

HOW TO OPTIMIZE CUSTOMER VALUE
IN A BIG-DATA, DIGITAL WORLD

CONNECTED CRM

IMPLEMENTING
A DATA-DRIVEN,
CUSTOMER-CENTRIC
BUSINESS STRATEGY

DAVID WILLIAMS

WILEY

Connected Crm Implementing A Data Driven Customer Centric Business Strategy

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simultaneous thinking This book should help to provide some starting points and ideas to deal with the next era It should not be understood as the end of the road but as the beginning of a journey exploring and developing new concepts for a new way of management

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