

Pricing Segmentation And Analytics Marketing Strategy Collection

Marketing Analytics: Strategic Models and Metrics offers marketing students and professionals a practical guide to strategic decision models and marketing metrics. The tools described in the book will aid marketers in making intelligent decisions to drive revenue and results in their organizations. The book contains a wealth of information on marketing analytics: All metrics Nearly 400 figures, including diagrams, tables, and charts Step-by-step instructions on market segmentation, conjoint analysis, and other techniques Current examples demonstrating how organizations are applying models and metrics The list of chapters below includes a sample of the topics: Chapter 1. Introduction - Introduction to marketing analytics Chapter 2. Market Segmentation - Segment identification, analysis, and strategy Chapter 4. Competitive Analysis - Competitor identification, analysis, and strategy Chapter 5. Business Strategy - Analytics-based strategy selection Chapter 6. Business Operations - Forecasting, predictive analytics, and data mining Chapter 7. Product and Service Analytics - Conjoint analysis and other techniques and assessment Chapter 9. Distribution Analytics - Analytics-based channel evaluation and selection Chapter 10. Promotion Analytics - Promotion budget estimation and allocation Chapter 11. Sales Analytics - Metrics for sales, profitability, and support Chapter 12. Analytics in Action - Pivot tables and data-driven presentations Edition: First Edition, Version 1.0. See StephanSorger.com for a complete record of all changes.

Now , a leader of Northwestern University's prestigious analytics program presents a fully-integrated treatment of both the business and academic elements of marketing applications in predictive analytics. Writing for both managers and students, Thomas W. Miller explains essential concepts, principles, and theory in the context of real-world applications. Building on his previous work, he addresses segmentation, target marketing, brand and product positioning, new product development, choice modeling, recommender systems, pricing research, retail site selection, demand estimation, sales forecasting, customer retention, and lifetime value analysis. Starting where Miller's widely-praised Modeling Techniques in Predictive Analytics left off, he integrates new techniques in texts on web analytics, network science, information technology, and programming. Coverage includes: The role of analytics in delivering effective messages on the web Understanding the web by understanding its hidden structures Being recognized on the web - and watching your own competitors Visualizing networks and understanding communities within them Data science methods: databases/data preparation, classical/Bayesian statistics, regression/classification, machine learning, and text analytics Six complete case studies address exceptionally relevant issues such as: separating legitimate email from spam; identifying legally-relevant information for lawsuit discovery; gleanng insights from anonymous web surfing data; and how to draw on rich public-domain data sources: many are accompanied by solutions in Python and/or R. Marketing Data Science will be an invaluable resource for all students, faculty, and professional marketers who want to use business analytics to improve marketing performance.

Pricing analytics uses historical sales data with mathematical optimization to set and update prices offered through various channels in order to maximize profit. With this outstanding contribution to this subject, you will learn just how to identify and exploit pricing opportunities in different business contexts. Each chapter looks at pricing from an economist's view and how it is used in the real world. Examples of data are needed to use this powerful science: the common assumptions regarding the customer population's willingness- to-pay are discussed along with the price-response functions that result from these assumptions; examples from several industries and organizations; dynamic pricing, with a special emphasis on the most common application--markdown pricing; and how to use a request-for-bids or request-for-proposals with a customized price response; and the relevant aspects of behavioral science to pricing. Additional examples include the asymmetry of joy/pain that customers feel in response to price decreases/increases.

The digital age has transformed the very nature of marketing. Armed with smartphones, tablets, PCs and smart TVs, consumers are increasingly hanging out on the internet. Cyberspace has changed the way they communicate, and the way they shop and buy. This fluid, de-centralized and multidirectional medium is changing the way brands engage with consumers. A new era of business data, has fundamentally altered the manner we collect, process, analyse and disseminate market intelligence. The increased volume, variety and velocity of information enables marketers to respond with much greater speed, to changes in the marketplace. Market intelligence is timelier, less expensive, and more accurate and actionable. Anchored in this age, this book provides a practical guide to marketing management in the 21st century. The text devotes considerable attention to the way market analytic techniques and market research processes are being refined and re-engineered. Written by a marketing veteran, it is intended to guide marketers as they craft market strategies, and execute their day to day tasks.

Market Segmentation Analysis
Essentials of Business Analytics
Tools and Implementation with Excel
Leadership Communication
Surprise!

Analytics for Insurance

Marketers, merchandisers, and sales executives alike are struggling with Big Data - the data streaming at increasing speeds from myriad channels and options for communicating with customers. The tools are likely to continue to multiply, paralyzing many executives with simply too many choices. Using data from a four-year study, this book provides a process for rigorous decision making, eliminating the paralysis and optimizing decision making for marketing performance. This book is intended for a broad audience including students and professors in graduate business schools, and practicing business executives. The goal is to inform marketing practice and help current and future business leaders navigate through the competitive storms unleashed by technological change.

The 2nd edition of R for Marketing Research and Analytics continues to be the best place to learn R for marketing research. This book is a complete introduction to the power of R for marketing research practitioners. The text describes statistical models from a conceptual point of view with a minimal amount of mathematics, presuming only an introductory knowledge of statistics. Hands-on chapters accelerate the learning curve by asking readers to interact with R from the beginning. Core topics include the R language, basic statistics, linear modeling, and data visualization, which is presented throughout as an integral part of analysis. Later chapters cover more advanced topics yet are intended to be approachable for all analysts. These sections examine logistic regression, customer segmentation, hierarchical linear modeling, market basket analysis, structural equation modeling, and conjoint analysis in R. The text uniquely presents Bayesian models with a minimally complex approach, demonstrating and explaining Bayesian methods alongside traditional analyses for analysis of variance, linear models, and metric and choice-based conjoint analysis. With its emphasis on data visualization, model assessment, and development of statistical intuition, this book provides guidance for any analyst looking to develop or improve skills in R for marketing applications. The 2nd edition increases the book ' s utility for students and instructors with the inclusion of exercises and classroom slides. At the same time, it retains all of the features that make it a vital resource for practitioners: non-mathematical exposition, examples modeled on real world marketing problems, intuitive guidance on research methods, and immediately applicable code.

Who is most likely to buy and what is the best way to target them? How can businesses improve strategy without identifying the key influencing factors? The second edition of Marketing Analytics enables marketers and business analysts to leverage predictive techniques to measure and improve marketing performance. By exploring real-world marketing challenges, it provides clear, jargon-free explanations on how to apply different analytical models for each purpose. From targeted list creation and data segmentation, to testing campaign effectiveness, pricing structures and forecasting demand, this book offers a welcome handbook on how statistics, consumer analytics and modelling can be put to optimal use. The fully revised second edition of Marketing Analytics includes three new chapters on big data analytics, insights and panel regression, including how to collect, separate and analyze big data. All of the advanced tools and techniques for predictive analytics have been updated, translating models such as tobit analysis for customer lifetime value into everyday use. Whether an experienced practitioner or having no prior knowledge, methodologies are simplified to ensure the more complex aspects of data and analytics are fully accessible for any level of application. Complete with downloadable data sets and test bank resources, this book supplies a concrete foundation to optimize marketing analytics for day-to-day business advantage.

Modern consumers are being bombarded with in-formation from every angle. They can ' t handle it and, consequently, tune out large portions of the information. Consumers, therefore, often enter service transactions with predetermined men-tal scripts regarding how they predict the trans-actions will transpire and are not paying close attention. In order to gain their full attention, firms must find ways to surprise consumers dur-ing transactions; that is, firms must spawn mental script deviations for them. Research indicates that these script deviations can cement consumer loyalty. This book details how to create a surprise culture in a service firm. Because a consumer can only be " surprised " by a given tactic one time and surprise ideas can be copied by competitors, a firm with a culture that generates and implements a constant stream of surprise tactics is one that has the higher edge in achieving success in the modern envi-ronment of information overload.

Data-Driven Techniques with Microsoft Excel
Applications of Big Data and Business Analytics in Management
Pricing Analytics
A Practical Guide to Improving Consumer Insights Using Data Techniques

Marketing Analytics

Market Segmentation: How to do it and how to profit from it, revised and updated 4th Edition is the only book that spells out a totally dispassionate, systematic process for arriving at genuine, needs-based segments that can enable organizations to escape from the dreary, miserable, downward pricing spiral which results from getting market segmentation wrong. Nothing in business works unless markets are correctly defined, mapped, quantified and segmented. Why else have hundreds of billions of dollars been wasted on excellent initiatives such as TQM, BPR, Balanced Scorecards, Six Sigma, Knowledge Management, Innovation, Relationship Marketing and, latterly, CRM? The answer, of course, is because of a structured approach to market segmentation. Market Segmentation: How to do it and how to profit from it, revised and updated 4th Edition provides a structured, no-nonsense approach to getting market segmentation right. It is an essential text for professionals and students based on a wealth of practical experience and packed with examples and easily used checklists.

This book provides a broad introduction to the field of pricing as a tactical function in the daily operations of the firm and a toolbox for implementing and solving a wide range of pricing problems. Beyond the theoretical perspectives offered by most textbooks in the field, Essentials of Pricing Analytics supplements the concepts and models covered by demonstrating practical implementations using the highly accessible Excel software, analytical tools, real-life examples and global case studies. The book covers topics on fundamental pricing theory, break-even analysis, price sensitivity, empirical estimations of price-response functions, price optimisation, markdown optimisation, hedonic pricing, revenue management, the use of big data, simulation, and conjoint analysis in pricing decisions, and ethical and legal considerations. This is a uniquely accessible and practical text for advanced undergraduate, MBA and postgraduate students of pricing strategy, entrepreneurship and small business management, marketing strategy, sales and operations. It is also important reading for practitioners looking for accessible methods to implement pricing strategy and maximise profits. Online resources include Excel templates and PowerPoint slides for each chapter. The business guide to Big Data in insurance, with practical application insight Big Data and Analytics for Insurers is the industry-specific guide to creating operational effectiveness, managing risk, improving financials, and retaining customers. Written from a non-IT perspective, this book focusses less on the architecture and technical details, instead providing practical guidance on translating analytics into target delivery. The discussion examines implementation, interpretation, and application to show you what Big Data can do for your business, with insights and examples targeted specifically to the insurance industry. From fraud analytics in claims management, to customer analytics, to risk analytics in Solvency 2, comprehensive coverage presented in accessible language makes this guide an invaluable resource for any insurance professional. The insurance industry is heavily dependent on data, and the advent of Big Data and analytics represents a major advance with tremendous potential - yet clear, practical advice on the business side of analytics is lacking. This book fills the void with concrete information on using Big Data in the context of day-to-day insurance operations and strategy. Understand what Big Data is and what it can do Delve into Big Data's specific impact on the insurance industry Learn how advanced analytics can revolutionise the industry Bring Big Data out of IT and into strategy, management, marketing, and more Big Data and analytics is changing business - but how? The majority of Big Data guides discuss data collection, database administration, advanced analytics, and the power of Big Data - but what do you actually do with it? Big Data and Analytics for Insurers answers your questions in real, everyday business terms, tailored specifically to the insurance industry's unique needs, challenges, and targets.

Master practical strategic marketing analysis through real-life case studies and hands-on examples. In Cutting Edge Marketing Analytics, three pioneering experts integrate all three core areas of marketing analytics: statistical analysis, experiments, and managerial intuition. They fully detail a best-practice marketing analytics methodology, augmenting it with case studies that illustrate the quantitative and data analysis tools you'll need to allocate resources, define optimal marketing mixes; perform effective analysis of customers and digital marketing campaigns, and create high-value dashboards and metrics. For each marketing problem, the authors help you: Identify the right data and analytics techniques Conduct the analysis and obtain insights from it Outline what-if scenarios and define optimal solutions Connect your insights to strategic decision-making Each chapter contains technical notes, statistical knowledge, case studies, and real data you can use to perform the analysis yourself. As you proceed, you'll gain an in-depth understanding of: The real value of marketing analytics How to integrate quantitative analysis with managerial sensibility How to apply linear regression, logistic regression, cluster analysis, and Anova models The crucial role of careful experimental design For all marketing professionals specializing in marketing analytics and/or business intelligence; and for students and faculty in all graduate-level business courses covering Marketing Analytics, Marketing Effectiveness, or Marketing Metrics

Modeling Techniques in Predictive Analytics with Python and R

An Introduction to the Methodology and its Applications

Cutting-edge Marketing Analytics

Basics of Branding

Based on First Principles

Marketing Analytics Models in the New Data Era

Highly Effective Marketing Analytics infuses analytics into marketing to help improve marketing performance and raise analytics IQ for companies that have not yet had much success with marketing analytics. The book reveals why marketing analytics has not yet kept the promise and clarifies confusions and misunderstanding surrounding marketing analytics. Highly Effective Marketing Analytics is a highly practical and pragmatic how-to book. The author illustrates step by step many innovative, practical, and cost-effective methodologies to solving the most challenging real-world problems facing marketers in today's highly competitive omnichannel environment.

This is the first comprehensive introduction to the concepts, theories, and applications of pricing and revenue optimization. From the initial success of "yield management" in the commercial airline industry down to more recent successes of markdown management and dynamic pricing, the application of mathematical analysis to optimize pricing has become increasingly important across many different industries. But, since pricing and revenue optimization has involved the use of sophisticated mathematical techniques, the topic has remained largely inaccessible to students and the typical manager. With methods proven in the MBA courses taught by the author at Columbia and Stanford Business Schools, this book presents the basic concepts of pricing and revenue optimization in a form accessible to MBA students, MS students, and advanced undergraduates. In addition, managers will find the practical approach to the issue of pricing and revenue optimization invaluable. Solutions to the end-of-chapter exercises are available to instructors who are using this book in their courses. For access to the solutions manual, please contact marketing@www.sup.org.

This book presents and develops the deep data analytics for providing the information needed for successful new product development. Deep Data Analytics for New Product Development has a simple theme: information about what customers need and want must be extracted from data to effectively guide new product decisions regarding concept development, design, pricing, and marketing. The benefits of reading this book are twofold. The first is an understanding of the stages of a new product development process from ideation through launching and tracking, each supported by information about customers. The second benefit is an understanding of the deep data analytics for extracting that information from data. These analytics, drawn from the statistics, econometrics, market research, and machine learning spaces, are developed in detail and illustrated at each stage of the process with simulated data. The stages of new product development and the supporting deep data analytics at each stage are not presented in isolation of each other, but are presented as a synergistic whole. This book is recommended reading for analysts involved in new product development. Readers with an analytical bent or who want to develop analytical expertise would also greatly benefit from reading this book, as well as students in business programs.

Advanced Customer Analytics provides a clear guide to the specific analytical challenges faced by the retail sector. The book covers the nature and scale of data obtained in transactions, relative proximity to the consumer and the need to monitor customer behaviour across multiple channels. The book advocates a category management approach, taking into account the need to understand the consumer mindset through elasticity modelling and discount strategies, as well as targeted marketing and loyalty design. A practical, no-nonsense approach to complex scenarios is taken throughout, breaking down tasks into easily digestible steps. The use of a fictional retail analyst 'Scott' helps to provide accessible examples of practice. Advanced Customer Analytics does not skirt around the complexities of this subject but offers conceptual support to steer retail marketers towards making the right choices for analysing their data.

Strategic Models and Metrics

Designing and Succeeding With Enterprise Customer-Centricity Concepts, Practices, and Applications

Models and Advanced Quantitative Techniques for Product Pricing

Dynamic Customer Strategy

Marketing Analytics: A Practitioner's Guide To Marketing Analytics And Research Methods

Understanding It, Doing It, and Making It Useful

We live in a world where we try to solve similar problems in structurally the same way. But they simply are not optimally solved all the same. Supply Chain Optimization through Segmentation and Analytics addresses the issue of optimizing the planning and scheduling process and asks the question, "Is there a 'one size fits all' solution for planning and scheduling?" The answer is a resounding "No!" We migrated through EOQ, MRP, JIT, and TOC, each time hoping to find that one size fits all. Each of these systems looked at the facility as if it had one focused problem, either optimizing work schedules, materials movement, or machine utilization. But what if you have two, or possibly even all three of these problems? Then what system do you use? Or what if your critical resource is not labor, materials, or machinery? Then which planning and scheduling solution do you utilize? This book introduces the concept of segmentation as the planning and scheduling tool that facilitates the optimization of the supply chain. If you have one type of problem in a part of your supply chain, you use the solution that appropriately focuses on that problem. If you have a different problem in a different part

of your supply chain, then you use a different and appropriate tool for that part of the supply chain, and so forth. Or, if your product is in different stages of its life cycle, it probably requires a different set of tools for each stage of that life cycle. In addition, the book discusses how to integrate planning and scheduling tools using a segmentation approach that results in a world-class supply chain environment. It clearly details the power of segmentation and offers a systematic plan for implementation in the supply chain. To facilitate this, the author covers the components of an integrated segmentation policy, including the analytics elements and the measures that define segmentation success. He helps you build a strategy and methodology for introducing segmentation principles that allow you to break free from "one size fits all" thinking.

Gain an understanding of the vibrant, challenging environment facing marketers today as Iacobucci's *MARKETING MANAGEMENT*, 6E presents an intriguing, guiding framework that clearly illustrates how core concepts fit together. This updated and complete overview offers a captivating style and engaging presentation that you will actually enjoy reading. Learn how to make meaningful decisions and construct useful, practical marketing plans to help companies succeed. Revised chapters, updated explanations, new mini-cases and the latest examples depict global marketing, ethics and social media marketing in action. This edition emphasizes the importance of theory with a framework that demonstrates the interrelationship of marketing concepts and decisions. Leading cases from Harvard, Darden and Ivey further reinforce the relevance of what you are learning and prepare you to apply the latest marketing management principles for business success. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The practices of revenue management and pricing analytics have transformed the transportation and hospitality industries, and are increasingly important in industries as diverse as retail, telecommunications, banking, health care and manufacturing. Segmentation, Revenue Management and Pricing Analytics guides students and professionals on how to identify and exploit revenue management and pricing opportunities in different business contexts. Bodea and Ferguson introduce concepts and quantitative methods for improving profit through capacity allocation and pricing. Whereas most marketing textbooks cover more traditional, qualitative methods for determining customer segments and prices, this book uses historical sales data with mathematical optimization to make those decisions. With hands-on practice and a fundamental understanding of some of the most common analytical models, readers will be able to make smarter business decisions and higher profits. This book will be a useful and enlightening read for MBA students in pricing and revenue management, marketing, and service operations.

Applications of Big Data and Business Analytics in Management uses advanced analytic tools to explore the solutions to problems in society, environment and industry. The chapters within bring together researchers, engineers and practitioners, encompassing a wide and diverse set of topics in almost every field.

Highly Effective Marketing Analytics

Marketing Data Science

Striving for Excellenceand Competitive Advantage

A Practical Guide to Improving Marketing ROI with Analytics

Today's CRM

Effective Advertising Strategies for Your Business

The fast-growing availability of consumer-level data presents unique challenges and opportunities for marketers to understand customer needs, predict customer actions, and ultimately improve business outcomes through smart marketing analytics. My dissertation focuses on developing new marketing analytics tools to help managers extract useful information from data for informed managerial decisions. My first essay develops a new Bayesian segmentation procedure for market segmentation analysis of ordinal responses. The proposed model simultaneously performs segmentation and ordinal regression with variable selection within each derived segment. The procedure is robust to outliers and it also provides a measure to detect the presence of outliers in the data. Through both simulation and empirical studies, I show that the proposed procedure outperforms several benchmark Bayesian segmentation models. My second essay introduces a new design criterion for generating questions in choice-based conjoint analysis. The new criterion allows managers to incorporate prior beliefs about attribute importance when generating questions. I show that when the attribute weights are properly assigned, the new criterion significantly outperforms the state-of-the-art D-optimal criterion in out-sample prediction hit-rate. My last essay studies the consumer consideration process using clickstream data from a price comparison site. I develop a copula hidden Markov model to model the consideration process and how use of decision aids affects the process at different stages. The copula model corrects for the endogeneity bias associated with decision aids usage.

Smart branding is essential for success, yet it is often misunderstood. Developing a brand that is relevant, distinct, and emotionally compelling can be very dif_ cult for many managers, mainly because they don't realize exactly what and how much goes into this branding process. This book will explain this process. In an easy-to-understand writing style, Gronlund will show you the fundamentals that will help develop a value proposition that will excite customers. Branding is all about creating a message or an impression that makes an impact and creates a rational and emotional connection with a customer. Forming a bond of trust and comfort will build brand equity (i.e., how people value your brand) and customer loyalty. We are living in a dynamic, transformative global economy with mind-boggling advances in technology. Managers today can easily become preoccupied with social media vehicles and the innovative features of electronic devices, and hence neglect the importance of the content or the message. Adhering to the core elements of positioning and branding will help them develop more emotionally rich and powerful content. And B2B managers will better understand and discover the real value of good branding, so that their marketing and sales communications will go beyond product features and emphasize relevant benefits that will strengthen their relationships with targeted customers.

Using data analytics and big data in marketing and strategic decision-making is a key priority at many organisations and subsequently a vital part of the skills set for a successful marketing professional operating today. Authored by world-leading authorities in the field, Marketing Analytics provides a thoroughly contemporary overview of marketing analytics and coverage of a wide range of cutting edge data analytics techniques. It offers a powerful framework, organising data analysis techniques around solving four underlying marketing problems: the 'First Principles of Marketing'. In this way, it offers an action-oriented, applied approach to managing marketing complexities and issues, and a sound grounding in making effective decisions based on strong evidence. It is supported by vivid international cases and examples, and applied pedagogical features. The companion website offers comprehensive classroom instruction slides, videos including walk throughs on all the examples and methods in the book, data sets, a test bank and a solution guide for instructors.

Striving for excellence in customer service is to gain the competitive advantage. It is the keystone for the business to grow and prosper in the right direction so that it builds through repetitive sales to existing customers and referrals to potential customers. If you were to look at customer service in your organization as a major business component and all customers are treated with excellence prior to the sale, during the sale, and after the sale, customer service will become a profit center that builds sales dollars to the top line and real profits to the bottom line. This book can help you and any organization manager achieve customer service excellence with its basic principle of doing the right thing at the right time for the right customers. It can also assist in building organizations with strong customer bases and sales loyalty. The author smartly gives you real practical "how tos" in providing excellent customer service in all aspects of your operations by doing the right thing despite the counter pressure within your organization. As many businesses are struggling to be competitive, or merely to survive, this book is your primer or "how to" for identifying and maintaining customer service excellence in all operational areas on the path to developing a learning organization. No matter what type of business—this book can be a learning, coaching, and mentoring tool in your quest to make the delivery of customer service the best possible in today's ever changing business environment.

Pricing and Revenue Optimization

How to Do It and How to Profit from It

Supply Chain Optimization through Segmentation and Analytics

Real World Cases and Data Sets for Hands on Learning

The Real Business of Big Data

The Secret to Customer Loyalty in the Service Sector

Pricing: Segmentation and AnalyticsBusiness Expert Press

Over the past several years, leading companies have entered a period of major marketing and operational adjustment and convergence, or intersection. It's a reaction to a critical fact of life: Customers—not organizations— now control the decision-making dynamics and how organizations are perceived. We are witnessing significant multichannel media application (and resultant omnichannel access by consumers), along with more effective and pervasive customer data gathering, analysis, and modeling. If you're observing these major shifts in your own organization, you'll need this book. Inside, you'll learn how to build proactive customer communication, improve relationships, drive positive brand perception, optimize channel selection and message personalization, and enhance employee-related factors (hiring, training, reward, recognition), all leading to superior customer experience and a customercentric culture. In addition, the author has incorporated content on "Big Data" generation and analytics, which you'll master while scoring a direct hit to the moving target—your continuously changing, and increasingly independent, customer base.

The theme of this book is simple. The price – the number someone puts on a product to help consumers decide to buy that product – comes from data. Specifically, itcomes from statistically modeling the data. This book gives the reader the statistical modeling tools needed to get the number to put on a product. But statistical modeling is not done in a vacuum. Economic and statistical principles and theory conjointly provide the background and framework for the models. Therefore, this book emphasizes two interlocking components of modeling: economic theory and statistical principles. The economic theory component is sufficient to provide understanding of the basic principles for pricing, especially about elasticities, which measure the effects of pricing on key business metrics. Elasticity estimation is the goal of statistical modeling, so attention is paid to the concept and implications of elasticities. The statistical modeling component is advanced and detailed covering choice (conjoint, discrete choice, MaxDiff) and sales data modeling. Experimental design principles, model estimation approaches, and analysis methods are discussed and developed for choice models. Regression fundamentals have been developed for sales model specification and estimation and expanded for latent class analysis.

Make personalized marketing a reality with this practical guide to predictive analytics Predictive Marketing is a predictive analytics primer for organizations large and small, offering practical tips and actionable strategies for implementing more personalized marketing immediately. The marketing paradigm is changing, and this book provides a blueprint for navigating the transition from creative- to data-driven marketing, from one-size-fits-all to one-on-one, and from marketing campaigns to real-time customer experiences. You'll learn how to use machine-learning technologies to improve customer acquisition and customer growth, and how to identify and re-engage at-risk or lapsed customers by implementing an easy, automated approach to predictive analytics. Much more than just theory and testament to the power of personalized marketing, this book focuses on action, helping you understand and actually begin using this revolutionary approach to the customer experience. Predictive analytics can finally make personalized marketing a reality. For the first time, predictive marketing is accessible to all marketers, not just those at large corporations – in fact, many smaller organizations are leapfrogging their larger counterparts with innovative programs. This book shows you how to bring predictive analytics to your organization, with actionable guidance that get you started today. Implement predictive marketing at any size organization Deliver a more personalized marketing experience Automate predictive analytics with machine learning technology Base marketing decisions on concrete data rather than unproven ideas Marketers have long been talking about delivering personalized experiences across channels. All marketers want to deliver happiness, but most still employ a one-size-fits-all approach. Predictive Marketing provides the information and insight you need to lift your organization out of the campaign rut and into the rarefied atmosphere of a truly personalized customer experience.

9th Iberian Conference, IbPRIA 2019, Madrid, Spain, July 1-4, 2019, Proceedings, Part I

A Practical Guide for Managers

Targeting, Valuing, Segmenting and Loyalty Techniques

Customers Inside, Customers Outside

Predictive Marketing

Big Data, Analytics, and the Future of Marketing & Sales

The 21st century business environment demands more analysis and rigor in marketing decision making. Increasingly, marketing decision making resembles design engineering-putting together concepts, data, analyses, and simulations to learn about the marketplace and to design effective marketing plans. While many view traditional marketing as art and some view it as science, the new marketing increasingly looks like engineering (that is, combining art and science to solve specific problems). Marketing Engineering is the systematic approach to harness data and knowledge to drive effective marketing decision making and implementation through a technology-enabled and model-supported decision process. (For more information on Excel-based models that support these concepts, visit DecisionPro.biz.) We have designed this book primarily for the business school student or marketing manager, who, with minimal background and technical training, must understand and employ the basic tools and models associated with Marketing Engineering. We offer an accessible overview of the most widely used marketing engineering concepts and tools and show how they drive the collection of the right data and information to perform the right analyses to make better marketing plans, better product designs, and better marketing decisions. What's New In the 2nd Edition While much has changed in the nearly five years since the first edition of Principles of Marketing Engineering was published, much has remained the same. Hence, we have not changed the basic structure or contents of the book. We have, however Updated the examples and references. Added new content on customer lifetime value and customer valuation methods. Added several new pricing models. Added new material on "reverse perceptual mapping" to describe some exciting enhancements to our Marketing Engineering for Excel software. Provided some new perspectives on the future of Marketing Engineering. Provided better alignment between the content of the text and both the software and cases available with Marketing Engineering for Excel 2.0.

My graduate students like this book's real-world focus on public relations as a strategic role in the C-suite. —Ron Culp, professional director, Public Relations & Advertising graduate program, DePaul University; former Senior Vice President, Chief Communication Officer, Sears Leadership in Communication is a cogent, bright, easily readable definition of what corporate communicators do. More than that, it's an uncommonly careful look at how strategic communication defines, drives, and creates value for a commercial enterprise—its employees, its owners, and those whom they serve. —James S. O'Rourke, IV, PhD, Professor of Management, Mendoza College of Business, University of Notre Dame The quality of leadership in any organization—business, social, military, and government—is enhanced or limited by the quality of its leadership communication. The authors assert that leadership is given force by strategic communication that produces results required in competitive conditions. For the professional in enterprise communication, this brings into focus two questions: What is the relevance of communication in the leadership process of reaching best achievable outcomes (BAOs)? And, how does the primary communication professional attain expert in uence and success in a leadership position? This book provides insights and guidance on functioning at the highest levels of the corpo rate communications profession.

As the media landscape has evolved over the past few years, especially with the emergence of interactive and social media, the philosophy of advertising is significantly changing. Most businesses realize that the days when they relied on three national networks (ABC, NBC, and CBS) and a few national newspapers to advertise are gone; thus, they begin to find alternatives to standardized advertising. Many of them begin to adopt more individualized advertising approaches, empowered by Internet technologies. This book outlines three fundamental strategies of advertising: standardized, targeted, and individualized. It describes each strategy in detail and discusses the pros and cons of each. The importance of collecting consumer insights and incorporating those insights into advertising messages are also highlighted. Although a few high-technology companies, such as Google, Facebook, and Amazon, are showing success in delivering individualized advertising messages to consumers, this approach (including both personalization and customization) is not suitable for all businesses. No single strategy is absolutely more effective than the others; however, inside you are given a real strategy based on a scrutiny of the value proposition of the business and expectations of consumers.

Big Data is the biggest game-changing opportunity for marketing and sales since the Internet went mainstream almost 20 years ago. The data big bang has unleashed torrents of terabytes about everything from customer behaviors to weather patterns to demographic consumer shifts in emerging markets. This collection of articles, videos, interviews, and slideshares highlights the most important lessons for companies looking to turn data into above-market growth: Using analytics to identify valuable business opportunities from the data to drive decisions and improve marketing return on investment (MROI) Turning those insights into well-designed products and offers that delight customers Delivering those products and offers effectively to the marketplace.The goldmine of data represents a pivot-point moment for marketing and sales leaders. Companies that inject big data and analytics into their operations show productivity rates and profitability that are 5 percent to 6 percent higher than those of their peers. That's an advantage no company can afford to ignore.

How Leaders Communicate and How Communicators Lead in the Today's Global Enterprise

Pattern Recognition and Image Analysis

Marketing Management

Deep Data Analytics for New Product Development

Market Segmentation

Marketing Analytics: Creating Customer Centric Culture

This 2-volume set constitutes the refereed proceedings of the 9th Iberian Conference on Pattern Recognition and Image Analysis, IbPRIA 2019, held in Madrid, Spain, in July 2019. The 99 papers in these volumes were carefully reviewed and selected from 137 submissions. They are organized in topical sections named: Part I: best ranked papers; machine learning; pattern recognition; image processing and representation. Part II: biometrics; handwriting and document analysis; other applications.

Sales promotions are a fact of life for the majority of retailers, suppliers, and FMGC stakeholders commanding up to 75 percent of total marketing budgets. From straightforward discounts on products to more complex omni-channel consumer competitions and contests, sales promotions play a vital role as both strategic and tactical marketing tools. Those responsible for sales promotions must deliver real results in cut-throat competitive trading environments. However, with limited understanding of the options, principles, and practices that underpin effective sales promotion planning, managers often rely on past experience or preferences to guide their decision making. Not surprisingly, many sales promotions fail to achieve their

potential. Sales Promotion Decision Making serves as a vital resource for practitioners. Distilled from over 700 articles and cases, it presents the findings of comprehensive global research which explores the DNA of sales promotions, including their role, nature, and function, the critical decision-making processes, and campaign evaluation. This is supported with case studies of sales promotion planning in practice based on research conducted in FMCG and retail organizations. The book offers the reader a deeper, more comprehensive and critical expert appreciation of the core concepts that define sales promotions. This will empower decision makers, consultants, and stakeholders to make more confident, informed, and effective campaign decisions.

Helping tech-savvy marketers and data analysts solvereal-world business problems with Excel Using data-driven business analytics to understand customers andimprove results is a great idea in theory, but in today's busyoffices, marketers and analysts need simple, low-cost ways toprocess and make the most of all that data. This expert book offersthe perfect solution. Written by data analysis expert Wayne L.Winston, this practical resource shows you how to tap a simple andcost-effective tool, Microsoft Excel, to solve specific businessproblems using powerful analytic techniques—and achieveoptimum results. Practical exercises in each chapter help you apply and reinforcetechniques as you learn. Shows you how to perform sophisticated business analyses usingthe cost-effective and widely available Microsoft Excel instead ofexpensive, proprietary analytical tools Reveals how to target and retain profitable customers and avoidhigh-risk customers Helps you forecast sales and improve response rates formarketing campaigns Explores how to optimize price points for products andservices, optimize store layouts, and improve onlineadvertising Covers social media, viral marketing, and how to exploit botheffectively Improve your marketing results with Microsoft Excel and theinvaluable techniques and ideas in Marketing Analytics>Data-Driven Techniques with Microsoft Excel.

This book is published open access under a CC BY 4.0 license. This open access book offers something for everyone working with market segmentation: practical guidance for users of market segmentation solutions; organisational guidance on implementation issues; guidance for market researchers in charge of collecting suitable data; and guidance for data analysts with respect to the technical and statistical aspects of market segmentation analysis. Even market segmentation experts will find something new, including an approach to exploring data structure and choosing a suitable number of market segments, and a vast array of useful visualisation techniques that make interpretation of market segments and selection of target segments easier. The book talks the reader through every single step, every single potential pitfall, and every single decision that needs to be made to ensure market segmentation analysis is conducted as well as possible. All calculations are accompanied not only with a detailed explanation, but also with R code that allows readers to replicate any aspect of what is being covered in the book using R, the open-source environment for statistical computing and graphics.

Pricing: Segmentation and Analytics

A practical guide to real marketing science

The Definitive Guide to Marketing Analytics and Metrics (collection)

Essentials of Pricing Analytics

Concepts, Principles, and Practice

R For Marketing Research and Analytics

A game-changing approach to marketing by an experienced author, speaker and businessman Joseph B. Rivera. Joseph B. Rivera has first-hand experience in business. He has learned everything through hard work and perseverance, and has inspired quite a lot of entrepreneurs, businessmen, executives, employees, and business students to challenge themselves in this modern era of commerce. For the first time, Joseph B. Rivera offers his years of experience and wisdom in this one compact, very accessible and enduring masterpiece. MARKETING ANALYTICS: CREATING CUSTOMER-CENTRIC CULTURE helps you to create a transformative culture toward excellence in your business. Whether you are an executive, businessman, business owner, investor, marketer, trainer, speaker or a student of marketing, you will be proud of what you will learn. When applied right, you will change the way products and services are designed, created and offered to the world. This book teaches you how to meaningfully connect emotionally and practically to your consumers. Remember, it is not just all about the money. Here, Joseph has put together his passion, insights, observation and experience to mentor you: ✓How to understand the needs of the market. ✓How to position your business. ✓How to overcome competition. ✓How to revolutionize your business. Learn the art or marketing analytics, and be a game changer.

This comprehensive edited volume is the first of its kind, designed to serve as a textbook for long-duration business analytics programs. It can also be used as a guide to the field by practitioners. The book has contributions from experts in top universities and industry. The editors have taken extreme care to ensure continuity across the chapters. The material is organized into three parts: A) Tools, B) Models and C) Applications. In Part A, the tools used by business analysts are described in detail. In Part B, these tools are applied to construct models used to solve business problems. Part C contains detailed applications in various functional areas of business and several case studies. Supporting material can be found in the appendices that develop the pre-requisites for the main text. Every chapter has a business orientation. Typically, each chapter begins with the description of business problems that are transformed into data questions; and methodology is developed to solve these questions. Data analysis is conducted using widely used software, the output and results are clearly explained at each stage of development. These are finally transformed into a business solution. The companion website provides examples, data sets and sample code for each chapter.

Who is most likely to buy and what is the best way to target them? Marketing Analytics enables marketers and business analysts to answer these questions by leveraging proven methodologies to measure and improve upon the effectiveness of marketing programs. Marketing Analytics demonstrates how statistics, analytics and modeling can be put to optimal use to increase the effectiveness of every day marketing activities, from targeted list creation and data segmentation to testing campaign effectiveness and forecasting demand. The author explores many common marketing challenges and demonstrates how to apply different data models to arrive at viable solutions. Business cases and critical analysis are included to illustrate and reinforce key concepts throughout. Beginners will benefit from clear, jargon-free explanations of methodologies relating to statistics, marketing strategy and consumer behaviour. More experienced practitioners will appreciate the more complex aspects of data analytics and data modeling, discovering new applications of various techniques in every day practice. Readers of Marketing Analytics will come away with a firm foundation in markets analytics and the tools they need to gain competitive edge and increase market share. Online supporting resources for this book include a bank of test questions as well as data sets relating to many of the chapters.

Segmentation, Revenue Management and Pricing Analytics

Sales Promotion Decision Making

Principles of Marketing Engineering, 2nd Edition

Expanding CustomerService as a Profit Center

Easy Ways Every Marketer Can Use Customer Analytics and Big Data

Advanced Customer Analytics