

Data Driven Marketing The 15 Metrics Everyone In Marketing Should Know

Helping tech-savvy marketers and data analysts solve real-world business problems with Excel Using data-driven business analytics to understand customers and improve results is a great idea in theory, but in today's busy offices, marketers and analysts need simple, low-cost ways to process and make the most of all that data. This expert book offers the perfect solution. Written by data analysis expert Wayne L. Winston, this practical resource shows you how to tap a simple and cost-effective tool, Microsoft Excel, to solve specific business problems using powerful analytic techniques—and achieve optimum results. Practical exercises in each chapter help you apply and reinforce techniques as you learn. Shows you how to perform sophisticated business analyses using the cost-effective and widely available Microsoft Excel instead of expensive, proprietary analytical tools Reveals how to target and retain profitable customers and avoid high-risk customers Helps you forecast sales and improve response rates for marketing campaigns Explores how to optimize price points for products and services, optimize store layouts, and improve online advertising Covers social media, viral marketing, and how to exploit both effectively Improve your marketing results with Microsoft Excel and the invaluable techniques and ideas in Marketing Analytics: Data-Driven Techniques with Microsoft Excel.

Talk about marketing accountability has become almost commonplace. Most marketing executives understand the need to know the numbers. The real question is, "Which numbers?" Marketing Metrics in Action: Creating a Performance-Driven Marketing Organization answers those questions and addresses those problems with a balance of sound theory and technique and practical application. The author, a veteran of marketing on both "sides"—the client side and the consultant side—explains how you need to begin by identifying the elements of the right culture. First, every company's product makeup, competitive situation, resources, and internal strengths and weaknesses differ. So do its needs for particular metrics. It is necessary to be able to identify which metrics matter to your organization's circumstances. Next it is necessary to create a culture of accountability. Everyone in the organization has to be—and be seen as being—on the same side and on the same page. Finance can't be seen as "the enemy," and Sales and Marketing need work especially hard to coordinate their efforts. But this sense of accountability needs to extend from the C-Suite to the customer service and order entry people. Quality approaches and sophisticated ideas then become much more productive in the marketplace. A metrics audit will help establish where you are now, and mapping will enable you to align processes to better develop your dashboard. This book provides wise counsel for identifying which metrics matter most to your organization and practical guidance for putting all the sophisticated marketing tools to profitable use in your company.

To paraphrase the old adage: Half of marketing dollars are effective, we just don't know which half! This book changes the marketing game so you'll really know what's working and what's not. The 15 metrics, along with the case examples, are an authoritative toolkit for making better decisions to create new markets, drive revenue, increase customer satisfaction, and improve profitability. John M. Boushy, former CEO, Ameristar Casinos, Inc. A groundbreaking combination of research, frameworks, and

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pragmatic advice for both controlling and radically improving marketing. A must-read for the entire marketing organization, from the CMO to the front lines. Barry Judge, Executive Vice President and Chief Marketing Officer, Best Buy Business-to-consumer marketing and business-to-business marketing are very different. Through detailed examples, this outstanding book shows how to apply data-driven marketing in both worlds for real results. This book is for anyone in business, not just marketing, who wants to step up the performance of their marketing. David G. Bills, Senior Vice President and Chief Marketing and Sales Officer, DuPont Every year, baseball teams go to places like Florida and Arizona to run through the basics which are the cornerstone of performance excellence. This book is the marketing equivalent of taking all those ground balls. An essential read for every marketer who cares about and wants to improve upon the science of their craft. Derek Ungless, Executive Vice President and Chief Marketing Officer, DSW Shoe Warehouse

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Following the success of the bestselling *Multiple Streams of Income*, *Multiple Streams of Internet Income* took the idea of making money on the Internet to the next level, by revealing how to deliver a marketing message faster, cheaper, and to a larger number of potential customers. This new updated edition includes the same wisdom that made Allen one of the most influential financial advisors in the world, but also features updated information on everything readers need to know. The book features the original seven powerful methods that average people can use to make money on the Internet, and covers such topics as taking offline products online, niche marketing, successful Web-based business models, information marketing, affiliate programs, and more. There's plenty of new material in this Second Edition, including coverage of new federal and state laws covering spam and how to work around much of the new anti-spam technology active on the Internet. All the Web sites and online resources featured in the book have also been updated.

The marketing industry is being disrupted right before of our eyes, and the new technological revolution will transform our world. Artificial intelligence is set to change everything we know about marketing and how we interact with customers. Business leaders need to pay attention, or they risk being left behind. Artificial intelligence will drive a massive shift in business models, and will profoundly change how businesses and customers communicate. Staying at the forefront of these changes is essential for any business to stay competitive. *Data-Driven Marketing with Artificial Intelligence* is the definitive guide to understanding and using AI in marketing. It is essential reading for corporate and marketing leaders, and anyone seeking to understand how artificial intelligence will lead us into the world of tomorrow. Featuring discussions with dozens of industry leaders, it provides both an overview of how AI will continue to affect online marketing, and details of how to implement these new tools into your business. Learn how traditional marketing strategies are being replaced by autonomous, data-driven, and self-optimizing systems capable of providing more relevance to each customer, improving loyalty, and ultimately increasing the bottom line. After reading this book, you will understand these key topics:

- * The disruption that artificial intelligence and other emerging technologies will have on marketing, sales, and the industries that surround them
- * The latest AI-based software tools and what they can do for marketers today
- * Using big data, predictive analytics, and machine learning in marketing
- * How to

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develop and implement your own custom AI software * The risks AI hold for your job or business * How new technologies, beyond AI, will disrupt marketing even further * The legal and ethical aspects of using artificial intelligence systems Leading experts and technology CEOs believe that soon, nearly every decision we make will be influenced by AI technology. Marketing is no exception, and it will see changes faster and with wider adoption than any other. In an AI-enabled world, companies will have to adjust to new purchase patterns to stay in business. Learning about and implementing AI tools will keep your business on the forefront of the next technological revolution--while the rest play catch up. Buy the book now to jump into the world of artificial intelligence and stay one step ahead of the competition!

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.

Distill 100%—Usable Max-Profit Knowledge from Your Digital Data. Do It Now! Why hasn't all that data delivered a whopping competitive advantage? Because you've barely begun to use it, that's why! Good news: neither have your competitors. It's hard! But digital marketing analytics is 100% doable, it offers colossal opportunities, and all of the data is accessible to you. Chuck Hemann and Ken Burbary will help you chop the problem down to size, solve every piece of the puzzle, and integrate a virtually frictionless system for moving from data to decision, action to results! Scope it out, pick your tools, learn to listen, get the metrics right, and then distill your digital data for maximum value for everything from R&D to CRM to social media marketing! •

Prioritize—because you can't measure, listen to, and analyze everything • Use analysis to craft experiences that profoundly reflect each customer's needs, expectations, and behaviors • Measure real social media ROI: sales, leads, and customer satisfaction • Track the performance of all paid, earned, and owned social media channels • Leverage “listening data” way beyond PR and marketing: for strategic planning, product development, and HR • Start optimizing web and social content in real time •

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Implement advanced tools, processes, and algorithms for accurately measuring influence • Integrate paid and social data to drive more value from both • Make the most of surveys, focus groups, and offline research synergies • Focus new marketing and social media investments where they'll deliver the most value
Foreword by Scott Monty Global Head of Social Media, Ford Motor Company

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.

"What do you need to become a data-driven organization? Far more than having big data or a crack team of unicorn data scientists, it requires establishing an effective, deeply-ingrained data culture. This practical book shows you how true data-drivenness involves processes that require genuine buy-in across your company ... Through interviews and examples from data scientists and analytics leaders in a variety of industries ... Anderson explains the analytics value chain you need to adopt when building predictive business models"--Publisher's description.

The authors of the pioneering Cutting-Edge Marketing Analytics return to the vital conversation of leveraging big data with Marketing Analytics: Essential Tools for Data-Driven Decisions, which updates and expands on the earlier book as we enter the 2020s. As they illustrate, big data analytics is the engine that drives marketing, providing a forward-looking, predictive perspective for marketing decision-making. The book presents actual cases and data, allowing readers invaluable real-world instruction. The cases show how to identify relevant data,

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choose the best analytics technique, and question the link between marketing plans and customer behavior. Dealing with actual scenarios sheds light on the most pressing marketing questions, such as setting the optimal price for one's product or designing effective digital marketing campaigns. Big data is currently the most powerful resource to the marketing professional, and this book illustrates how to fully harness that power to effectively maximize marketing efforts.

The Second Edition of this bestselling B2B marketing textbook offers the same accessible clarity of insight, combined with updated and engaging examples. Each chapter contains a detailed case study to further engage the reader with the topics examined. - Featuring updated case studies and a range of new examples. - Incorporating additional coverage of B2B branding and the B2B strategic marketing process, and issues of sustainability. - Extended coverage of Key Account Management - Online lecturer support including PowerPoint slides and key web links Drawing on their substantial experience of business-to-business marketing as practitioners, researchers and educators, the authors make this exciting and challenging area accessible to advanced undergraduate and to postgraduate students of marketing, management and business studies. Praise for the Second Edition: 'I found that the first edition of Brennan, Canning and McDowell's text was excellent for raising students' awareness and understanding of the most important concepts and phenomena associated with B2B marketing. The second edition should prove even more successful by using several new case studies and short 'snapshots' to illustrate possible solutions to common B2B marketing dilemmas, such as the design and delivery of business products and services, the selection of promotional tools and alternative routes to market. The new edition also deals clearly with complex issues such as inter-firm relationships and networks, e-B2B, logistics, supply chain management and B2B branding' - Michael Saren, Professor of Marketing, University of Leicester 'This textbook makes a unique contribution to business-to-business teaching: not only does it provide up-to-date cases and issues for discussion that reach to the heart of business-to-business marketing; it also brings in the latest academic debates and makes them both relevant and accessible to the readers. A fantastic addition to any library or course' - Dr Judy Zolkiewski, Senior Lecturer in Business-to-Business Marketing, Manchester Business School 'The advantage of the approach taken by Brennan and his colleagues is that this book manages to convey both the typical North American view of B2B marketing as the optimisation of a set of marketing mix variables, and the more emergent European view of B2B Marketing as being focused on the management of relationships between companies. This updated second edition sees the addition of a number of 'snapshots' in each chapter that bring the subject alive through the description of current examples, as well as some more expansive end-of-chapter case studies. It is truly a most welcome addition to the bookshelves of those students and faculty interested in this facet of marketing' - Peter Naudé,

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Professor of Marketing, Manchester Business School 'The strength of this text lies in the interconnection of academic theory with real world examples. Special attention has been given to the role that relationships play within the Business-to-business environment, linking these to key concepts such as segmentation, targeting and marketing communications, which importantly encompasses the role personal selling as relationshipmmunications building and not just order taking. With good coverage of international cultural differences this is a valuable resource for both students of marketing and sales' - Andrew Whalley, Lecturer in Business-to-Business Marketing, Royal Holloway University of London 'The text provides an authoritative, up-to-date review of organisational strategy development and 'firmographic' market segmentation. It provides a comprehensive literature review and empiric examples through a range of relevant case studies. The approach to strategy formulation, ethics and corporate social responsibility are especially strong' - Stuart Challinor, Lecturer in Marketing, Newcastle University 'This revised second edition offers an excellent contemporary view of Business-to-Business Marketing. Refreshingly, the text is packed with an eclectic mix of largely European case studies that make for extremely interesting reading. It is a 'must read' for any undergraduate or postgraduate Marketing student' - Dr Jonathan Wilson, Senior Lecturer, Ashcroft International Business School, Anglia Ruskin University, Cambridge

A comprehensive, practical guide to managing and executing business marketing plans and strategies.

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: Almost 500 pages of text, covering a wide variety of decision models and 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 Insight - Market sizing and trend analysis Chapter 3. 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 product/service metrics Chapter 8. Price Analytics - Pricing 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-

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driven presentations Edition: First Edition, Version 1.1, introduced November 2013. Revision 1.1 incorporates minor corrections and edits. It retains the same layout as the original release (First Edition, Version 1.0). See StephanSorger.com for a complete record of all changes.

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.

In the last decade, the use of data sciences in the digital marketing environment has increased. Digital marketing has transformed how companies communicate with their customers around the world. The increase in the use of social networks and how users communicate with companies on the internet has given rise to new business models based on the bidirectionality of communication between companies and internet users. Digital marketing, new business models, data-driven approaches, online advertising campaigns, and other digital strategies have gathered user opinions and comments through this new online channel. In this way, companies are beginning to see the digital ecosystem as not only the present but also the future. However, despite these advances, relevant evidence on the measures to improve the management of data sciences in digital marketing remains scarce. *Advanced Digital Marketing Strategies in a Data-Driven Era* contains high-quality research that presents a holistic overview of the main applications of data sciences to digital marketing and generates insights related to the creation of innovative data mining and knowledge discovery techniques applied to traditional and digital marketing strategies. The book analyzes how companies are adopting these new data-driven methods and how

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these strategies influence digital marketing. Discussing topics such as digital strategies, social media marketing, big data, marketing analytics, and data sciences, this book is essential for marketers, digital marketers, advertisers, brand managers, managers, executives, social media analysts, IT specialists, data scientists, students, researchers, and academicians in the field.

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 practical content guide empowers businesses to understand, identify and act on big-data opportunities, producing superior business insights for prolific marketing gains.

Your company's data has the potential to add enormous value to every facet of the organization -- from marketing and new product development to strategy to financial management. Yet if your company is like most, it's not using its data to create strategic advantage. Data sits around unused -- or incorrect data fouls up operations and decision making. In *Data Driven*, Thomas Redman, the "Data Doc," shows how to leverage and deploy data to sharpen your company's competitive edge and enhance its profitability. The author reveals:

- The special properties that make data such a powerful asset
- The hidden costs of flawed, outdated, or otherwise poor-quality data
- How to improve data quality for competitive advantage
- Strategies for exploiting your data to make better business decisions
- The many ways to bring data to market
- Ideas for dealing with political struggles over data and concerns about privacy rights

Your company's data is a key business asset, and you need to manage it aggressively and professionally. Whether you're a top executive, an aspiring leader, or a product-line manager, this eye-opening book provides the tools and thinking you need to do that.

The inside scoop on boosting sales through spot-on analytics Retailers collect a huge amount of data, but don't know what to do with it. *Retail Analytics* not only provides a broad understanding of retail, but also shows how to put accumulated data to optimal use. Each chapter covers a different focus of the retail environment, from retail basics and organization structures to common retail database designs. Packed with case studies and examples, this book insightfully reveals how you can begin using your business data as a strategic advantage. Helps retailers and analysts to use analytics to sell more merchandise Provides fact-based analytic strategies that can be replicated with the same success the author achieved on a global level Reveals how retailers can begin using their data as a strategic advantage Includes examples from many retail departments illustrating successful use of data and analytics Analytics is the wave of the future. Put your data to strategic use with the proven guidance found in *Retail Analytics*.

In this book readers will find technological discussions on the existing and emerging technologies across the different stages of the big data value chain. They will learn about legal aspects of big data, the social impact, and about education needs and requirements. And they

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will discover the business perspective and how big data technology can be exploited to deliver value within different sectors of the economy. The book is structured in four parts: Part I "The Big Data Opportunity" explores the value potential of big data with a particular focus on the European context. It also describes the legal, business and social dimensions that need to be addressed, and briefly introduces the European Commission's BIG project. Part II "The Big Data Value Chain" details the complete big data lifecycle from a technical point of view, ranging from data acquisition, analysis, curation and storage, to data usage and exploitation. Next, Part III "Usage and Exploitation of Big Data" illustrates the value creation possibilities of big data applications in various sectors, including industry, healthcare, finance, energy, media and public services. Finally, Part IV "A Roadmap for Big Data Research" identifies and prioritizes the cross-sectorial requirements for big data research, and outlines the most urgent and challenging technological, economic, political and societal issues for big data in Europe. This compendium summarizes more than two years of work performed by a leading group of major European research centers and industries in the context of the BIG project. It brings together research findings, forecasts and estimates related to this challenging technological context that is becoming the major axis of the new digitally transformed business environment. 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.

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.

BUSINESS STRATEGY. "The 4 Disciplines of Execution "offers the what but also how effective execution is achieved. They share numerous examples of companies that have done just that, not once, but over and over again. This is a book that every leader should read! (Clayton Christensen, Professor, Harvard Business School, and author of "The Innovator's Dilemma)." Do you remember the last major initiative you watched die in your organization? Did it go down with a loud crash? Or was it slowly and quietly suffocated by other competing priorities? By the time it finally disappeared, it's likely no one even noticed. What happened? The whirlwind of urgent activity required to keep things running day-to-day devoured all the time and energy you needed to invest in executing your strategy for tomorrow. "The 4 Disciplines of Execution" can change all that forever.

Axiom Business Book Award Silver Medalist in Business Technology The indispensable guide to data-powered marketing from the team behind the data management platform that helps fuel

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Salesforce?the #1 customer relationship management (CRM) company in the world A tectonic shift in the practice of marketing is underway. Digital technology, social media, and e-commerce have radically changed the way consumers access information, order products, and shop for services. Using the latest technologies?cloud, mobile, social, internet of things (IoT), and artificial intelligence (AI)?we have more data about consumers and their needs, wants, and affinities than ever before. Data Driven will show you how to: ?Target and delight your customers with unprecedented accuracy and success?Bring customers closer to your brand and inspire them to engage, purchase, and remain loyal?Capture, organize, and analyze data from every source and activate it across every channel?Create a data-powered marketing strategy that can be customized for any audience?Serve individual consumers with highly personalized interactions?Deliver better customer service for the best customer experience?Improve your products and optimize your operating systems?Use AI and IoT to predict the future direction of markets You'll discover the three principles for building a successful data strategy and the five sources of data-driven power. You'll see how top companies put these data-driven strategies into action: how Pandora used second- and third-hand data to learn more about its listeners; how Georgia-Pacific moved from scarcity to abundance in the data sphere; and how Dunkin' Brands leveraged CRM data as a force multiplier for customer engagement. And if you're wondering what the future holds, you'll receive seven forecasts to better prepare you for what may come next. Sure to be a classic, Data Driven is a practical road map to the modern marketing landscape and a toolkit for success in the face of changes already underway and still to come.

A straightforward, non-technical guide to the next major marketing tool Artificial Intelligence for Marketing presents a tightly-focused introduction to machine learning, written specifically for marketing professionals. This book will not teach you to be a data scientist—but it does explain how Artificial Intelligence and Machine Learning will revolutionize your company's marketing strategy, and teach you how to use it most effectively. Data and analytics have become table stakes in modern marketing, but the field is ever-evolving with data scientists continually developing new algorithms—where does that leave you? How can marketers use the latest data science developments to their advantage? This book walks you through the "need-to-know" aspects of Artificial Intelligence, including natural language processing, speech recognition, and the power of Machine Learning to show you how to make the most of this technology in a practical, tactical way. Simple illustrations clarify complex concepts, and case studies show how real-world companies are taking the next leap forward.

Straightforward, pragmatic, and with no math required, this book will help you: Speak intelligently about Artificial Intelligence and its advantages in marketing Understand how marketers without a Data Science degree can make use of machine learning technology Collaborate with data scientists as a subject matter expert to help develop focused-use applications Help your company gain a competitive advantage by leveraging leading-edge technology in marketing Marketing and data science are two fast-moving, turbulent spheres that often intersect; that intersection is where marketing professionals pick up the tools and methods to move their company forward. Artificial Intelligence and Machine Learning provide a data-driven basis for more robust and intensely-targeted marketing strategies—and companies that effectively utilize these latest tools will

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reap the benefit in the marketplace. Artificial Intelligence for Marketing provides a nontechnical crash course to help you stay ahead of the curve.

Data-Driven Marketing The 15 Metrics Everyone in Marketing Should Know John Wiley & Sons

An Introduction to Statistical Learning provides an accessible overview of the field of statistical learning, an essential toolset for making sense of the vast and complex data sets that have emerged in fields ranging from biology to finance to marketing to astrophysics in the past twenty years. This book presents some of the most important modeling and prediction techniques, along with relevant applications. Topics include linear regression, classification, resampling methods, shrinkage approaches, tree-based methods, support vector machines, clustering, and more. Color graphics and real-world examples are used to illustrate the methods presented. Since the goal of this textbook is to facilitate the use of these statistical learning techniques by practitioners in science, industry, and other fields, each chapter contains a tutorial on implementing the analyses and methods presented in R, an extremely popular open source statistical software platform. Two of the authors co-wrote *The Elements of Statistical Learning* (Hastie, Tibshirani and Friedman, 2nd edition 2009), a popular reference book for statistics and machine learning researchers. *An Introduction to Statistical Learning* covers many of the same topics, but at a level accessible to a much broader audience. This book is targeted at statisticians and non-statisticians alike who wish to use cutting-edge statistical learning techniques to analyze their data. The text assumes only a previous course in linear regression and no knowledge of matrix algebra.

Get the expert perspective and practical advice on big data *The Big Data-Driven Business: How to Use Big Data to Win Customers, Beat Competitors, and Boost Profits* makes the case that big data is for real, and more than just big hype. The book uses real-life examples—from Nate Silver to Copernicus, and Apple to Blackberry—to demonstrate how the winners of the future will use big data to seek the truth. Written by a marketing journalist and the CEO of a multi-million-dollar B2B marketing platform that reaches more than 90% of the U.S. business population, this book is a comprehensive and accessible guide on how to win customers, beat competitors, and boost the bottom line with big data. The marketplace has entered an era where the customer holds all the cards. With unprecedented choice in both the consumer world and the B2B world, it's imperative that businesses gain a greater understanding of their customers and prospects. Big data is the key to this insight, because it provides a comprehensive view of a company's customers—who they are, and who they may be tomorrow. *The Big Data-Driven Business* is a complete guide to the future of business as seen through the lens of big data, with expert advice on real-world applications. Learn what big data is, and how it will transform the enterprise Explore why major corporations are betting their companies on marketing technology Read case studies of big data winners and losers Discover how to

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change privacy and security, and remodel marketing Better information allows for better decisions, better targeting, and better reach. Big data has become an indispensable tool for the most effective marketers in the business, and it's becoming less of a competitive advantage and more like an industry standard. Remaining relevant as the marketplace evolves requires a full understanding and application of big data, and *The Big Data-Driven Business* provides the practical guidance businesses need.

Innovation based in data analytics is a contemporary approach to developing empirically supported advances that encourage entrepreneurial activity inspired by novel marketing inferences. *Data Analytics in Marketing, Entrepreneurship, and Innovation* covers techniques, processes, models, tools, and practices for creating business opportunities through data analytics. It features case studies that provide realistic examples of applications. This multifaceted examination of data analytics looks at: Business analytics Applying predictive analytics Using discrete choice analysis for decision-making Marketing and customer analytics Developing new products Technopreneurship Disruptive versus incremental innovation The book gives researchers and practitioners insight into how data analytics is used in the areas of innovation, entrepreneurship, and marketing. Innovation analytics helps identify opportunities to develop new products and services, and improve existing methods of product manufacturing and service delivery. Entrepreneurial analytics facilitates the transformation of innovative ideas into strategy and helps entrepreneurs make critical decisions based on data-driven techniques. Marketing analytics is used in collecting, managing, assessing, and analyzing marketing data to predict trends, investigate customer preferences, and launch campaigns.

Supercharge your marketing strategy with data analytics In *Data-First Marketing: How to Compete & Win in the Age of Analytics*, distinguished authors Miller and Lim demystify the application of data analytics to marketing in any size business. Digital transformation has created a widening gap between what the CEO and business expect marketing to do and what the CMO and the marketing organization actually deliver. The key to unlocking the true value of marketing is data – from actual buyer behavior to targeting info on social media platforms to marketing's own campaign metrics. Data is the next big battlefield for not just marketers, but also for the business because the judicious application of data analytics will create competitive advantage in the Age of Analytics. Miller and Lim show marketers where to start by leveraging their decades of experience to lay out a step-by-step process to help businesses transform into data-first marketing organizations. The book includes a self-assessment which will help to place your organization on the Data-First Marketing Maturity Model and serve as a guide for which steps you might need to focus on to complete your own transformation. *Data-First Marketing: How to Compete & Win in the Age of Analytics* should be used by CMOs and heads of marketing to institute a data-first approach throughout the marketing organization. Marketing staffers can pick up practical

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tips for incorporating data in their daily tasks using the Data-First Marketing Campaign Framework. And CEOs or anyone in the C-suite can use this book to see what is possible and then help their marketing teams to use data analytics to increase pipeline, revenue, customer loyalty – anything that drives business growth.

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.

"Spurious Correlations ... is the most fun you'll ever have with graphs."--Bustle
Military intelligence analyst and Harvard Law student Tyler Vigen illustrates the golden rule that "correlation does not equal causation" through hilarious graphs inspired by his viral website. Is there a correlation between Nic Cage films and swimming pool accidents? What about beef consumption and people getting struck by lightning? Absolutely not. But that hasn't stopped millions of people from going to tylervigen.com and asking, "Wait, what?" Vigen has designed software that scours enormous data sets to find unlikely statistical correlations. He began pulling the funniest ones for his website and has since gained millions of views, hundreds of thousands of likes, and tons of media coverage.

Subversive and clever, Spurious Correlations is geek humor at its finest, nailing our obsession with data and conspiracy theory.

Leverage big data insights to improve customer experiences and insure business success
Many of today's businesses find themselves caught in a snarl of internal data, paralyzed by internal silos, and executing antiquated marketing approaches. As a result, consumers are losing patience, shareholders are clamoring for growth and differentiation, and marketers are left struggling to untangle the massive mess. Big Data Marketing provides a strategic road map for executives who want to clear the chaos and start driving competitive advantage and top line growth. Using real-world examples, non-technical language, additional downloadable resources, and a healthy dose of humor, Big Data Marketing will help you discover the remedy

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offered by data-driven marketing. Explains how marketers can use data to learn what they need to know Details strategies to drive marketing relevance and Return On Marketing Investment (ROMI) Provides a five-step approach in the journey to a more data-driven marketing organization Author Lisa Arthur, the Chief Marketing Officer for Teradata Applications, the leader in integrated marketing software, meets with thousands of CMOs and marketing professionals annually through public speaking and events Big Data Marketing reveals patterns in your customers' behavior and proven ways to elevate customer experiences. Leverage these insights to insure your business's success.

Developing and implementing a systematic analytics strategy can result in a sustainable competitive advantage within the sport business industry. This timely and relevant book provides practical strategies to collect data and then convert that data into meaningful, value-added information and actionable insights. Its primary objective is to help sport business organizations utilize data-driven decision-making to generate optimal revenue from such areas as ticket sales and corporate partnerships. To that end, the book includes in-depth case studies from such leading sports organizations as the Orlando Magic, Tampa Bay Buccaneers, Duke University, and the Aspire Group. The core purpose of sport business analytics is to convert raw data into information that enables sport business professionals to make strategic business decisions that result in improved company financial performance and a measurable and sustainable competitive advantage. Readers will learn about the role of big data and analytics in: Ticket pricing Season ticket member retention Fan engagement Sponsorship valuation Customer relationship management Digital marketing Market research Data visualization. This book examines changes in the ticketing marketplace and spotlights innovative ticketing strategies used in various sport organizations. It shows how to engage fans with social media and digital analytics, presents techniques to analyze engagement and marketing strategies, and explains how to utilize analytics to leverage fan engagement to enhance revenue for sport organizations. Filled with insightful case studies, this book benefits both sports business professionals and students. The concluding chapter on teaching sport analytics further enhances its value to academics.

"Tom is the David Ogilvy of cartooning." --Seth Godin, author of Purple Cow From the birth of social media to digital advertising to personal branding, marketing has transformed in the past 15 years. Capturing these quintessential moments in marketing is Marketoonist, a popular cartoon series from veteran marketer Tom Fishburne. Your Ad Ignored Here collects nearly 200 of these hilarious and apt depictions of modern marketing life on the 15th anniversary of the series. Fishburne began to doodle his observations in 2002 when working in the trenches of marketing. Initially intended for co-workers, they are now read by hundreds of thousands of marketers every week. The cartoons' popularity stem not only from their deft reflections on latest trends, but their witty summary of the shared experiences of marketing -- handling a PR crisis, giving creative feedback to an agency, or avoiding idea killers in innovation. Your Ad Ignored Here gives voice to the challenges and opportunities faced by people working in business everywhere. Readers regularly inquire if Fishburne is spying on them at work. Whether or not you work in marketing, these cartoons will make you laugh ... and think about our rapidly evolving world of work. Tom Fishburne started drawing cartoons on the backs of business cases as a student at Harvard Business School. Fishburne's cartoons have grown by word of mouth to reach hundreds of thousands of marketers every week and have been featured by The Wall Street Journal, Fast Company, and The New York Times. His cartoons have appeared on a billboard ad in Times Square, helped win a Guinness World Record, and turned up in a top-secret NSA presentation released by Edward Snowden. Fishburne draws (literally and figuratively) from 20 years in the marketing trenches in the US and Europe. He was Marketing VP at Method Products, Interim CMO at HotelTonight, and worked in brand management for Nestlé and General Mills. Fishburne developed web sites and digital

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campaigns for interactive agency iXL in the late 90s and started his marketing career selling advertising space for the first English-language magazine in Prague. In 2010, Fishburne expanded Marketoonist into a marketing agency focused on the unique medium of cartoons. Since 2010, Marketoonist has developed visual content marketing campaigns for businesses such as Google, IBM, Kronos, and LinkedIn. Fishburne is a frequent keynote speaker on marketing, innovation, and creativity, using cartoons, case studies, and his marketing career to tell the story visually. Fishburne lives and draws near San Francisco with his wife and two daughters. All of his cartoons and observations are posted at marketoonist.com. Advance Praise for *Your Ad Ignored Here* "If marketing kept a diary, this would be it." --Ann Handley, Chief Content Officer of MarketingProfs "Laugh and learn at the same time. BTW, if you don't laugh, you're clueless, and the cartoon is about you." --Guy Kawasaki, Chief evangelist of Canva, Mercedes-Benz brand ambassador "Tom Fishburne has a knack for marketing humor (and truth) like no other." --Lee Odden, CEO, TopRank Marketing "Any great piece of comedy is funny because its true. Well, no one has gathered marketing truths through painfully awkward insights and hilarious delivery the way Tom has." --Ron Tite, Author, *Everyone's An Artist (Or At Least They Should Be)*

A surprisingly simple way for students to master any subject--based on one of the world's most popular online courses and the bestselling book *A Mind for Numbers* *A Mind for Numbers* and its wildly popular online companion course "Learning How to Learn" have empowered more than two million learners of all ages from around the world to master subjects that they once struggled with. Fans often wish they'd discovered these learning strategies earlier and ask how they can help their kids master these skills as well. Now in this new book for kids and teens, the authors reveal how to make the most of time spent studying. We all have the tools to learn what might not seem to come naturally to us at first--the secret is to understand how the brain works so we can unlock its power. This book explains:

- Why sometimes letting your mind wander is an important part of the learning process
- How to avoid "rut think" in order to think outside the box
- Why having a poor memory can be a good thing
- The value of metaphors in developing understanding
- A simple, yet powerful, way to stop procrastinating

Filled with illustrations, application questions, and exercises, this book makes learning easy and fun. 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 help them sell and market their products. Successful data analysis can help marketing professionals spot sales trends, develop smarter marketing campaigns, and accurately predict customer loyalty. *Data Driven Marketing For Dummies* helps companies use all the data at their disposal to make current customers more satisfied, reach new customers, and sell to their most important customer segments more efficiently. Identifying the common characteristics of customers who buy the same products from your company (or who might be likely to leave you) Tips on using data to predict customer purchasing behavior based on past performance Using customer data and marketing analytics to predict when customers will purchase certain items Information on how data collected can help with merchandise planning Breaking down customers into segments for easier market targeting Building a 360 degree view of a customer base *Data Driven Marketing For Dummies* assists marketing professionals at all levels of business in accelerating sales through analytical insights.

How will artificial intelligence change our world within twenty years? "This inspired collaboration between a pioneering technologist and a visionary writer of science fiction offers bold and urgent insights."—Yann LeCun, winner of the Turing Award; chief AI scientist, Facebook "Amazingly entertaining . . . Lee and Chen take us on an immersive trip through the future. . . . Eye-opening."—Mark Cuban AI will be the defining development of the twenty-first century. Within two decades, aspects of daily human life will be unrecognizable. AI will generate unprecedented wealth, revolutionize medicine and education through human-

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machine symbiosis, and create brand-new forms of communication and entertainment. In liberating us from routine work, however, AI will also challenge the organizing principles of our economic and social order. Meanwhile, AI will bring new risks in the form of autonomous weapons and smart technology that inherits human bias. AI is at a tipping point, and people need to wake up—both to AI’s radiant pathways and its existential perils for life as we know it. In this provocative, utterly original work, Kai-Fu Lee, the former president of Google China and bestselling author of *AI Superpowers*, teams up with celebrated novelist Chen Qiufan to imagine our world in 2041 and how it will be shaped by AI. In ten gripping short stories, they introduce readers to an array of eye-opening 2041 settings, such as:

- In San Francisco, the “job reallocation” industry emerges as deep learning AI causes widespread job displacement
- In Tokyo, a music fan is swept up in an immersive form of celebrity worship based on virtual reality and mixed reality
- In Mumbai, a teenage girl rebels when AI’s crunching of big data gets in the way of romance
- In Seoul, virtual companions with perfected natural language processing (NLP) skills offer orphaned twins new ways to connect
- In Munich, a rogue scientist draws on quantum computing, computer vision and other AI technologies in a revenge plot that imperils the world

By gazing toward a not-so-distant horizon, *AI 2041* offers urgent insights into our collective future—while reminding readers that, ultimately, humankind remains the author of its destiny.

Two research analysts describe how companies can truly understand the real needs of their customers by seeing a business through their eyes and enforcing the concept of “customer service” through every facet of the company, from finance to legal to marketing.

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