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Brand Sense Springer

Database marketing is at the crossroads of technology, business strategy, and customer relationship management. Enabled by sophisticated information and communication systems, today's organizations have the capacity to analyze customer data to inform and enhance every facet of the enterprise—from branding and promotion campaigns to supply chain management to employee training to new product development. Based on decades of collective research, teaching, and application in the field, the authors present the most comprehensive treatment to date of database marketing, integrating theory and practice. Presenting rigorous models, methodologies, and techniques (including data collection, field testing, and predictive modeling), and illustrating them through dozens of examples, the authors cover the full spectrum of principles and topics related to database marketing. "This is an excellent in-depth overview of both well-known and very recent topics in customer management models. It is an absolute must for marketers who want to enrich their knowledge on customer analytics." (Peter C. Verhoef, Professor of Marketing, Faculty of Economics and Business, University of Groningen) "A marvelous combination of relevance and sophisticated yet understandable analytical material. It should be a standard reference in the area for many years." (Don Lehmann, George E. Warren Professor of Business, Columbia Business School) "The

title tells a lot about the book's approach—though the cover reads, "database," the content is mostly about customers and that's where the real-world action is. Most enjoyable is the comprehensive story - in case after case - which clearly explains what the analysis and concepts really mean. This is an essential read for those interested in database marketing, customer relationship management and customer optimization." (Richard Hochhauser, President and CEO, Harte-Hanks, Inc.) "In this tour de force of careful scholarship, the authors canvass the ever expanding literature on database marketing. This book will become an invaluable reference or text for anyone practicing, researching, teaching or studying the subject." (Edward C. Malthouse, Theodore R. and Annie Laurie Sills Associate Professor of Integrated Marketing Communications, Northwestern University)

The Big Book of Marketing McGraw Hill Professional

World-class branding for the interconnected modern marketplace Kellogg on Branding in a Hyper-Connected World offers authoritative guidance on building new brands, revitalizing existing brands, and managing brand portfolios in the rapidly-evolving modern marketplace. Integrating academic theories with practical experience, this book covers fundamental branding concepts, strategies, and effective implementation techniques as applied to today's consumer, today's competition, and the wealth of media at your disposal. In-depth discussion highlights the field's ever-increasing connectivity, with practical guidance on brand design and storytelling, social media marketing, branding in the service sector, monitoring brand health, and more. Authored by faculty at the world's most respected school of management and marketing, this invaluable resource includes expert contributions on the financial value of brands, internal branding, building global brands, and other critical topics that play a central role in real-world

branding and marketing scenarios. Creating a brand—and steering it in the right direction—is a multi-layered process involving extensive research and inter-departmental cooperation. From finding the right brand name and developing a cohesive storyline to designing effective advertising, expanding reach, maintaining momentum, and beyond, Kellogg on Branding in a Hyper-Connected World arms you with the knowledge and skills to: Apply cutting-edge techniques for brand design, brand positioning, market-specific branding, and more Adopt successful strategies from development to launch to leveraging Build brand-driven organizations and reinforce brand culture both internally and throughout the global marketplace Increase brand value and use brand positioning to build a mega-brand In today's challenging and complex marketplace, effective branding has become a central component of success. Kellogg on Branding in a Hyper-Connected World is a dynamic, authoritative resource for practitioners looking to solve branding dilemmas and seize great opportunities.

Kellogg on Branding Bellwether Media

Audience behavior began to shift dramatically in the mid 1990s. Since then, people have become more spontaneous in purchasing tickets and increasingly prefer selecting specific programs to attend rather than buying a subscription series. Arts attendees also expect more responsive customer service than ever before. Because of these and other factors, many audience development strategies that sustained nonprofit arts organizations in the past are no longer dependable and performing arts marketers face many new challenges in their efforts to build and retain their audiences. Arts organizations must learn how to be relevant to the changing lifestyles, needs, interests, and preferences of their current and potential audiences. Arts Marketing Insights offers managers, board members, professors, and students of arts management the ideas and information they need to market effectively and efficiently to customers today and into the future. In this book, Joanne Scheff Bernstein helps readers to understand performing arts audiences, conduct research, and provide excellent customer service. She demonstrates that arts organizations can benefit by expanding the meaning of "valuable customer" to include single-ticket buyers. She offers guidance on long-range marketing planning and helps readers understand how to leverage the Internet and e-mail as powerful marketing channels. Bernstein presents vivid case studies and examples that illustrate her strategic principles in action from organizations large and small in the United States, Great Britain, Australia, and other countries.

Digital Marketing "O'Reilly Media, Inc."

The strategic management and development of brands continues to grow in importance for most businesses and the last decade has seen more and more brand owners turning to co-branding as a way of adding further value to their brand assets. The synergy that can be created by two well-matched brands working together in harmony can be considerable and enhance both profitability and the valuation of the brand for both parties. However, the challenges presented by co-branding are considerable, getting the strategy right for a single brand is hard enough, but once two brands are brought together the challenges increase considerably. The brand personalities must be complementary. This is the first book to explore this important area.

Brands and Branding Springer Science & Business Media

How to close the gap between strategy and execution Two-thirds of executives say their organizations don't have the capabilities to support their strategy. In Strategy That Works, Paul Leinwand and Cesare Mainardi explain why. They identify conventional business practices that unintentionally create a gap between strategy and execution. And they show how some of the best companies in the world consistently leap ahead of their competitors. Based on new research, the authors reveal five practices for connecting strategy and execution used by highly successful enterprises such as IKEA, Natura, Danaher, Haier, and Lego. These companies:

- Commit to what they do best instead of chasing multiple opportunities
- Build their own unique winning capabilities instead of copying others
- Put their culture to work instead of struggling to change it
- Invest where it matters instead of going lean across the board
- Shape the future instead of reacting to it

Packed with tools you can use for building these five practices into your organization and supported by in-depth profiles of companies that are known for making their strategy work, this is your guide for reconnecting strategy to execution.

Book of Branding John Wiley & Sons

Written for business executives and MBA students, Kellogg on Strategy is a practical guide to choosing the right strategy for your business and applying it correctly. Rather than covering the basics of strategy, this expert guide shows you how to use strategy effectively so your business can succeed. You'll learn to analyze your current competitive position, develop the perfect strategy to match your goals, and apply that strategy thoughtfully and effectively. Inside, you'll find expert guidance on:

- * Measuring your firm's competitive advantage
- * Analyzing opportunities and threats in your industry
- * Responding to a competitor's strategy and pricing
- * Coping with entry into new markets
- * Positioning your firm against the competition
- * Developing a sustainable, long-term competitive advantage
- * And much more

Kellogg on Branding in a Hyper-Connected World Palgrave Macmillan

Branding guru Aaker shows how to eliminate the competition and become the lead brand in your market This ground-breaking book defines the concept of brand relevance using dozens of case studies-Prius, Whole Foods, Westin, iPad and more-and explains how brand relevance drives market dynamics, which generates opportunities for your brand and threats for the competition. Aaker reveals how these companies have made other brands in their categories irrelevant. Key points: When managing a new category of product, treat it as if it were a brand; By failing to produce what customers want or losing momentum and visibility, your brand becomes irrelevant; and create barriers to competitors by supporting innovation at every level of the organization. Using dozens of case studies, shows how to create or dominate new categories or subcategories, making competitors irrelevant Shows how to manage the new category or subcategory as if it were a brand and how to create barriers to competitors Describes the threat of becoming irrelevant by failing to make what customer are buying or losing energy David Aaker, the author of four brand books, has been called the father of branding This book offers insight for creating and/or owning a new business arena. Instead of being the best, the goal is to be the only brand around-making competitors irrelevant.

Strategic Marketing Management Harvard Business Review Press

The ultimate marketing resource from the world's leading scholars From the world's #1 MBA marketing program comes the latest edition of Kellogg on Marketing, presented by Philip Kotler and Alexander Chernev. With hundreds of pages of brand-new material on timely topics, like creating value

to disrupt markets, defensive marketing strategies, strategic customer management, building strong brands, and marketing in the metaverse, the book explores foundational and advanced topics in marketing management. You'll discover a renewed focus on digital transformation and data analytics, as well as comprehensive explanations of the strategic and tactical aspects of effective marketing. From managing business growth to identifying target customers, developing a meaningful value proposition, and data-driven marketing, every area relevant to marketing professionals is covered by expert contributors possessing unique insights into their respective competencies. Readers will also find: Discussions of the unique challenges facing brands in designing and managing their image and techniques for building resilient brands Strategies for creating loyal customers and developing personalization at scale Strategies for designing effective omni-channel marketing platforms Strategies for crafting a successful cross-platform communications campaigns Discussions on the application of data analytics and artificial intelligence to the creation of successful marketing programs An indispensable resource for any professional expected to contribute to their organization's marketing efforts or business growth, Kellogg on Marketing, Third Edition, also earn a place in curricula of the business school educating the next generation of business leaders.

Co-Branding John Wiley & Sons

With contributions from leading brand experts around the world, this valuable resource delineates the case for brands (financial value, social value, etc.) and looks at what makes certain brands great. It covers best practices in branding and also looks at the future of brands in the age of globalization. Although the balance sheet may not even put a value on it, a company's brand or its portfolio of brands is its most valuable asset. For well-known companies it has been calculated that the brand can account for as much as 80 percent of their market value. This book argues that because of this and because of the power of not-for-profit brands like the Red Cross or Oxfam, all organisations should make the brand their central organising principle, guiding every decision and every action. As well as making the case for brands and examining the argument of the anti-globalisation movement that brands are bullies which do harm, this second edition of Brands and Branding provides an expert review of best practice in branding, covering everything from brand positioning to brand protection, visual and verbal identity and brand communications. Lastly, the third part of the book looks at trends in branding, branding in Asia, especially in China and India, brands in a digital world and the future for brands. Written by 19 experts in the field, Brands and Branding sets out to provide a better understanding of the role and importance of brands, as well as a wealth of insights into how one builds and sustains a successful brand.

Brand Relevance John Wiley & Sons

The Fourth Edition of Social Marketing is the definitive textbook for the planning and implementation of programs designed to bring about social change. No other text is as comprehensive and foundational when it comes to taking key marketing principles and applying them to campaigns and efforts to influence social action. It provides a solid foundation of fundamental marketing principles and techniques, and then expands them to illustrate techniques specific to practitioners and agencies with missions to enhance public health, prevent injuries, protect the environment, and motivate community involvement. This book is coauthored by arguably the most influential individual in the field of marketing, Philip Kotler, who coined the term "social marketing" in 1971 (with Gerald Zaltman) and Nancy R. Lee, a preeminent lecturer, consultant, and author in social marketing. Key Features:

- Presents an introductory case for each chapter, and a concluding case for a majority of chapters to demonstrate for students why and how social marketing works.
- Enhances understanding with chapter summaries of key points and questions for discussion.
- Provides a step-by-step guide to developing a marketing plan, with chapters presented sequentially to support planning development and the inclusion of worksheets in the appendix;
- It incorporates contributions from a range of internationally known social marketers who provide real cases to set the stage for each chapter. Past contributors have included individuals from the CDC, National Centre for Social Marketing, AARP, the Office of National Drug Control Policy, and others.

Storytelling Springer

Strategic Marketing Management (5th edition) offers a comprehensive framework for strategic planning and outlines a structured approach to identifying, understanding, and solving marketing problems. For business students, the theory advanced in this book is an essential tool for understanding the logic and the key aspects of the marketing process. For managers and consultants, this book presents a conceptual framework that will help develop an overarching strategy for day-to-day decisions involving product and service design, branding, pricing, promotions, and distribution. For senior executives, the book provides a big-picture approach for developing new marketing campaigns and evaluating the success of ongoing marketing programs.

Breakthrough Marketing Plans John Wiley & Sons

This professional guidebook highlights brand development and management for cities, regions, countries, and destinations. It presents a unique collection of expert interviews, combined with latest research insights and thoughts on the most relevant topics and trends linked to the reputation, brand development and management of cities, regions, countries and destinations. This is a book which offers inspiring personal stories and reflections, and at the same time serves as essential know how guide for busy place managers, marketers and developers who care about the reputation and well-being of their community.

An Insider's Guide to Place Branding Macmillan

How can you establish a customer-centric culture in an organization? This is the first comprehensive book on how to actually do service design to improve the quality and the interaction between service providers and customers. You'll learn specific facilitation guidelines on how to run workshops, perform all of the main service design methods, implement concepts in reality, and embed service design successfully in an organization. Great customer experience needs a common language across disciplines to break down silos within an organization. This book provides a consistent model for accomplishing this and offers hands-on descriptions of every single step, tool, and method used. You'll be able to focus on your customers and iteratively improve their experience. Move from theory to practice and build sustainable business success.

Brand Atlas John Wiley & Sons

Praise for Kellogg on Marketing "The Kellogg Graduate School of Management at Northwestern University has always been at the forefront of cutting-edge marketing. What a treasure to find such a complete anthology of today's best strategic marketers all in one place. Kellogg on Marketing

provides a unique combination of new and proven marketing theories that the reader can translate into business success." —Betsy D. Holden, President and CEO, Kraft Foods "Kellogg on Marketing presents a comprehensive look at marketing today, combining well-founded theory with relevant, contemporary examples in the marketplace. This should be mandatory reading for all students of marketing." —Robert S. Morrison, Chairman, President and CEO, The Quaker Oats Company "The Who's Who write on the what's what of marketing. Now, these preeminent marketing doctors are making house calls. Enjoy." —Robert A. Eckert, Chairman and CEO, Mattel, Inc. "This volume is a fascinating collection of perspectives on what it takes to dominate a marketplace in the New Economy. . . . A clear demonstration of why Kellogg is Kellogg-one of the thought leaders in the discipline of marketing." —Mel Bergstein, Chairman and CEO, Diamond Technology Partners "New economy cases make this text appeal to old economy strategists. We shouldn't be surprised with the quality of this work, given its origin in the Kellogg School." —Ronald W. Dollens, President, Guidant Corporation

Data-Driven Marketing SAGE

Having read this book: You will have a basic understanding of strategy and the process of strategic management. You will know the most important strategy tools (incl. the respective original literature) and how they interact. You will be aware of the focal areas and considerations of strategy in practice. You will be able to analyze and interpret business information with regard to the underlying strategic notions.

BrandSimple: How the Best Brands Keep it Simple and Succeed Springer Science & Business Media

The definitive book on sensory branding, shows how companies appeal to consumers' five senses to sell products. Did you know that the gratifying smell that accompanies the purchase of a new automobile actually comes from a factory-installed aerosol can containing "new car" aroma? Or that Kellogg's trademarked "crunch" is generated in sound laboratories? Or that the distinctive click of a just-opened jar of Nescafé freeze-dried coffee, as well as the aroma of the crystals, has been developed in factories over the past decades? Or that many adolescents recognize a pair of Abercrombie & Fitch jeans not by their look or cut but by their fragrance? In perhaps the most creative and authoritative book on how our senses affect our everyday purchasing decisions, global branding guru Martin Lindstrom reveals how the world's most successful companies and products integrate touch, taste, smell, sight, and sound with startling and sometimes even shocking results. In conjunction with renowned research institution Millward Brown, Lindstrom's innovative worldwide study unveils how all of us are slaves to our senses—and how, after reading this book, we'll never be able to see, hear, or touch anything from our running shoes to our own car doors the same way again. An expert on consumer shopping behavior, Lindstrom has helped transform the face of global marketing with more than twenty years of hands-on experience. Firmly grounded in science, and disclosing the secrets of all our favorite brands, *Brand Sense* shows how we consumers are unwittingly seduced by touch, smell, sound, and more.

Sustainable Luxury Brands Springer Science & Business Media

Marketing has changed forever—this is what comes next *Marketing 4.0: Moving from Traditional to Digital* is the much-needed handbook for next-generation marketing. Written by the world's leading marketing authorities, this book helps you navigate the increasingly connected world and changing consumer landscape to reach more customers, more effectively. Today's customers have less time and attention to devote to your brand—and they are surrounded by alternatives every step of the way. You need to stand up, get their attention, and deliver the message they want to hear. This book examines the marketplace's shifting power dynamics, the paradoxes wrought by connectivity, and the increasing sub-culture splintering that will shape tomorrow's consumer; this foundation shows why *Marketing 4.0* is becoming imperative for productivity, and this book shows you how to apply it to your brand today. *Marketing 4.0* takes advantage of the shifting consumer mood to reach more customers and engage

them more fully than ever before. Exploit the changes that are tripping up traditional approaches, and make them an integral part of your methodology. This book gives you the world-class insight you need to make it happen. Discover the new rules of marketing Stand out and create WOW moments Build a loyal and vocal customer base Learn who will shape the future of customer choice Every few years brings a "new" marketing movement, but experienced marketers know that this time its different; it's not just the rules that have changed, it's the customers themselves. *Marketing 4.0* provides a solid framework based on a real-world vision of the consumer as they are today, and as they will be tomorrow. *Marketing 4.0* gives you the edge you need to reach them more effectively than ever before.

Brilliant Simon and Schuster

In our hyper-connected world that is changing at warp speed, marketers recognize the need to shift from traditional marketing methods to a new way that can help them better navigate the unpredictable environment. For traditionalists, this change has posed a challenge. Many have tried to incorporate new approaches into the old models they grew up with, only to be frustrated with the results. From the bestselling authors of *The Social Employee*, and LinkedIn Learning course authors, comes a powerful new textbook that cracks the marketing code in our hyper-focused digital age. *The New Marketing*, with contributions spanning CMO trailblazers to martech disruptors, behavioral economics luminaries at Yale to leading marketing thinkers at Kellogg and Wharton, is a GPS for navigating in a digital world and moves the craft of marketing through the forces of marketing transformation. We can't predict the future. But our goal is to help make Masters/MBA students and marketing practitioners future-ready and successful.

Arts Marketing Insights John Wiley & Sons

NAMED BEST MARKETING BOOK OF 2011 BY THE AMERICAN MARKETING ASSOCIATION How organizations can deliver significant performance gains through strategic investment in marketing In the new era of tight marketing budgets, no organization can continue to spend on marketing without knowing what's working and what's wasted. Data-driven marketing improves efficiency and effectiveness of marketing expenditures across the spectrum of marketing activities from branding and awareness, trail and loyalty, to new product launch and Internet marketing. Based on new research from the Kellogg School of Management, this book is a clear and convincing guide to using a more rigorous, data-driven strategic approach to deliver significant performance gains from your marketing. Explains how to use data-driven marketing to deliver return on marketing investment (ROMI) in any organization In-depth discussion of the fifteen key metrics every marketer should know Based on original research from America's leading marketing business school, complemented by experience teaching ROMI to executives at Microsoft, DuPont, Nisan, Philips, Sony and many other firms Uses data from a rigorous survey on strategic marketing performance management of 252 Fortune 1000 firms, capturing \$53 billion of annual marketing spending In-depth examples of how to apply the principles in small and large organizations Free downloadable ROMI templates for all examples given in the book With every department under the microscope looking for results, those who properly use data to optimize their marketing are going to come out on top every time.

Kellogg on Strategy John Wiley & Sons

Book of Branding is an essential addition to the start-up toolkit, designed for entrepreneurs, founders, visual designers, brand creators and anyone seeking to decode the complicated world of brand identity. The conversational, jargon free, tone of the book helps the reader to understand essential elements of the brand identity process. Offering first hand experience, insights and tips throughout, the book uses real life case studies to show how great collaborative work can be achieved. *Book of Branding* is a creative guide for new businesses, start-ups and individuals, which puts visual identity at the heart of brand strategy.

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