Data Driven Marketing The 15 Metrics Everyone In Should Know Mark Jeffery

Artificial intelligence (AI) describes machines/computers that mimic cognitive functions that humans associate with other human minds, such as learning and problem solving. As businesses have evolved to include more automation of processes, it has become more vital to understand AI and its various applications. Additionally, it is important for workers in the marketing industry to understand how to coincide with and utilize these techniques to enhance and make their work more efficient. The Handbook of Research on Applied AI for International Business and Marketing Applications is a critical scholarly publication that provides comprehensive research on artificial intelligence applications within the context of international business. Highlighting a wide range of topics such as diversification, risk management, and artificial intelligence, this book is ideal for marketers, business professionals, academicians, practitioners, researchers, and students.

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. The Faculty of Organizational Sciences, University of Belgrade traditionally, in cooperation with other higher education and scientific institutions and associations, organizes a SYM-OP-IS symposium to advance the theory and practice of operational research, business analytics and related disciplines. This year, the 46th Symposium on Operations Research - SYM-OP-IS is being organized as an international scientific conference. The symposium brings together domestic and international academic and scientific public, OR practitioners, public and non-governmental sector, as well as students who participate in discussing and analyzing relevant issues in the field of contemporary operational research. The aim of the Symposium is to provide a unique forum for discussion of current issues and exchange of the latest information, ideas and innovative solutions in the field of operational research in the context of improving business achievements and results. Authors have the opportunity to publish scientific and professional results as research papers or case studies. This year's conference program is organized through thematic sessions and consists of 132 papers by authors from 10 countries. In addition to thematic sections, plenary lectures of eminent scientists in the field of business intelligence data science, efficiency measurement and behavioral operational research will be held as well as a forum on "International Projects in Science and Education". Scientific Committee Chair Milan Marti? _____ _____ _____ Fakultet organizacionih nauka Univerziteta u Beogradu tradicionalno u saradnji sa drugim visokoškolskim i nau?noistra?iva?kim organizacijama, kao i nau?nim udru?enjima, organizuje simpozijum SYM-OP-IS sa ciljem unapre?enja teorije i prakse operacionih istra?ivanja, poslovne analitike i srodnih disciplina. Ove godine se organizuje 46. simpozijum operacionih istraživanja – SYM-OP-IS kao me?unarodni nau?ni skup. Simpozijum okuplja doma?u i me?unarodnu akademsku i nau?nu javnost, predstavnike korporativnog, javnog i nevladinog sektora, kao i studente osnovnih, masterskih i doktorskih studija koji kroz predstavljanje svojih dosadašnjih rezultata, saznanja i iskustava u?estvuju u razmatranju i analizi relevantnih pitanja iz oblasti savremenih operacionih istraživanja. Cilj Simpozijuma je da obezbedi jedinstven forum za diskusiju o aktuelnim pitanjima i razmenu najnovijih informacija, ideja i inovativnih rešenja u oblasti operacionih istra?ivanja menad?menta u kontekstu unapre?enja poslovnih dostignu?a i rezultata. Autori imaju mogu?nost da nau?ne i stru?ne rezultate publikuju kao istra?iva?ke radove ili studije slu?aja. Ovogodišnji program konferencije je organizovan kroz tematske sesije i sastoji se iz 132 rada autora iz 10 zemalja. Uz tematske sekcije, bi?e odr?ana i plenarna predavanja eminentnih nau?nika iz oblasti nauke o podacima poslovne analitike, merenja efikasnosti i bihevijoralnih operacionih istra?ivanja kao i forum na temu "Me?unarodni projekti u nauci i prosveti". Predsednik Programskog odbora Milan Marti? Master the hottest technology around to drive marketing success Marketers are faced with a stark and challenging dilemma: customers demand deep personalization, but they are increasingly leery of offering the type of personal data required to make it happen. As a solution to this problem, Customer Data Platforms have come to the fore, offering companies a way to capture, unify, activate, and analyze customer data. CDPs are the hottest marketing technology around today, but are they worthy of the hype? Customer Data Platforms takes a deep dive into everything CDP so you can learn how to steer your firm toward the future of personalization. Over the years, many of us have built byzantine "stacks" of various marketing and advertising technology in an attempt to deliver the fabled "right person, right message, right time" experience. This can lead to siloed systems, disconnected processes, and legacy technical debt. CDPs offer a way to simplify the stack and deliver a balanced and engaging customer experience. Customer Data Platforms breaks down the fundamentals, including how to: Understand the problems of managing customer data Understand what CDPs are and what they do (and don't do) Organize and harmonize customer data for use in marketing Build a safe, compliant first-party data asset that your brand can use as fuel Create a data-driven culture that puts customers at the center of everything you do Understand how to use AI and machine learning to drive the future of personalization Orchestrate modern customer journeys that react to customers in real-time Power analytics with customer data to get closer to true attribution In this book, you'll discover how to build 1:1 engagement that scales at the speed of today's customers. Rediscover the fundamentals of marketing from the best in the business In Marketing 5.0, the celebrated promoter of the "Four P's of Marketing," Philip Kotler, explains how marketers can use technology to address customers' needs and make a difference in the world. In a new age when marketers are struggling with the digital transformation of business and the changing behavior of customers, this book provides marketers with a way to integrate technological and business model evolution with the dramatic shifts in consumer behavior that have happened in the last decade. Following the pattern presented in his bestselling Marketing

X.0 series, Philip Kotler covers the crucial topics necessary to understand modern marketing, including: · Artificial Intelligence for marketing automation · Agile marketing · "Segments of one" marketing · Contextual technology · Facial recognition and voice tech for marketing · The future of Customer Experience (CX) · Transmedia storytelling · The "Whatever-Whenever-Wherever" service delivery · "Everything-As-A-Service" business model · Internet of Things and blockchain for marketing · Virtual and augmented reality marketing · Corporate activism Perfect for traditional and digital marketers, as well as students and teachers of marketing and business, Marketing 5.0 reinvigorates the field of marketing with actionable recommendations and unique insights. ???????? ??????????? ?????????????? ????400?? ???????????????????? ----------------------------- ????????? ????????????????????? ???????????????????????????? ?????????????????????? ?? ??K??????????????????????? ?? ?????????????????????????????????

In this latest edition of her classic text, Lisa Spiller takes an insightful, in-depth look at contemporary marketing concepts, tactics, and techniques and the dynamic innovations that continue to drive and shape this multi-faceted, multi-dimensional field. Direct, Digital, and Data-Driven Marketing recognizes the growth of the various digital formats as the newest interactive channels for conducting modern marketing. But it does not overlook the traditional principles of direct marketing still relevant today. This book examines the field both as it once was and as it is evolving. With plenty of learning features online resources, the Fifth Edition provides an engaging journey, which will leave any marketing student with a thorough knowledge of how all kinds of businesses manage regular communication with their customer base and target demographic.

This book includes the proceedings of the Intelligent and Fuzzy Techniques INFUS 2019 Conference, held in Istanbul, Turkey, on July 23–25, 2019. Big data analytics refers to the strategy of analyzing large volumes of data, or big data, gathered from a wide variety of sources, including social networks, videos, digital images, sensors, and sales transaction records. Big data analytics allows data scientists and various other users to evaluate large volumes of transaction data and other data sources that traditional business systems would be unable to tackle. Data-driven and knowledge-driven approaches and techniques have been widely used in intelligent decision-making, and they are increasingly attracting attention due to their importance and effectiveness in addressing uncertainty and incompleteness. INFUS 2019 focused on intelligent and fuzzy systems with applications in big data analytics and decision-making, providing an international forum that brought together those actively involved in areas of interest to data science and knowledge engineering. These proceeding feature about 150 peer-reviewed papers from countries such as China, Iran, Turkey, Malaysia, India, USA, Spain, France, Poland, Mexico, Bulgaria, Algeria, Pakistan, Australia, Lebanon, and Czech Republic.

The advent of digital technologies has changed the news and publishing industries drastically. While shrinking newsrooms may be a concern for many, journalists and publishing professionals are working to reorient their skills and capabilities to employ technology for the purpose of better understanding and engaging with their audiences. Contemporary Research Methods and Data Analytics in the News Industry highlights the research behind the innovations and emerging practices being implemented within the journalism industry. This crucial, industry-shattering publication focuses on key topics in social media and video streaming as a new form of media communication as well the application of big data and data analytics for collecting information and drawing conclusions about the current and future state of print and digital news. Due to significant insight surrounding the latest applications and technologies affecting the news industry, this publication is a must-have resource for journalists, analysts, news media professionals, social media strategists, researchers, television news producers, and upper-level students in journalism and media studies. This timely industry resource includes key topics on the changing scope of the news and publishing industries including, but not limited to, big data, broadcast journalism, computational journalism, computer-mediated communication, data scraping, digital media, news media, social media, text mining, and user experience. ????????????????????????? ??????????AMA??????????? ???????B2B?B2C?O2O??????????????? ?????????????????????????????????? ???????????Excel?? ??? ??????????????????……????? ? 80??????????????????????????????? ?????????????????????????? ???????????????????????????????????? ???????????????????????????????? ?????????????????? ??????????????????????????? ???????????????????? ??????????????????? ????Apple???????……???????? ???????????????????? ?????????????????????????????? ???80??????????? ????????????????????????????????? ???????????????????????????ROI? ???? 1.?????????Amazon????????CEO?? ?????????????????????????????????????

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Embrace data and use it to sell and market your products Data is everywhere and it keeps growing and accumulating.Companies need to embrace big data and make it work harder to helpthem sell and market their products. Successful data analysis canhelp marketing professionals spot sales trends, develop smartermarketing campaigns, and accurately predict customer loyalty.Data Driven Marketing For Dummies helps companies useall the data at their disposal to make current customers moresatisfied, reach new customers, and sell to their most importantcustomer segments more efficiently. Identifying the common characteristics of customers who buy thesame products from your company (or who might be likely to leaveyou) Tips on using data to predict customer purchasing behaviorbased on past performance Using customer data and marketing analytics to predict whencustomers will purchase certain items Information on how data collected can help with merchandiseplanning Breaking down customers into segments for easier markettargeting Building a 360 degree view of a customer base Data Driven Marketing For Dummies assists marketingprofessionals at all levels of business in accelerating salesthrough analytical insights.

This fundamental guide on programmatic advertising explains in detail how automated, data-driven advertising really works in practice and how the right adoption leads to a competitive advantage for advertisers, agencies and media. The new way of planning, steering and measuring marketing may still appear complex and threatening but promising at once to most decision makers. This collaborative compendium combines proven experience and best practice in 22 articles written by 45 renowned experts from all around the globe. Among them Dr. Florian Heinemann/Project-A, Peter Würtenberger/Axel-Springer, Deirdre McGlashan/MediaCom, Dr. Marc Grether/Xaxis, Michael Lamb/MediaMath, Carolin Owen/IPG, Stefan Bardega/Zenith, Arun

Kumar/Cadreon, Dr. Ralf Strauss/Marketingverband, Jonathan Becher/SAP and many more great minds.

This book contains a selection of articles from The 2016 World Conference on Information Systems and Technologies (WorldCIST'16), held between the 22nd and 24th of March at Recife, Pernambuco, Brazil. WorldCIST is a global forum for researchers and practitioners to present and discuss recent results and innovations, current trends, professional experiences and challenges of modern Information Systems and Technologies research, together with their technological development and applications. The main topics covered are: Information and Knowledge Management; Organizational Models and Information Systems; Software and Systems Modeling; Software Systems, Architectures, Applications and Tools; Multimedia Systems and Applications; Computer Networks, Mobility and Pervasive Systems; Intelligent and Decision Support Systems; Big Data Analytics and Applications; Human-Computer Interaction; Health Informatics; Information Technologies in Education; Information Technologies in Radiocommunications.

INTERNET MARKETING, 3RD EDITION provides comprehensive coverage of the rapidly changing field of Internet marketing that is timely and relevant. It relies on extant marketing theory where appropriate and introduces many conceptual frameworks to structure student understanding of Internet marketing issues. Above all, it works on the premise that the Internet--whether used as a medium of communication or as a channel of distribution--is only one component of the contemporary marketer's arsenal. The key issue facing marketers today is how to best integrate this powerful new component, continuing developments in Internet marketing into their strategies and media plans. That ongoing challenge represents the essential theme of this text. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

These proceedings represent the work of researchers presenting at the 16th European Conference on Knowledge Management (ECKM 2015). We are delighted to be hosting ECKM at the University of Udine, Italy on the 3-4 September 2015. The conference will be opened with a keynote from Dr Madelyn Blair from Pelerei Inc., USA on the topic "The Role of KM in Building Resilience". On the afternoon of the first day Dr Daniela Santarelli, from Lundbeck, Italy will deliver a second keynote speech. The second day will be opened by Dr John Dumay from Macquarie University, Sydney, Australia. ECKM is an established platform for academics concerned with current research and for those from the wider community involved in Knowledge Management to present their findings and ideas to peers from the KM and associated fields. ECKM is also a valuable opportunity for face to face interaction with colleagues from similar areas of interests. The conference has a well-established history of helping attendees advance their understanding of how people, organisations, regions and even countries generate and exploit knowledge to achieve a competitive advantage, and drive their innovations forward. The range of issues and mix of approaches followed will ensure an interesting two days. 260 abstracts were initially received for this conference. However, the academic rigor of ECKM means that, after the double blind peer review process there are 102 academic papers, 15 PhD research papers, 1 Masters research papers and 7 Work in Progress papers published in these Conference Proceedings. These papers reflect the continuing interest and diversity in the field of Knowledge Management, and they represent truly global research from many different countries, including Algeria, Austria, Bosnia and Herzegovina, Brazil, Canada, Chile, Colombia, Cuba, Cyprus, Czech Republic, Estonia, Finland, France, France, Germany, Hungary, India, Indonesia, Iran, Ireland, Italy, Japan, Jordan, Kenya, Lithuania, Mexico, Nigeria, Norway, Pakistan, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sultanate of Oman, Sweden, Switzerland, Thailand, The Netherlands, UK, United Arab Emirates, USA and Venezuela.

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In the era of digital technology, business transactions and partnerships across borders have become easier than ever. As part of this shift in the corporate sphere, managers, executives, and strategists across industries must acclimate themselves with the challenges and opportunities for conducting business. Mobile Commerce: Concepts, Methodologies, Tools, and Applications provides a comprehensive source of advanced academic examinations on the latest innovations and technologies for businesses. Including innovative studies on marketing, mobile commerce security, and wireless handheld devices, this multi-volume book is an ideal source for researchers, scholars, business executives, professionals, and graduate-level students.

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Marketing: Real People, Real Choices brings you and your students into the world of marketing through the use of real companies and the real-life marketing issues that they have faced in recent times. The authors explain core concepts and theories in Marketing, while allowing the reader to search for the information and then apply it to their own experiences as a consumer, so that they can develop a deeper understanding of how marketing is used every day of the week, in every country of the world. The new third edition is enhanced by a strong focus on Value Creation and deeper coverage of modern marketing communications practices.

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Data-Driven MarketingThe 15 Metrics Everyone in Marketing Should KnowJohn Wiley & Sons
This latest publication from the ECIS Effective International Schools series provides a simple yet comprehensive guide to the role and importance of data and how it can be used to improve all aspects of school life. International Schools have begun to recognise the importance of effectively managing data. This book provides a simple yet comprehensive guide to the role and importance of his data.
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A vital component of any publishing project is the ethical dimensions, which can refer to varied categories of practice: from conducting a proper peer review to using proper citation in research. With the implementation of technology in research and publishing, it is important for today's researchers to address the standards of scientific research and publishing practices to avoid unethical behavior. Scholarly Ethics and Publishing: Breakthroughs in Research and Practice is an essential reference source that discusses various aspects of ethical values in academic settings including methods and tools to prevent and detect plagiarism, strategies for the principled gathering of data, and best practices for conducting and citing research. It also assists researchers in navigating the field of scholarly publishing through a careful analysis of multidisciplinary research topics and recent trends in the industry. Highlighting a range of pertinent topics such as academic writing, publication process, and research methodologies, this publication is an ideal reference source for researchers, graduate students, academicians, librarians, scholars, and industry-leading experts around the globe.
This unique book comprehensively presents the current state of knowledge, theoretical and practical alike, in the field of business-to-business (B2B) marketing. More than 30 of the best and most recognized B2B marketers address the most relevant theoretical foundations, concepts, tried and tested approaches and models from entrepreneurial practice. Many of those concepts are published for the first time ever in this book. The book not only builds on the existing classic literature for industrial goods marketing but also – and much more importantly – finally closes the gap towards the rapidly growing ecosystem of modern B2B marketing terms, instruments, products, and topics. Technical terms such as Account-Based Marketing, Buyer Journey, ChatBots, Content AI, Marketing Automation, Marketing Canvas, Social Selling, Touchpoint Sensitivity Analysis, and Predictive Intelligence are explained and examined in detail, especially in terms of their applicability and implementation. The book as a whole reflects the B2B marketing journey so that the readers can directly connect the content to their own experience and use the book as a guide in their day-to-day work for years to come.
Risk management is a vital concern in any organization. In order to succeed in the competitive modern business environment, the decision-making process must be effectively governed and managed. Research, Practices, and

Innovations in Global Risk and Contingency Management is a critical scholarly resource that provides an all-encompassing holistic discussion of risk management and perception, while giving readers innovations on empirical risk-contingency management research and case studies. Featuring coverage on a broad range of topics, such as contingency planning, project management, and risk mitigation, this book is geared towards academicians, practitioners, and researchers seeking current research on risk and contingency management issues.

Digital innovations, such as mobile technologies, have had a significant impact on the way people relate to one another, as well as the way they obtain and distribute information. As mobile devices continue to evolve, it has become easier to socialize; however, these mobile advancements have also made certain aspects of interaction more complex. The Handbook of Research on Human Social Interaction in the Age of Mobile Devices features an interdisciplinary perspective on mobile innovations and the use of this technology in daily life. Investigating the successes, issues, and challenges of the utilization of mobile technology, this handbook of research is a comprehensive reference source for professionals, educators, policymakers, and students interested in the impact these devices have on digital interaction, media, and communication.

The two-volume set LNBIP 353 and 354 constitutes the proceedings of the 22nd International Conference on Business Information Systems, BIS 2019, held in Seville, Spain, in June 2019. The theme of the BIS 2019 was "Data Science for Business Information Systems", inspiring researchers to share theoretical and practical knowledge of the different aspects related to Data Science in enterprises. The 67 papers presented in these proceedings were carefully reviewed and selected from 223 submissions. The contributions were organized in topical sections as follows: Part I: Big Data and Data Science; Artificial Intelligence; ICT Project Management; and Smart Infrastructure. Part II: Social Media and Web-based Systems; and Applications, Evaluations and Experiences.

Strategic Marketing Management (8th Edition) outlines the essentials of marketing theory and offers a structured approach to identifying, understanding, and solving marketing problems. This book delineates a comprehensive framework for articulating sound marketing strategies to guide business decisions involving product and service design, branding, pricing, sales promotion, communication, and distribution. The concepts, principles, and frameworks advanced in this book apply to a wide range of organizations, from startups to established market leaders, from packaged-goods manufacturers to value-added service providers, from nonprofit entities to for-profit corporations.

Key decisions determine the success of big data strategy Dynamic Customer Strategy: Big Profits from Big Data is a comprehensive guide to exploiting big data for both business-to-consumer and business-to-business marketing. This complete guide provides a process for rigorous decision making in navigating the data-driven industry shift, informing marketing practice, and aiding businesses in early adoption. Using data from a five-year study to illustrate important concepts and scenarios along the way, the author speaks directly to marketing and operations professionals who may not necessarily be big data savvy. With expert insight and clear analysis, the book helps eliminate paralysis-by-analysis and optimize decision making for marketing performance. Nearly seventy-five percent of marketers plan to adopt a big data analytics solution within two years, but many are likely to fail. Despite intensive planning, generous spending, and the best intentions, these initiatives will not succeed without a manager at the helm who is capable of handling the nuances of big data projects. This requires a new way of marketing, and a new approach to data. It means applying new models and metrics to brand new consumer behaviors. Dynamic Customer Strategy clarifies the situation, and highlights the key decisions that have the greatest impact on a company's big data plan. Topics include: Applying the elements of Dynamic Customer Strategy Acquiring, mining, and analyzing data Metrics and models for big data utilization Shifting perspective from model to customer Big data is a tremendous opportunity for marketers and may just be the only factor that will allow marketers to keep pace with the changing consumer and thus keep brands relevant at a time of unprecedented choice. But like any tool, it must be wielded with skill and precision. Dynamic Customer Strategy: Big Profits from Big Data helps marketers shape a strategy that works. ????????????, ??, ???????, ??????????????, ????????, ????????????, ???????;????????, ??????????, ???????, ???????.

Vast holdings and assessment of consumer data by large companies are not new phenomena. Firms' ability to leverage the data to reach customers in targeted campaigns and gain market share is, and on an unprecedented scale. Major companies have moved from serving as data or inventory storehouses, suppliers, and exchange mechanisms to monetizing their data and expanding the products they offer. Such changes have implications for both firms and consumers in the coming years. In From Big Data to Big Profits, Russell Walker investigates the use of internal Big Data to stimulate innovations for operational effectiveness, and the ways in which external Big Data is developed for gauging, or even prompting, customer buying decisions. Walker examines the nature of Big Data, the novel measures they create for market activity, and the payoffs they can offer from the connectedness of the business and social world. With case studies from Apple, Netflix, Google, and Amazon, Walker both explores the market transformations that are changing perceptions of Big Data, and provides a framework for assessing and evaluating Big Data. Although the world appears to be moving toward a marketplace where consumers will be able to "pull" offers from firms, rather than simply receiving offers, Walker observes that such changes will require careful consideration of legal and unspoken business practices as they affect consumer privacy. Rigorous and meticulous, From Big Data to Big Profits is a valuable resource for graduate students and professionals with an interest in Big Data, digital platforms, and analytics.