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Services Marketing Services Marketing, 7/e Services Marketing <u>Winning in Service Markets</u> **Services Marketing: People, Technology, Strategy (Ninth Edition)** *Technology Strategy Patterns Services Marketing* <u>Technology and Business Strategy</u> **Transforming Business with Program Management** <u>Beyond Digital</u> **Product Innovation and Technology Strategy** <u>E-business Technology and Strategy</u> **From Business Strategy to Information Technology Roadmap** <u>Information Technology Strategy and Management: Best Practices</u> *The Technology Fallacy* **People Strategy Technology Roadmapping for Strategy and Innovation** *Services Marketing in Asia* <u>Outlines and Highlights for Services Marketing</u> *Services Marketing People, Technology, Strategy, 5/e* **Outlines and Highlights for Services Marketing** *Product Strategy for High Technology Companies* <u>Strategy Beyond the Hockey Stick</u> **Open Strategy** *Digital & Information Technology Strategy Journal* **Strategy That Works Swipe to Unlock EDGE The New IT: How Technology Leaders are Enabling Business Strategy in the Digital Age Digital Business Transformation The Fourth Industrial Revolution** <u>Essentials of Services Marketing</u> <u>Call Center Technology Demystified</u> <u>Harvard Business Review on Aligning Technology with Strategy</u> **Marketing Communications** *The Automation Advantage: Embrace the Future of Productivity and Improve Speed, Quality, and Customer Experience Through AI* <u>Strategy and Behaviors in the Digital Economy</u> **FinTech Strategy** <u>Machine, Platform, Crowd: Harnessing Our Digital Future</u> **Technology Is Not the Answer**

Technology Is Not the Answer Jun 22 2019 Digital transformation stems from having and implementing a successful digital strategy. But digital strategy can be an amorphous concept-it can mean different things to different people, and often looks different from organization to organization. Whether you've been tasked with implementing a digital strategy or have identified that your organization needs help improving their digital services, you might be facing some common questions and challenges:- What is your strategy for supporting "digital" evolution and innovation in your organization?- How do you adapt to and benefit from change and new ideas and technologies?- How do you get an organization that is averse to change to embrace new ways of working?- Where do you even begin?This book guides you through the six key elements of a successful digital strategy.
The Technology Fallacy Aug 17 2021 Why an organization's response to digital disruption should focus on people and processes and not necessarily on technology. Digital technologies are disrupting organizations of every size and shape, leaving managers scrambling to find a technology fix that will help their organizations compete. This book offers managers and business leaders a guide for surviving digital disruptions—but it is not a book about technology. It is about the organizational changes required to harness the power of technology. The authors argue that digital disruption is primarily about people and that effective digital transformation involves changes to organizational dynamics and how work gets done. A focus only on selecting and implementing the right digital technologies is not likely to lead to success. The best way to respond to digital disruption is by changing the company culture to be more agile, risk tolerant, and experimental. The authors draw on four years of research, conducted in partnership with MIT Sloan Management Review and Deloitte, surveying more than 16,000 people and conducting interviews with managers at such companies as Walmart, Google, and Salesforce. They introduce the concept of digital maturity—the ability to take advantage of opportunities offered by the new technology—and address the specifics of digital transformation, including cultivating a digital environment, enabling intentional collaboration, and fostering an experimental mindset. Every organization needs to understand its "digital DNA" in order to stop "doing digital" and start "being digital." Digital disruption won't end anytime soon; the average worker will probably experience numerous waves of disruption during the course of a career. The insights offered by The Technology Fallacy will hold true through them all. A book in the Management on the Cutting Edge series, published in cooperation with MIT Sloan Management Review.
Outlines and Highlights for Services Marketing Feb 08 2021 Never HIGHLIGHT a Book Again! Virtually all testable terms, concepts, persons, places, and events are included. Cram101 Textbook Outlines gives all of the outlines, highlights, notes for your textbook with optional online practice tests. Only Cram101 Outlines are Textbook Specific. Cram101 is NOT the Textbook. Accompanys: 9780131875524
Digital Business Transformation May 02 2020 Fuel your business' transition into the digital age with this insightful and comprehensive resource Digital Business Transformation: How Established Companies Sustain Competitive Advantage offers readers a framework for digital business transformation. Written by Nigel Vaz, the acclaimed CEO of Publicis Sapient, a global digital business transformation company, Digital Business Transformation delivers practical advice and approachable strategies to help businesses realize their digital potential. Digital Business Transformation provides readers with examples of the challenges faced by global organizations and the strategies they used to overcome them. The book also includes discussions of: How to decide whether to defend, differentiate, or disrupt your organization to meet digital challenges How to deconstruct decision-making throughout all levels of your organization How to combine strategy, product, experience, engineering, and data to produce digital results Perfect for anyone in a leadership position in a modern organization, particularly those who find themselves responsible for transformation-related decisions, Digital Business Transformation delivers a message that begs to be heard by everyone who hopes to help their organization meet the challenges of a changing world.
<u>Winning in Service Markets</u> Jul 28 2022 Winning in Service Markets: Success through People, Technology, and Strategy is the first practitioner book in the market to cover the key aspects of services marketing and management based on sound academic evidence and knowledge. Derived from the globally leading textbook for Services Marketing by the same author, this book offers a comprehensive overview of extant knowledge on the topic. Accessible and practical, Winning in Service Markets bridges the gap between cutting-edge academic research and industry practitioners, and features best practices and latest trends on services marketing and management from around the world.
<u>Strategy and Behaviors in the Digital Economy</u> Sep 25 2019 Strategy and Behaviors in the Digital Economy is a collection of reviewed and relevant research chapters, offering a comprehensive overview of recent developments in the field of Business, Management and Economics. The book comprises single chapters authored by various researchers and edited by an expert active in this research area. All chapters are complete in itself but united under a common research study topic. This publication aims at providing a thorough overview of the latest research efforts by international authors on this field of study, and open new possible research paths for further novel developments.
People Strategy Jul 16 2021 Learn to unlock the potential of your employees and colleagues with this definitive resource for people management People Strategy: How to Invest in People and Make Culture Your Competitive Advantage provides readers with a powerful framework in which to develop high-performing teams, increase employee motivation, and use data to build an inviting and effective company culture. Author Jack Altman, cofounder and CEO of Lattice, an award-winning HR and performance management platform, shows you how to: Establish the values that will form the bedrock of your organization Develop feedback processes that help employees feel heard, supported, and equipped to succeed Monitor the breadth and depth of employee engagement in your company Use the data and insights created by your People Strategy to drive business results Perfect for executives, managers, and human resource professionals, People Strategy also belongs on the bookshelves of anyone with even an interest in how to develop, nurture, and unlock the potential of their employees and colleagues.
<u>Information Technology Strategy and Management: Best Practices</u> Sep 17 2021 Describes the principles and methodologies for crafting and executing a successful business-aligned IT strategy to provide businesses with value delivery.
<u>Harvard Business Review on Aligning Technology with Strategy</u> Dec 29 2019 Most companies waste billions of dollars on technology. Don't be one of them. If you need the best practices and ideas for unleashing technology's strategic potential--but don't have time to find them--this book is for you. Here are eight inspiring and useful perspectives, all in one place. This collection of HBR articles will help you: - Clarify corporate strategy with your IT department - Fund only IT projects that support your strategy - Transform IT investments into profits - Build one technology platform for your entire organization - Adopt new technologies only when their best practices are

established - Use analytics to make smart decisions at all levels of your company - Integrate social media into your business

E-business Technology and Strategy Nov 19 2021 The International Conference on E-business Technology & Strategy (CETS) provides a peer-reviewed forum for researchers from across the globe to share contemporary research on developments in the fields of e-business, information technology and business strategy. It seeks to promote effective and vibrant networking among researchers and practitioners from around the world who are concerned about the effective management of information technology in organizations. This network of researchers views fostering the development of emerging scholars in the information technology and e-business fields as its primary task. Consequently the conference is designed to provide a venue for researchers to get substantive and beneficial feedback on their work. There were 134 contributions submitted to CETS 2010. After in-depth discussions, 29 high-quality contributions were selected for publication in this volume. The authors are from Canada, USA, China, Japan, India and Malaysia. We thank all the authors who submitted papers, the Program Committee members, and the external reviewers. We also thank all the local people who were instrumental in making this edition of CETS another very successful event. In particular, we are very grateful to Ying Xie, who was responsible for the local arrangements. Special gratitude goes to the publishing editor, Leonie Kunz, who managed the complexity of information and communication aspects. Furthermore, we thank the many students who volunteered on the organization team, as well as the IT services of Carleton University.

Strategy That Works Sep 05 2020 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.

Marketing Communications Nov 27 2019 The new edition of Marketing Communications delivers a rich blend of theory with examples of contemporary marketing practice. Providing a critical insight into how brands engage audiences, Fill and Turnbull continues to be the definitive marketing communications text for undergraduate and postgraduate students in marketing and related fields. The eighth edition, which contains two new chapters, reflects the changing and disruptive world of marketing communications. Throughout the text the impact of digital media and its ability to influence audience, client, and agency experiences, is considered. Each chapter has been extensively revised, with new examples, the latest theoretical insights, and suggested reading materials. Each of the 22 chapters also has a new case study, drawn from brands and agencies from around the world. Marketing Communications is recognised as the authoritative text for professional courses such as The Chartered Institute of Marketing, and is supported by the Institute of Practitioners in Advertising.

The Automation Advantage: Embrace the Future of Productivity and Improve Speed, Quality, and Customer Experience Through AI Oct 26 2019 From the global automation leaders at Accenture—the first-ever comprehensive blueprint for how to use and scale AI-powered intelligent automation in the enterprise to gain competitive advantage through faster speed to market, improved product quality, higher efficiency, and an elevated customer experience. Many companies were already implementing limited levels of automation when the pandemic hit. But the need to rapidly change business processes and how organizations work resulted in the compression of a decade's worth of digital transformation into a matter of months. Technology suddenly became the essential element for rapid organizational change and the creation of 360-degree value benefiting all stakeholders. Businesses are faced with the imperative to embrace that change or risk being left behind. In The Automation Advantage, global enterprise technology and automation veterans Bhaskar Ghosh, Rajendra Prasad, and Gayathri Pallail give business leaders and managers the action plan they need to execute a strategic agenda that enables them to quickly and confidently scale their automation and AI initiatives. This practical and highly accessible implementation guide answers leaders' burning questions, such as: How do I identify and prioritize automation opportunities? How do I assess my legacy systems and data issues? How do I derive full value out of my technology investments and automation efforts? How can I inspire my employees to embrace change and the new opportunities presented by automation? The Automation Advantage goes beyond optimizing process to using AI to transform almost any business activity in any industry to make it faster, more streamlined, cost efficient, and customer-focused—vastly improving overall productivity and performance. Featuring case studies of successful automation solutions, this indispensable road map includes guiding principles for technology, governance, culture, and leadership change. It offers a human-centric approach to AI and automation that leads to sustainable transformation and measurable business results.

EDGE Jul 04 2020 EDGE: The Agile Operating Model That Will Help You Successfully Execute Your Digital Transformation "[The authors'] passion for technology allows them to recognize that for most enterprises in the 21st century, technology is THE business. This is what really separates the EDGE approach. It is a comprehensive operating model with technology at its core." —From the Foreword by Heidi Musser, Executive Vice President and Principal Consultant, Leading Agile; retired, Vice President and CIO, USAA Maximum innovation happens at the edge of chaos: the messy, risky, and uncertain threshold between randomness and structure. Operating there is uncomfortable but it's where organizations "invent the future." EDGE is a set of fast, iterative, adaptive, lightweight, and value-driven tools to achieve digital transformation, and EDGE: Value-Driven Digital Transformation is your guide to using this operating model for innovation. Jim Highsmith is one of the world's leading agile pioneers and a coauthor of the Agile Manifesto. He, Linda Luu, and David Robinson know from their vast in-the-trenches experience that sustainable digital transformation requires far more than adopting isolated agile practices or conventional portfolio management. This hard, indispensable work involves changing culture and mindset, and going beyond transforming the IT department. EDGE embraces an adaptive mindset in the face of market uncertainty, a visible, value-centered portfolio approach that encourages continual value linkages from vision to detailed initiatives, incremental funding that shifts as strategies evolve, collaborative decision-making, and better risk mitigation. This guide shows leaders how to use the breakthrough EDGE approach to go beyond incremental improvement in a world of exponential opportunities. Build an organization that adapts fast enough to thrive Clear away unnecessary governance processes, obsolete "command and control" leadership approaches, and slow budgeting/planning cycles Improve collaboration when major, fast-paced responses are necessary Continually optimize investment allocation and monitoring based on your vision and goals Register your product for convenient access to downloads, updates, and/or corrections as they become available. See inside book for details.

Essentials of Services Marketing Feb 29 2020 Essentials of Services Marketing, 3e, is meant for courses directed at undergraduate and polytechnic students, especially those heading for a career in the service sector, whether at the executive or management level. It delivers streamlined coverage of services marketing topics with an exciting global outlook with visual learning aids and clear language. It has been designed so that instructors can make selective use of chapters and cases to teach courses of different lengths and formats in either services marketing or services management.

Technology Strategy Patterns May 26 2022 Technologists who want their ideas heard, understood, and funded are often told to speak the language of business—without really knowing what that is. This book's toolkit provides architects, product managers, technology managers, and executives with a shared language—in the form of repeatable, practical patterns and templates—to produce great technology strategies. Author Eben Hewitt developed 39 patterns over the course of a decade in his work as CTO, CIO, and chief architect for several global tech companies. With these proven tools, you can define, create, elaborate, refine, and communicate your architecture goals, plans, and approach in a way that executives can readily understand, approve, and execute. This book covers: Architecture and strategy: Adopt a strategic architectural mindset to make a meaningful material impact Creating your strategy: Define the components of your technology strategy using proven patterns Communicating the strategy: Convey your technology strategy in a compelling way to a variety of audiences Bringing it all together: Employ patterns individually or in clusters for specific problems; use the complete framework for a comprehensive strategy

The Fourth Industrial Revolution Mar 31 2020 The founder and executive chairman of the World Economic Forum on how the impending technological revolution will change our lives We are on the brink of the Fourth Industrial Revolution. And this one will be unlike any other in human history. Characterized by new technologies fusing the physical, digital and biological worlds, the Fourth Industrial Revolution will impact all disciplines, economies and industries - and it will do so at an unprecedented rate. World Economic Forum data predicts that by 2025 we will see: commercial use of nanomaterials 200 times stronger than steel and a million times thinner than human hair; the

first transplant of a 3D-printed liver; 10% of all cars on US roads being driverless; and much more besides. In The Fourth Industrial Revolution, Schwab outlines the key technologies driving this revolution, discusses the major impacts on governments, businesses, civil society and individuals, and offers bold ideas for what can be done to shape a better future for all.

Services Marketing People, Technology, Strategy, 5/e Mar 12 2021

Open Strategy Nov 07 2020 How smart companies are opening up strategic initiatives to involve front-line employees, experts, suppliers, customers, entrepreneurs, and even competitors. Why are some of the world's most successful companies able to stay ahead of disruption, adopting and implementing innovative strategies, while others struggle? It's not because they hire a new CEO or expensive consultants but rather because these pioneering companies have adopted a new way of strategizing. Instead of keeping strategic deliberations within the C-Suite, they open up strategic initiatives to a diverse group of stakeholders—front-line employees, experts, suppliers, customers, entrepreneurs, and even competitors. Open Strategy presents a new philosophy, key tools, step-by-step advice, and fascinating case studies—from companies that range from Barclays to Adidas—to guide business leaders in this groundbreaking approach to strategy. The authors—business-strategy experts from both academia and management consulting—introduce tools for each of the three stages of strategy-making: idea generation, plan formulation, and implementation. These are digital tools (including strategy contests), which allow the widest participation; hybrid digital/in-person tools (including a "nightmare competitor challenge"); a workshop tool that gamifies the business model development process; and tools that help companies implement and sustain open strategy efforts. Open strategy has an astonishing track record: a survey of 200 business leaders shows that although open-strategy techniques were deployed for only 30 percent of their initiatives, those same initiatives generated 50 percent of their revenues and profits. This book offers a roadmap for this kind of success.

Services Marketing Apr 24 2022 The fundamentals of services marketing presented in a strategic marketing framework. Organized around a strategic marketing framework Services Marketing guides readers into the consumer and competitive environments in services marketing. The marketing framework has been restructured for this edition to reflect what is happening in services marketing today.

Machine, Platform, Crowd: Harnessing Our Digital Future Jul 24 2019 "A clear and crisply written account of machine intelligence, big data and the sharing economy. But McAfee and Brynjolfsson also wisely acknowledge the limitations of their futurology and avoid over-simplification." —Financial Times In The Second Machine Age, Andrew McAfee and Erik Brynjolfsson predicted some of the far-reaching effects of digital technologies on our lives and businesses. Now they've written a guide to help readers make the most of our collective future. Machine | Platform | Crowd outlines the opportunities and challenges inherent in the science fiction technologies that have come to life in recent years, like self-driving cars and 3D printers, online platforms for renting outfits and scheduling workouts, or crowd-sourced medical research and financial instruments.

Outlines and Highlights for Services Marketing Apr 12 2021 Never HIGHLIGHT a Book Again! Virtually all of the testable terms, concepts, persons, places, and events from the textbook are included. Cram101 Just the FACTS101 studyguides give all of the outlines, highlights, notes, and quizzes for your textbook with optional online comprehensive practice tests. Only Cram101 is Textbook Specific. Accompanys: 9780131875524 .

Technology and Business Strategy Mar 24 2022 This book examines how new technologies have transformed global markets, as well as global business strategy. It explores how digitalization, artificial intelligence, virtual reality, and other changes in technology have led both to new opportunities but also to increased uncertainty within both business and legislature. By pulling together academics from Russia, China, France, Hungary, Azerbaijan, Tajikistan and other countries, this book provides a truly international perspective on the impact of new technologies across areas including smart cities, corporate governance, EU legislation and logistical enterprise. It will be valuable reading for academics interested in digitization, digital business, digital entrepreneurship and the way that technological change has informed strategy.

Transforming Business with Program Management Feb 20 2022 Organizations need to constantly innovate and improve products and services to maintain a strong competitive position in the market place. The vehicle used by organizations for such constant reinvention is a business transformation program. This book illustrates a tested program management roadmap along with the supporting comprehensive frameworks to successfully execute business transformation programs, formulated strategies, and strategic initiatives. It outlines the steps to successfully transform any business and deliver tangible business outcomes. This breakthrough work establishes the linkage between strategy formulation and strategy execution through the program management discipline. It depicts how program management integrates strategy, people, process, technology, structure, and measurement on cross-functional initiatives. The author details the processes, techniques, and tools that a program management team can customize and easily implement on any type of strategic initiative within the private or public sector environment to deliver and sustain the expected business outcomes and benefits. This book discusses the ten mandatory steps (or roadmap) needed to lead complex, business transformation programs to success. It showcases program management best practices and lessons learned though real-world case studies spanning different industry sectors and functional domains. Transforming Business with Program Management will equip executives, general managers, and program managers with the core skills necessary to effectively plan and implement business transformation strategies that drive sweeping business change and innovation.

Swipe to Unlock Aug 05 2020 WANT A NON-CODING JOB AT A TECH COMPANY? Interested in product management, marketing, strategy, or business development? The tech industry is the place to be: nontechnical employees at tech companies outnumber their engineering counterparts almost 3 to 1 (Forbes, 2017). You might be worried that your lack of coding skills or tech industry knowledge will hold you back. But here's the secret: you don't need to learn how to code to break into the tech industry. Written by three former Microsoft PMs, Swipe to Unlock gives you a breakdown of the concepts you need to know to crush your interviews, like software development, big data, and internet security. We'll explain how Google's ad targeting algorithm works, but Google probably won't ask you how to explain it in a non-technical interview. But they might ask you how you could increase ad revenue from a particular market segment. And if you know how Google's ad platform works, you'll be in a far stronger position to come up with good growth strategies. We'll show you how Robinhood, an app that lets you trade stocks without commission, makes money by earning interest on the unspent money that users keep in their accounts. No one will ask you to explain this. But if someone asks you to come up with a new monetization strategy for Venmo (which lets you send and receive money without fees), you could pull out the Robinhood anecdote to propose that Venmo earn interest off the money sitting in users' accounts. We'll talk about some business cases like why Microsoft acquired LinkedIn. Microsoft interviewers probably won't ask you about the motive of the purchase, but they might ask you for ideas to improve Microsoft Outlook. From our case study, you'll learn how the Microsoft and LinkedIn ecosystems could work together, which can help you craft creative, impactful answers. You could propose that Outlook use LinkedIn's social graph to give salespeople insights about clients before meeting them. Or you could suggest linking Outlook's organizational tree to LinkedIn to let HR managers analyze their company's hierarchy and figure out what kind of talent they need to add. (We'll further explore both ideas in the book.) Either way, you're sure to impress. Learn the must know concepts of tech from authors who have received job offers for Facebook's Rotational Product Manager, Google's Associate Product Marketing Manager, and Microsoft's Program Manager to get a competitive edge at your interviews!

Digital & Information Technology Strategy Journal Oct 07 2020 You need to develop a digital and information technology management strategy and want a guide to do so. What if you had one tool that you could carry into meetings and write inside, that guided you step-by-step to set out the steps of the strategy, generate the size-of-the-prize, guide your team, design the tests for the hypotheses, conduct focus interviews, develop the vision, develop the strategy, set the scope of the function, identify the needed competencies and rank them, develop a governance model, develop the governing architecture, develop the implementation plan, develop the transformation plan, be guided on service level agreements, set up a budgeting process to prioritize investments, lay the foundation for a pilot implementation, track your daily and weekly tasks, plan each major meeting, plan the message for your team and manager, manage the project and guide you through critical update meetings? Now you do. The Digital & Information Management Journal is the companion guide to our popular books like Succeeding as a Management Consultant, The Operations Management Journal, The Investment Journal, The Leadership Journal, and The Strategy Journal, an Amazon bestseller. This journal is not an encyclopedia of every consideration in developing a strategy. Our readers told us they wanted to see a best-practice guide that is practical and works. They wanted to know how to start, develop and execute on a digital and information management strategy. They wanted to create a strategy that led to action. They wanted to know how to determine what analysis to perform. They wanted to know how to manage the rollout. They wanted a guide to help them on Monday Morning 8am at the office. We meet this need with the 100-page step-by-step visual guide to a digital and information management strategy. This journal helps readers walk into any situation in any organization anywhere in the world and understand how to develop a digital and information management strategy via to-do list prompts, self-assessments, and strategy calendars. All based on the combined best-practices of the author and the ex-McKinsey, BCG, et al. partners who produce all the strategy training programs on

StrategyTraining.com. On StrategyTraining.com/FIRMSconsulting.com, you have seen us over the last 10 years help numerous clients solve complex business problems: postal turnaround, merge tech giants, help a bank enter the US Market, etc. Among other tools, this journal contains a 120-page visual guide to developing a digital and information management plan to guide the reader. The Digital & Information Management Strategy Journal was used by many of our very successful clients and summarizes the approach we used to help them increase their productivity, transform their careers, set daunting career goals, outperform peers, and measure the value they create. Through daily and weekly prompts, to-do list guides, client reminders, end-of-day scorecards, templates, completed examples, checklists and reminders, the journal takes the best practices from ex-McKinsey, BCG, et al., partners and our most successful clients to help you solve mankind's most pressing problems. The journal helps you learn the routine to solve information management and business problems like a partner. As you follow the guide, you will learn the habits of the highest-performing information management strategy thinkers. The greatest value of a Journal is that you write in them. They are not typically published in digital format. We published the digital edition of The Journal for those clients who found great value in always having a reference version with them. The digital format is therefore best purchased along with the print version. The digital format is not intended to be a substitute for the print format.

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Services Marketing in Asia May 14 2021 "Explains services marketing concepts in the context of Asian cultures, businesses and economic environments." - cover.

Beyond Digital Jan 22 2022 Two world-renowned strategists detail the seven leadership imperatives for transforming companies in the new digital era. Digital transformation is critical. But winning in today's world requires more than digitization. It requires understanding that the nature of competitive advantage has shifted—and that being digital is not enough. In Beyond Digital, Paul Leinwand and Matt Mani from Strategy&, PwC's global strategy consulting business, take readers inside twelve companies and how they have navigated through this monumental shift: from Philips's reinvention from a broad conglomerate to a focused health technology player, to Cleveland Clinic's engagement with its broader ecosystem to improve and expand its leading patient care to more locations around the world, to Microsoft's overhaul of its global commercial business to drive customer outcomes. Other case studies include Adobe, Citigroup, Eli Lilly, Hitachi, Honeywell, Inditex, Komatsu, STC Pay, and Titan. Building on a major new body of research, the authors identify the seven imperatives that leaders must follow as the digital age continues to evolve: Reimagine your company's place in the world Embrace and create value via ecosystems Build a system of privileged insights with your customers Make your organization outcome-oriented Invert the focus of your leadership team Reinvent the social contract with your people Disrupt your own leadership approach Together, these seven imperatives comprise a playbook for how leaders can define a bolder purpose and transform their organizations.

Technology Roadmapping for Strategy and Innovation Jun 14 2021 Technology roadmapping is a significant method to help companies gain orientation concerning future challenges. This work contains a description of technology roadmapping in four major parts, providing expert knowledge on framing/embedding of technology roadmapping, processes of technology roadmapping, implementing technology roadmapping and linking technology roadmapping to other instruments of strategic planning. The book provides a comprehensive survey of technology roadmapping since it contains papers by leading European, American and Asian experts, provides orientation regarding different methods of technology roadmapping and their interconnections, supplies readers with a compilation of the most important submethods, and embeds and links technology roadmapping in the framework of management research. This book aims at becoming the leading compendium on technology roadmapping.

From Business Strategy to Information Technology Roadmap Oct 19 2021 Whether you are a CEO, CFO, board member, or an IT executive, From Business Strategy to Information Technology Roadmap: A Practical Guide for Executives and Board Members lays out a practical, how-to approach to identifying business strategies and creating value-driven technology roadmaps in your organization. Unlike many other books on the subject, you will not find theories or grandiose ideas here. This book uses numerous examples, illustrations, and case studies to show you how to solve the real-world problems that business executives and technology leaders face on a day-to-day basis. Filled with actionable advice you can use immediately, the authors introduce Agile and the Lean mindset in a manner that the people in your business and technology departments can easily understand. Ideal for executives in both the commercial and nonprofit sectors, it includes two case studies: one about a commercial family business that thrived to become a multi-million-dollar company and the other about a nonprofit association based in New York City that fights against child illiteracy.

Strategy Beyond the Hockey Stick Dec 09 2020 Beat the odds with a bold strategy from McKinsey & Company "Every once in a while, a genuinely fresh approach to business strategy appears" – legendary business professor Richard Rumelt, UCLA McKinsey & Company's newest, most definitive, and most irreverent book on strategy—which thousands of executives are already using—is a must-read for all C-suite executives looking to create winning corporate strategies. Strategy Beyond the Hockey Stick is spearheading an empirical revolution in the field of strategy. Based on an extensive analysis of the key factors that drove the long-term performance of thousands of global companies, the book offers a ground-breaking formula that enables you to objectively assess your strategy's real odds of future success. "This book is fundamental. The principles laid out here, with compelling data, are a great way around the social pitfalls in strategy development." — Frans Van Houten, CEO, Royal Philips N.V. The authors have discovered that over a 10-year period, just 1 in 12 companies manage to jump from the middle tier of corporate performance—where 60% of companies reside, making very little economic profit—to the top quintile where 90% of global economic profit is made. This movement does not happen by magic—it depends on your company's current position, the trends it faces, and the big moves you make to give it the strongest chance of vaulting over the competition. This is not another strategy framework. Rather, Strategy Beyond the Hockey Stick shows, through empirical analysis and the experiences of dozens of companies that have successfully made multiple big moves, that to dramatically improve performance, you have to overcome incrementalism and corporate inertia. "A different kind of book—I couldn't put it down. Inspiring new insights on the facts of what it takes to move a company's performance, combined with practical advice on how to deal with real-life dynamics in management teams." —Jane Fraser, CEO, Citigroup Latin America

Product Strategy for High Technology Companies Jan 10 2021 One of the key determinants of success for today's high-technology companies is product strategy—and this guide continues to be the only book on product strategy written specifically for the 21st century high-tech industry. More than 250 examples from technological leaders including IBM, Compaq, and Apple—plus a new focus on growth strategies and on Internet businesses—define how high-tech companies can use product strategy and product platform strategy for competitiveness, profitability, and growth in the Internet age.

Services Marketing: People, Technology, Strategy (Ninth Edition) Jun 26 2022 Services Marketing: People, Technology, Strategy is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock, extensively updated to feature the latest academic research, industry trends, and technology, social media, and case examples.This book takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research. It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view.Supplementary Material Resources:Resources are available to instructors who adopt this textbook for their courses. These include: (1) Instructor's Manual, (2) Case Teaching Notes, (3) PowerPoint deck, and (4) Test Bank. Please contact sales@wspc.com.Key Features:

The New IT: How Technology Leaders are Enabling Business Strategy in the Digital Age Jun 02 2020 Introducing a Powerful New Business Model for Today's IT Blogger, speaker, software executive, and bestselling author Jill Dyché has been thinking about leadership a lot lately. Having consulted with business and IT executives with Fortune 500 companies for most of her career, she has heard a common refrain: "What should we do about shadow IT?" She's decided to address the answer head-on. With the onslaught of cloud solutions, consumerization of technology, and increasingly tech-savvy business people, it's time for a manifesto for leaders who recognize—and are nervous about—the demands of the digital age. Whether you're an executive, department head, or IT manager, The New IT provides an action-ready blueprint for building and strengthening the role of IT in your company—and prescribing IT's future. Learn how to: ASSESS your current and future IT profile ALIGN your IT organization with business priorities MAP technology delivery plans according to business priiorities ORGANIZE IT according to your company's culture and strengths REDEFINE innovation and talent management practices BUILD a stronger and enduring role for IT as a business partner By using field-tested techniques to align your IT department with your corporate objectives, you can leverage the power of technology across the entire company. The New IT provides a set of tactical and experienced-based frameworks to help you and your colleagues conceive a new roadmap. It also

includes real-world case studies and best practices from successful, technology-enabled companies such as Toyota, Merck, Brooks Brothers, Union Bank, and many others. You'll hear from major industry pioneers, IT thought leaders, and other change agents who are leading the way in this new frontier. And you'll learn how to bring your business and IT together in a way that is truly transformative. The new IT is more than computing power. It balances strategy and delivery. It's interactive and inclusive. It's as omnipresent as the smart phone and just as revolutionary. It equips you with the tools you need to succeed in reframing the IT conversation and propelling your business forward. Praise for The New IT "Jill has penned a de Toquevillean map of the digital world. Should be a required text for every business leader in the country." Thornton May, futurist and author of The New Know "Enterprise IT has reached an inflection point in how services are delivered and consumed, requiring our profession to undertake a transformation of our own. Jill Dyché describes well the challenges we face, how to assess them, and how to take action to complete the journey toward modern enterprise IT." Kimberly Stevenson, Vice President and Chief Information Officer, Intel "Conversational, intuitive, and intelligent, this book goes right to the heart of governance (control), innovation (change), identity (authority), relevance (alignment), and influence (strategy). It's a timely book that should be read by executives across organizations." Peter Marx, Chief Innovation and Technology Officer, City of Los Angeles "A highly readable, entertaining book that will help CIOs and their executive partners address the ongoing challenge of converting IT from a strategic liability to a strategic asset." Peter Weill and Jeanne Ross, MIT Center for Information Research and authors of IT Governance "Everywhere I go I hear complaints about the old IT. Jill Dyché's book provides a comprehensive roadmap to changing IT to suit our analytical, consumer-driven, bring-your-own-device times!" Thomas H. Davenport, Distinguished Professor, Babson College, and author of Competing on Analytics and Big Data @ Work

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Product Innovation and Technology Strategy Dec 21 2021 Backed by years of rigorous academic research and industry experience, this book brings together the salient points of effective product innovation, strategic management, and innovation governance. In this book, two of the world's foremost experts, Dr. Robert G. Cooper and Dr. Scott J. Edgett, take you step-by-step through the critical phases of developing your own product innovation strategy - a master plan for your business's entire new product effort. No other business authors give you this kind of uncomplicated narrative, informed by significant industry experience and with examples of outside-the-box thinking. This ist your guide to setting your company up for dominance in the marketplace.

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Call Center Technology Demystified Jan 28 2020 Call Center Technology Demystified clarifies the sometimes complex and often confusing array of technologies that enable call center success. This book will lead you through the labyrinth of customer contact technology jargon, common misperceptions and marketing hype to help you align technology with business needs and optimize your technology investments

FinTech Strategy Aug 24 2019 This book explores how new and small ventures with comparatively fewer financial resources have been able to compete with big banks and financial institutions. It discusses entry, competition, and growth strategies based on new business models enacted by current FinTech ventures. An analysis of strategies for Fintech and of cases from banked as well as non-banked and underbanked customer segments produces a framework based on effectuation, resulting in a final discussion of the broad societal outcomes of FinTech related to financial inclusion, the digital divide, and the UN's Sustainable Development Goals. This book, linking theory with practical application, offers scholars a comprehensive strategic view on FinTech from effectual, causal, and entrepreneurial innovation standpoints.