weit verbreiteten Klischee, dass der Kunde ist König, und zerstört die sieben Mythen des Customer Management wie z.B. Die Kundenbindung ist der Schlüssel zu erhöhter Rentabilität oder Kundenzufriedenheit führt zu Kundentreue oder aber Wiederholungskäufe sind dasselbe wie Kundentreue. Es stellt einen Aktionsplan auf, der Schritt für Schritt erklärt, wie man Kundenorientierung und kommerzielle Ziele miteinander in Einklang bringt. Ziel des Buches ist es, dass Unternehmen lernen, kundenorientiert zu sein, aber nicht kundengesteuert.

Fundamentals of Customer-Focused Management Joby John, 2003-12-30 Customer orientation, customer centricity and customer relationship management (CRM) are not new concepts or practices. But information technology has unleashed tremendous opportunities in dealing with a customer and in creating value to the customer. And yet the majority of CRM investments and initiatives fail because firms do not have the appropriate orientation to serving the customer. The principal aim of this book is to get the reader to think about the firm and the way it conducts its business in a certain way, with a

customer focus It is now becoming clearly evident that all firms compete on service Providing superior service becomes a prerequisite for any differentiation strategy to succeed To provide superior service for a competitive advantage requires a concrete understanding of what service orientation means This orientation in the form of frame of mind is essential for the firm to take advantage of opportunities and to address the challenges so as to gain a competitive advantage For excellent service firms the challenges and opportunities in providing services are a constant endeavor For others these challenges and opportunities are not that obvious A complementary aim of this book therefore is to instill into the reader the principles of managing services

Advances in Business, Management and Entrepreneurship Ratih Hurriyati, Benny Tjahjono, Ade Gafar Abdullah, Sulastri, Lisnawati, 2020-12-07 The GCBME Book Series aims to promote the quality and methodical reach of the Global Conference on Business Management Entrepreneurship which is intended as a high quality scientific contribution to the science of business management and entrepreneurship The Contributions are expected to be the main reference articles on the topic of each book and have been subject to a strict peer review process conducted by experts in the fields The conference provided opportunities for the delegates to exchange new ideas and implementation of experiences to establish business or research connections and to find Global Partners for future collaboration The conference and resulting volume in the book series is expected to be held and appear annually The year 2019 theme of book and conference is Transforming Sustainable Business In The Era Of Society 5.0 The ultimate goal of GCBME is to provide a medium forum for educators researchers scholars managers graduate students and professional business persons from the diverse cultural backgrounds to present and discuss their research knowledge and innovation within the fields of business management and entrepreneurship The GCBME conferences cover major thematic groups yet opens to other relevant topics Organizational Behavior Innovation Marketing Management Financial Management and Accounting Strategic Management Entrepreneurship and Green Business

Aligning Technology with Business for Digital Transformation Ashish Pachory, 2019-11-27 This book focuses on developing alignment as the foundation for a successful digital enterprise Over the last decade digital technology has made deep inroads into every walk of life but perhaps nowhere more than in the world of business Technology now plays an enhanced role in driving business success creating an entirely new paradigm in which business and technology are inseparable Enterprises must ride the digital wave without losing their grip on the business basics to stay afloat In this environment business outcome is heavily dependent on the close alignment between business and technology Aligning Technology with Business for Digital Transformation is a guide to discovering the power of business technology alignment Gleaned from decades of experience with global corporations that have shaped the current business technology landscape it covers an indispensable organizational requirement in a simple and relatable way The book focuses on developing alignment as the foundation for a successful digital enterprise Interlaced with real life examples and anecdotes it should help not only organizations in unlocking their true potential but also individuals in building the skills and aptitude

necessary for succeeding in the digital world

Technology and Business Model Innovation: Challenges and

Opportunities Bahaaeddin Alareeni, Allam Hamdan, 2024-03-16 This book proceedings addresses a crucial gap in understanding the impact of technology on Business Model Innovation BMI It emphasizes the need for further research to explore the intricate relationship between technology and BMI focusing on opportunities and challenges By delving into how technology influences emerging business model innovations and enhances operational efficiency the publication aims to advance knowledge Inviting diverse research methods it sheds light on various ideas within the technology and BMI realm Tailored for students scholars professionals and policymakers this book contributes to the evolving field of BMI and technology

CLEC Business, Network, and Technology Issues ,2000

Research Anthology on Blockchain

Technology in Business, Healthcare, Education, and Government Management Association, Information

Resources, 2020-09-30 Even though blockchain technology was originally created as a ledger system for bitcoin to operate on using it for areas other than cryptocurrency has become increasingly popular as of late The transparency and security provided by blockchain technology is challenging innovation in a variety of businesses and is being applied in fields that include accounting and finance supply chain management and education With the ability to perform such tasks as tracking fraud and securing the distribution of medical records this technology is key to the advancement of many industries The Research Anthology on Blockchain Technology in Business Healthcare Education and Government is a vital reference source that examines the latest scholarly material on trends techniques and uses of blockchain technology applications in a variety of industries and how this technology can further transparency and security Highlighting a range of topics such as cryptography smart contracts and decentralized blockchain this multi volume book is ideally designed for academics researchers industry leaders managers healthcare professionals IT consultants engineers programmers practitioners government officials policymakers and students

Technology: Toward Business Sustainability Bahaaeddin

Alareeni, Allam Hamdan, 2024-02-29 This book proceedings addresses a crucial gap in understanding the impact of technology on Business Model Innovation BMI It emphasizes the need for further research to explore the intricate relationship between technology and BMI focusing on opportunities and challenges By delving into how technology influences emerging business model innovations and enhances operational efficiency the publication aims to advance knowledge Inviting diverse research methods it sheds light on various ideas within the technology and BMI realm Tailored for students scholars professionals and policymakers this book contributes to the evolving field of BMI and technology

The Business Year: Oman 2024 , The Business Year Oman 2024 produced in partnership with the Ministry of Commerce Industry and Investment Promotion is a key guidebook to the dynamic and rapidly evolving business landscape of Oman As the nation continues to navigate its Vision 2040 objectives recent developments have underscored its commitment to economic diversification and sustainable growth From transformative infrastructure projects to the burgeoning tech sector

Oman is embracing innovation while honoring its rich heritage This issue delves into the strategic initiatives driving these changes offering a comprehensive overview of the country s economic trajectory In this edition we bring you exclusive insights from the minds shaping Oman s future Our interviews with top business leaders provide a nuanced understanding of the challenges and opportunities within various industries These conversations reveal the strategic thinking and forward looking policies propelling Oman towards a prosperous and resilient economy Through detailed analysis and expert perspectives we aim to provide our readers with a thorough understanding of Oman s business environment highlighting the key trends and developments that are setting the stage for the next phase of growth

Service-Oriented Computing Samik Basu,Cesare Pautasso,Liang Zhang,Xiang Fu,2013-11-27 This book constitutes the refereed proceedings of the 11th International Conference on Service Oriented Computing ICSOC 2012 held in Berlin Germany in December 2013 The 29 full papers and 27 short papers presented were carefully reviewed and selected from 205 submissions The papers are organized in topical sections on service engineering service operations and management services in the cloud and service applications and implementations

Business Technology Organization Vincenzo Morabito,2012-10-20 In this book the author aims to describe the path from Information Technology to Information Management and Information Governance This path allows organizations to identify IT Business Value and take advantage of it The book synthesizes the main approaches that have emerged in recent years compares these approaches along multiple variables and finally proposes an advanced and new approach to Information Governance based on the concept of Organizational Absorptive Capacity Furthermore the book presents a new approach to Information Management the SIGMA Strategic Information Governance Modelling and Assessment approach The new approach is centered on information as a key factor allowing integration between IT applications organizational capabilities and business strategy In particular the Absorptive Capacity concept is presented and discussed this concept represents the ability of an organization to maintain and absorb the potential of information and IT investments After having presented and discussed the model we also provide the reader with a brief presentation of how the SIGMA approach should be applied in companies The book adopts a scientific approach to ensure methodological rigour however it is also concrete and describes problems from the viewpoints of managers adopting a clear and easy to understand language in order to capture the interest of top managers and graduate students

A Focus on Consumer Behaviours and Experiences in an Online Shopping Environment Emerald Group Publishing Limited,2015-11-02 A Focus on Consumer Behaviours and Experiences in an Online Shopping Environment is a collection of key articles offering insights across a range of sectors Some of the topics the book looks at include Influences of socioeconomic characteristics in online shopping behaviour The role trust plays in an online shopping environment

Encyclopedia of Information Science and Technology, Third Edition Khosrow-Pour, D.B.A., Mehdi,2014-07-31 This 10 volume compilation of authoritative research based articles contributed by thousands of researchers and experts from all over the world emphasized modern issues and

the presentation of potential opportunities prospective solutions and future directions in the field of information science and technology Provided by publisher **Proceedings of the International Conference on Sustainable Collaboration in Business, Technology, Information, and Innovation (SCBTII 2023)** Suhal Kusairi, Forget Mingiri Kapingura, Ratih Hendayani, Nizam Ahmat, 2023-11-17 This is an open access book Sustainable Collaboration in Business Technology Information and Innovation SCBTII 2023 Preserving the Sustainability of Business in Accelerated Digital Transformation and Transition Collide The COVID 19 pandemic had dealt a devastating blow to the SDGs which were already off track before the pandemic forced the closure of schools government services and workplaces worldwide The pandemic erased more than four years of progress in eradicating poverty and pushing millions into extreme poverty On the other hand digital transformation rapidly creates a world of ever faster technological developments In response every business must think of itself as a tech business Companies need to re design their processes and ensure their people have the skills needed for a world where we increasingly collaborate and work alongside capable and intelligent machines Unfortunately the war in Ukraine has accelerated the schism and confrontation between the major global powers Another point of tension is the US China relations joining the trade technological economic and geostrategic competition This year will be more significant But the world business before us is not divided into two concrete blocks Instead a full scale reconfiguration of alliances is underway which forces all other actors to reposition themselves about the new strategic competition dynamics and to seek out their own spaces in a global transformation On the other hand the green and the digital transitions which seemed to work hand in hand towards building a more sustainable world have collided Against this backdrop universities as academic institutions play an essential role in educating and providing professional human resources and conducting high quality research that benefits humanity However universities must take a more significant part and be innovative and creative in engaging and supporting the development opportunities and consolidation of the Global community To embark on this role effectively universities must always foster communication and discussion among academicians scholars practitioners and policymakers under the Sustainability Development Goals SDGs Academia Government Business and Communities must increasingly cooperate to achieve academic and research excellence and constructive solutions to current business and economic issues Sustainable Collaboration in Business Information and Innovation SCBTII 2023 is an international conference that brings together academics professionals entrepreneurs researchers learners and other associated groups from all over the world that is interested in theories as well as practices in the field of the digital economy for global competitiveness This conference provides opportunities for presenters and participants to exchange new ideas and experiences create research relationships and find international partners for future collaboration to respond to economy business social and technological development challenges successfully and effectively for better life well being Handbook of Research on Green ICT: Technology, Business and Social Perspectives Unhelkar, B., 2010-10-31 This handbook coalesces worldwide investigations thoughts and

practices in the area of Green ICT covering the technical advances methodological innovations and social changes that result in enhancements and improvements in business strategies social policies and technical implementations Provided by publisher *Business Dynamics in Information Technology* Gottschalk, Petter, 2007-03-31 Emerging business models value configurations and information technologies interact over time to create competitive advantage Modern information technology has to be studied understood and applied along the time dimension of months and years where changes are the rule Such changes created by interactions between business elements and resources are very well suited for system dynamics modeling Business Dynamics in Information Technology presents business technology alignment processes business technology interaction processes and business technology decision processes serving the purpose of helping the reader study information technology from a dynamic rather than a static perspective By introducing two simple tools from system dynamic modeling causal loops and reference modes the dynamic perspective will become important to both students and practitioners in the future **Information Technology-enabled Global Customer Service** Tapio

Reponen, 2003-01-01 Recently there has been increased demand for combining locally customized services to the economies of the scale of worldwide operations In this environment competitiveness calls for integrating the potential of information technology to well functioning global logistics Information Technology Enabled Global Customer Service combines theoretical consideration and practical experiences in implementing new customer service models **Data as the Fourth Pillar** Sujay Dutta, Siddharth Rajagopal, 2025-08-29 Data as the Fourth Pillar reasons that data should be considered the fourth pillar of every enterprise alongside people processes and technology Aimed at Boards CEOs and CxOs this book provides a compelling case for why and how they should treat data as a strategic asset It presents a comprehensive success by design approach for enterprises guiding them through a maturity framework to accelerate their data centric journey This book addresses the why the what and the how of achieving this goal in measurable terms It introduces key performance indicators KPIs such as total addressable value TAV and expected addressable value EAV through data to help measure the impact provided by the data pillar This book also explores the symbiotic relationship between artificial intelligence AI and data illustrating how both enable and benefit from each other A case study by Rudiger Eck from Audi AG provides practical insights into the concepts and frameworks discussed This book is an essential resource for business executives in both small to medium businesses SMBs and large enterprises helping them navigate a highly complex and hypercompetitive business landscape while accelerating business value for their stakeholder communities

Whispering the Strategies of Language: An Psychological Journey through **Focusing On Customers The Role Of Technology In Busineb**

In a digitally-driven earth where displays reign great and instant transmission drowns out the subtleties of language, the profound strategies and mental nuances hidden within words usually get unheard. Yet, nestled within the pages of **Focusing On Customers The Role Of Technology In Busineb** a captivating fictional value pulsing with natural feelings, lies an exceptional quest waiting to be undertaken. Composed by a talented wordsmith, that charming opus encourages viewers on an introspective journey, lightly unraveling the veiled truths and profound affect resonating within the very fabric of every word. Within the psychological depths with this emotional evaluation, we can embark upon a genuine exploration of the book is core subjects, dissect its interesting writing style, and fail to the strong resonance it evokes strong within the recesses of readers hearts.

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