

# KEY ACCOUNT MANAGEMENT



# Key Account Management In Financial Services

**Javier Marcos, Mark Davies, Rodrigo  
Guesalaga, Sue Holt**



## **Key Account Management In Financial Services:**

**Key Account Management in Financial Services** Peter Cheverton, 2004 Peter Cheverton's *Key Account Management* 3rd edition 2004 has established itself as the leading book on the subject. The idea for this new book was prompted by the huge up take for his KAM Masterclass seminars and workshops from sales and marketing people in FS companies all over the world. It follows a similar structure to the original book but offers specific advice on marketing and selling financial products with real world examples and case studies from FS companies around the globe. Compiled from original in depth research and interviews the book is divided into seven parts and is designed to take the reader through the process of understanding analysis planning implementation and performance monitoring so it can be used as a before during and after guide to practical implementation. With areas covered such as the changing environment in financial services the buying process competitor replacement strategies identifying key accounts meeting the customer's needs E commerce and the Internet and management of non key accounts this book is a must have for anyone working or studying in this field. *Key Account Management in the Financial Services Industry* Peter Cheverton, 2004-11-03 Peter Cheverton's *Key Account Management* 3rd edition 2004 has established itself as the leading book on the subject. The idea for this new book was prompted by the huge up take for his KAM Masterclass seminars and workshops from sales and marketing people in FS companies all over the world. It follows a similar structure to the original book but offers specific advice on marketing and selling financial products with real world examples and case studies from FS companies around the globe. Compiled from original in depth research and interviews the book is divided into seven parts and is designed to take the reader through the process of understanding analysis planning implementation and performance monitoring so it can be used as a before during and after guide to practical implementation. With areas covered such as the changing environment in financial services the buying process competitor replacement strategies identifying key accounts meeting the customer's needs E commerce and the Internet and management of non key accounts this book is a must have for anyone working or studying in this field. *Key Account Management* Peter Cheverton, 2004 With a free CD ROM containing key account selection software and planning tools Any organization's key accounts are its lifeblood. This highly practical book puts forward a unique yet simple planning methodology for identifying obtaining retaining and developing key customers. Completely updated and revised with lots of new material to reflect the latest best practice this edition will reinforce its standing as the premier book on the subject. This is one of very few books to take the long term team selling strategic view of Key Account Management KAM. Apart from finding great resonance with business practitioners all over the world *Key Account Management* has established itself on many academic reading lists. Translated into five languages it was also short listed for Business Book of the Year in Sweden 2002. This new edition features lots of new case studies several new chapters significant updates on Selecting Key Customers Key Account plans and the use of IT a new and updated CD ROM containing the Insight key account selection software and

planning tools      **Handbook of Strategic Account Management** Diana Woodburn, Kevin Wilson, 2014-03-17 A compilation of the established knowledge in strategic account management While companies and academics expend tremendous effort on mass marketing they often overlook their immediate customers which are critical in both senses and hence the importance of strategic account management SAM This handbook is a compilation of papers that present researched knowledge of SAM across the academic community which fills a void in the existing academic literature Handbook of Strategic Account Management identifies drivers of the SAM approach key issues and success factors operational needs and areas still awaiting exploration Each paper includes an overall referenced summary of the tenets of SAM relevant to the area it reports and together with the combined list of references it creates an indispensable resource for academic readers students and researchers Handbook of Strategic Account Management is written by over 40 knowledgeable experts with substantial experience of SAM from teaching researching writing and advising companies on why and how it works spread widely across Europe and the US It represents the balanced researched body of knowledge in SAM and will be an invaluable resource to anyone exploring the approach whether for a student thesis for original research or for answers on how to approach SAM as a company initiative Today's strategic key and global account management professionals owe thanks to a small community of academic researchers who over the past three decades have been pioneers in identifying cataloguing and analyzing the selling and business management practices of an emerging profession we now call strategic account management This Handbook is an important milestone to mark SAM's still evolving impact on corporate business strategies and its ever increasing relevance as a proven engine for growth in business to business strategic customer relationships Bernard Quancard President CEO of SAMA US based Strategic Account Management Association with over 3 000 members worldwide Yana Atanasova Bjorn Ivens Toni Mikkola Ivan Snehota Audrey Bink Ove Jensen Stefanos Mouzas Kaj Storbacka Per Olof Brehmer Robert Krapfel Peter Naud Olavi Uusitalo Noel Capon Antonella La Rocca Jukka Ojasalo Tom Vanderbiesen Simon Croom Sylvie Lacoste Catherine Pardo Stefan Wengler Osman G k Nikala Lane Nigel Piercy Kevin Wilson Paolo Guenzi Rgis Lemmens Michael Pusateri Diana Woodburn Stephan Henneburg Tommi Mahlamäki Jakob Rehme John Workman Sue Holt Malcolm McDonald Sanjiv Sengupta George Yip Christian Homburg Florin Mihoc Christoph Senn Judy Zolkiewski      **Implementing Key Account Management** Javier Marcos, Mark Davies, Rodrigo Guesalaga, Sue Holt, 2018-08-03 Implementing Key Account Management is a highly practical handbook that guides readers through the realities of rolling out a functional key account management programme The book offers an integrated framework for key account management KAM that businesses can use to design or further develop strategic customer management programmes enabling them to overcome the obstacles that organizations often face when rolling out their strategies Bringing together the experiences of leading experts within this field Implementing Key Account Management draws on two decades of research and best practice from Cranfield University School of Management one of the foremost centres for researcher

and thought leadership in KAM Between them the authors have designed and delivered programmes globally for clients such as Rolls Royce Unilever Vodafone The Economist and many more Rigorously researched well grounded and practical this book is quite simply the definitive go to resource for implementing key account management programmes **Key Marketing Skills** Peter Cheverton, 2005-12-03 Not just another introduction to marketing Key Marketing Skills is a practical actionable guide that demonstrates how to apply marketing strategies in a real world context from conducting a marketing audit and building your marketing strategy to preparing a robust marketing plan and developing a unique value proposition Taking you step by step through the entire marketing planning process it will enable you to build alignment through the supply chain and successfully implement your plan through the marketing mix Extensively revised and updated this new edition has also been expanded to include a wealth of brand new international case studies and planning models Together with sections on vital issues such as brand management how to brief an agency and how to conduct a self assessment health check of your current level of marketing excellence Key Marketing Skills provides all the necessary tools and guidance to make marketing happen Online resources include self test questions marketing planning template performance map and a customer activity cycle table **Marketing Financial Services** Jillian Farquhar, Arthur Meidan, 2017-09-16 Marketing Financial Services recognises that the major function of the financial services marketer is decision making It focuses on the major types of decisions and problems facing marketing executives Strategies to win and retain B2B and B2C customers are discussed in the context of many financial services sectors including banks insurance companies investment trusts and stock exchanges This second edition has been thoroughly updated to reflect changes in the industry and the availability of new technologies The text has been made more accessible and includes gripping case studies to demonstrate the realities of financial services marketing in an unstable and competitive environment Key features Logical structure and improved pedagogy including new vignettes and detailed case studies An experienced and established author team gives expert advice International coverage shows you the big picture Companion Website offering PowerPoint slides revision questions and answers to case study exercises and long case studies with notes and exercises **Key Account Management** Diana Woodburn, Malcolm McDonald, 2012-11-13 This book is crammed with distilled practical wisdom for key account managers and their directors Organizations claiming to practise key account management should equip everyone involved with a copy so they really understand what they are supposed to be doing Anything less is just old fashioned selling Developing successful business to business relationships with more customers in highly competitive markets requires processes and skills that go beyond traditional selling activity The very best state of the art strategies are set out clearly in this book by intentionally known authors who have worked at the highest levels with more key and strategic account managers worldwide than probably any other leading advisors Based on the hugely influential KEY CUSTOMERS it looks at Why has account management become so critical to commercial success What are the key challenges and how do successful companies respond What part does key

account management play in strategic planning How do companies build profitable relationships with their customers How does key account management actually work What does a successful key account manager look like and what skills does he she need How should key account managers be evaluated and rewarded How do companies achieve key account management By addressing these key questions Woodburn and McDonald provide tools and processes for success honed by tough consultancy projects with the boards of some of the world s leading companies The book stresses the elements that really matter from developing a customer categorization system that really works and analyzing the needs of key accounts to understanding the new skills required by key account managers and ensuring that key account plans are implemented The real world approach is backed by tested principles and the latest research from the renowned Cranfield School of Management Key Account Management comes from authors who have taught leading companies how to approach their most powerful and demanding customers and still make money It is essential reading for all senior management with strategic responsibility for key or strategic account directors and for marketing and sales executives The clear and authoritative approach also makes it an outstanding text for the serious MBA and executive student as well as business to business company directors and key account managers

**Key Account Management and Planning** Noel Capon, 2002-06-15 The vastly increased level of competitive intensity faced by corporations and the increased costs of selling have radically changed the nature of the traditional selling process Key or strategic accounts have now become a company s most important asset in some cases supplying in excess of 80 percent of a firm s revenues Here in one powerful volume key account management expert Noel Capon provides the most comprehensive treatment of key account management and planning yet published For the first time Capon introduces his breakthrough four part congruence model of key account management a new thoroughly researched approach to optimally managing your key account portfolio First the author shows how to select and conceptualize the key account portfolio second how to organize and manage key accounts third how to recruit select train retain and reward key account managers and fourth how to formulate and execute strategy and issues of coordination and control This congruence model serves as a backdrop as Capon takes the reader step by step through the vital functions of key account management including identifying key account criteria considering the threats and opportunities for the key account and understanding the roles and responsibilities of critical players Capon backs up his points with extensive research real life stories of successes and failures at a variety of companies and clarifying figures Special chapters are devoted to partnering with key accounts and in depth information on global key account management an increasingly important weapon for staying ahead of the competition Timely important and essential Key Account Management and Planning is the only reference handbook those with key account responsibilities will ever need

Key Customers Malcolm McDonald, Beth Rogers, Diana Woodburn, Chartered Institute of Marketing, 2000 Developing successful business to business relationships with more powerful customers in highly competitive markets requires processes and skills that go beyond traditional selling activity The

very best state of the art strategies are set out clearly in this book in a practical way that can be implemented in all organizations In particular Key Customers looks at why has key account management become so critical to commercial success what are the key challenges and how do successful companies respond why is it vital to understand the role of key account management in strategic pla

**Key Account Plans** Lynette Ryals, Malcolm McDonald, 2010-05-14 To manage key accounts profitably you need strategic planning that works This book is the definitive guide to achieving this based on the unmatched practical and research experience of Ryals and McDonald Key Account Management is proven to deliver substantial benefits to the bottom line Best practice companies know that real results from managing powerful customers are not achieved through short term cost cutting Instead as the best companies understand it depends on fostering carefully developed and profitably managed relationships with an equally carefully selected group of key accounts This is a genuinely strategic activity that goes well beyond sales management and the simplistic use of budgets to generate targets It is about the behaviours and practices that make predictable profitable and sustainable Key Account Management possible To achieve this the book is constructed to deliver Clear descriptions of the various techniques and the reason for their importance A hugely powerful step by step approach to using the key techniques to build strategic skills Templates for building real plans Cases examples and vignettes to show best real world practice Based on wide application in the business world and the world class research at Cranfield Management School this book will be an essential introduction to the principles and reality of Strategic Key Account Planning For senior managers key account managers at all levels as well as those on executive and MBA courses it will be an essential guide and text

Malcolm McDonald on Key Account Management Malcolm McDonald, Beth Rogers, 2017-08-03 Malcolm McDonald on Key Account Management explores the challenges of winning retaining and developing key accounts Key accounts are customers who help their suppliers grow and consequently they wield significant power Although they are the key to market share and revenue growth the costs of serving key accounts can erode profitability unless they are thoroughly understood and managed Malcolm McDonald on Key Account Management takes a step by step approach to presenting best practice in key account management Whether your business is starting up or well established there is always more to discover about improving the way value is created between you and your most important customers Malcolm McDonald and Beth Rogers have spent over twenty years researching teaching and consulting on key account management and have condensed their knowledge into this book focusing on making it clear concise and easy to use

*Key Account Management* Joel Le Bon, Carl Herman, 2015-05-07 Now more than ever companies are faced with a critical and challenging truth Today's customer is demanding more attention superior service and the expertise of a dedicated sales team Suppliers must make difficult choices to determine how to allocate limited resources including which customers receive the highest level of service Increasingly supply side organizations are working to design and implement key account programs to meet or exceed these expectations Key account management is a specific business strategy that

involves complex sales processes large scale negotiations and the alignment of multiple internal and external stakeholders This multi pronged process is anything but straightforward and the business world is filled with examples of key account programs that have not achieved the expected results This book addresses the strategic challenges facing top executives and sales leaders as they build strategies to better manage their key accounts By leveraging up to date research testimonials drawn from interviews with experienced practitioners best practices of successful companies along with straightforward practical guide lines for executives and sales leaders this book can serve as an instruction manual and toolbox for organizations working to achieve success through their key account strategies to meet the demand of their key customers

*Managing Customers Profitably* Lynette Ryals,2009-01-22 This book is a response to a need in the market place in the fast growing field of customer profitability analysis and the profitable management of customer relationships It combines innovative approaches to calculating the value of customers with the management strategies necessary to make and keep customers profitable It includes easy to follow instructions on how to calculate customer profitability including worked examples non technical and discusses strategies and their applications for organizations to manage customers profitably Based on cases and feedback from the KAM Club and other research there will be many business to business as well as business to consumer examples The book assumes some level of numeracy in its readership The contents include Assessing product costs costs to serve and how these can be estimated and how to deal with customer specific overhead costs It discusses the uses and limitations of the use of customer profitability analysis and illustrates how to calculate customer lifetime value using two methods one with actual numbers and one which estimates relative customer lifetime value Provides an innovative approach to calculating the lifetime value of a customer by taking risk into account Demonstrates how to recognise and value the relationship benefits of customers such as word of mouth Brings into discussion the idea that how customers are managed links to their profitability Describes how financial portfolio analysis and theory apply to marketing and how their application to marketing relates to the optimisation of marketing spend

*Account-Based Growth* Bev Burgess,Tim Shercliff,2022-11-03 Develop long term relationships deliver market beating growth and create sustainable value with this pragmatic guide to aligning marketing sales customer success and your executives around your most important customers Many B2B companies make half their profitable revenue from just three percent of their customers yet don t recognize the significance of these accounts nor invest appropriately in them Account Based Growth introduces a comprehensive framework for improving internal alignment and external engagement with these vital few It contains bullet pointed takeaways at the end of each chapter plus a comprehensive checklist to help you improve your own company s approach to its most important customers Each element of the framework is brought to life through viewpoints from industry experts and case studies from leading organizations including Accenture Fujitsu Infosys SAP Salesforce ServiceNow and Telstra

Managing Marketing Thomas V. Bonoma,1984      **American Book Publishing Record** ,2005      Brilliant



Marketing Plans ePub eBook Ian Linton,2012-07-09 Provides a practical and project based approach so you can put marketing plans into action quickly and effectively Following a brief overview of the planning process each chapter provides a self contained guide to planning a specific marketing task the range of plans included cover the most common challenges facing marketing teams in both consumer and business to business sectors Includes templates and worked up marketing plans and is rigorous and thorough equipping you with plans that really work      Cultural and Technological Influences on Global Business Christiansen, Bryan,Turkina, Ekaterina,Williams, Nigel,2013-04-30 Technology is a key driver behind the effects of contemporary globalization on business and other organizations worldwide Understanding this phenomena in connection with the impact of cultural variations can help improve business and product life cycles in an era in which corporate capital and liquidity buffers must be increased for unexpected developments in global markets Cultural and Technological Influences on Global Business is a leading publication in its field emphasizing the importance of deeply exploring the effects of cultures and technologies on the global business sector This reference source is beneficial for professionals researchers and practitioners who wish to broaden their understanding of the direct relationship between culture and technology in the international business realm      *Key Account Management* Peter Cheverton,2012-01-03 Key Account Management is a highly practical book with a unique yet simple planning methodology for identifying obtaining retaining and developing key customers the lifeblood of any organization Very few books take the long term team selling strategic view of KAM that this book takes and it is the only book which focuses on implementation rather than theory Based on real and current experience of companies facing the challenge it provides tools for use in the real world that will help you to plan your own strategy as you proceed

## Enjoying the Tune of Phrase: An Emotional Symphony within **Key Account Management In Financial Services**

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