

By Sunil Gupta Harvard Business School Pdf

Recognizing the habit ways to acquire this books **By Sunil Gupta Harvard Business School Pdf** is additionally useful. You have remained in right site to begin getting this info. get the By Sunil Gupta Harvard Business School Pdf colleague that we manage to pay for here and check out the link.

You could purchase guide By Sunil Gupta Harvard Business School Pdf or acquire it as soon as feasible. You could speedily download this By Sunil Gupta Harvard Business School Pdf after getting deal. So, behind you require the book swiftly, you can straight acquire it. Its hence totally simple and as a result fats, isnt it? You have to favor to in this reveal

The Culture Cycle - James L. Heskett 2012

The contribution of culture to organizational performance is substantial and quantifiable. In *The Culture Cycle*, renowned thought leader James Heskett demonstrates how an effective culture can account for 20-30% of the differential in performance compared with "culturally unremarkable" competitors. Drawing on decades of field research and dozens of case studies, Heskett introduces a powerful conceptual framework for managing culture, and shows it at work in a real-world setting. Heskett's "culture cycle" identifies cause-and-effect relationships that are crucial to shaping effective cultures, and demonstrates how to calculate culture's economic value through "Four Rs": referrals, retention, returns to labor, and relationships. This book: Explains how culture evolves, can be shaped and sustained, and serve as the organization's "internal brand." Shows how culture can promote innovation and survival in tough times. Guides leaders in linking culture to strategy and managing forces that challenge it. Shows how to credibly quantify culture's impact on performance, productivity, and profits. Clarifies culture's unique role in mission-driven organizations. A follow-up to the classic *Corporate Culture and Performance* (authored by Heskett and John Kotter), this is the next indispensable book on organizational culture. "Heskett (emer., Harvard Business School) provides an exhaustive examination of corporate policies, practices, and behaviors in organizations." Summing Up: Recommended. Reprinted with permission from CHOICE, copyright by the American Library Association.

Handbook of Marketing Decision Models - Berend Wierenga 2008-09-05

Marketing models is a core component of the marketing discipline. The recent developments in marketing models have been incredibly fast with information technology (e.g., the Internet), online marketing (e-commerce) and customer relationship management (CRM) creating radical changes in the way companies interact with their customers. This has created completely new breeds of marketing models, but major progress has also taken place in existing types of marketing models. *Handbook of Marketing Decision Models* presents the state of the art in marketing decision models. The book deals with new modeling areas, such as customer relationship management, customer value and online marketing, as well as recent developments in other advertising, sales promotions, sales management, and competition are dealt with. New developments are in consumer decision models, models for return on marketing, marketing management support systems, and in special techniques such as time series and neural nets.

Digital Business Transformation - Nigel Vaz 2021-01-05

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.

***Driving Digital Strategy* - Sunil Gupta 2018**

Introduction: Framework for reinventing your business -- Part One. Re-imagine your business: Business scope -- Business model -- Platforms and ecosystems -- Part Two. Re-evaluate your value chain: Rethinking R&D and innovation -- Operational excellence -- Omnichannel strategy -- Part Three. Re-connect with customers: Acquiring customers -- Engaging consumers -- Measuring and optimizing marketing spend -- Part Four. Re-build your organization: Managing digital transition -- Designing an organization for innovation -- Skills, capability, and talent management

***Driving Customer Equity* - Valarie A. Zeithaml 2001-02-21**

In their efforts to become more customer-focused, companies everywhere find themselves entangled in outmoded systems, metrics, and strategies rooted in their product-centered view of the world. Now, to ease this shift to a customer focus, marketing strategy experts Roland T. Rust, Valarie A. Zeithaml, and Katherine N. Lemon have created a dynamic new model they call "Customer Equity," a strategic framework designed to maximize every firm's most important asset, the total lifetime value of its customer base. The authors' Customer Equity Framework yields powerful insights that will help any business increase the value of its customer base. Rust, Zeithaml, and Lemon introduce the three drivers of customer equity -- Value Equity, Brand Equity, and Retention Equity -- and explain in clear, nontechnical language how managers can base their strategies on one or a combination of these drivers. The authors demonstrate in this breakthrough book how managers can build and employ competitive metrics that reveal their company's Customer Equity relative to their competitors. Based on these metrics, they show how managers can determine which drivers are most important in their industry, how they can make efficient strategic trade-offs between expenditures on these drivers, and how to project a financial return from these expenditures. The final section devotes two chapters to the Customer Pyramid, an approach that segments customers based on their long-term profitability, and an especially important chapter examines the Internet as the ultimate Customer Equity tool. Here the authors show how companies such as Intuit.com, Schwab.com, and Priceline.com have used more than one or all three drivers to increase Customer Equity. In this age of one-to-one marketing, understanding how to drive Customer Equity is central to the success of any firm. In particular, *Driving Customer Equity* will be essential reading for any marketing manager and, for that matter, any manager concerned with growing the value of the firm's customer base.

***Handbook of Pricing Research in Marketing* - Vithala R. Rao 2009**

Pricing is an essential aspect of the marketing mix for brands and products. Further, pricing research in marketing is interdisciplinary, utilizing economic and psychological concepts with special emphasis on measurement and estimation. This unique Handbook provides current knowledge of pricing in a single, authoritative volume and brings together new cutting-edge research by established marketing scholars on a range of topics in the area. The environment in which pricing decisions and transactions are implemented has changed dramatically, mainly due to the advent of the Internet and the practices of advance selling and yield management. Over the years, marketing scholars have incorporated developments in game theory and microeconomics, behavioral decision theory, psychological and social dimensions and newer market mechanisms of auctions in their contributions to pricing research. These chapters, specifically written for this Handbook, cover these various developments and concepts as applied to tackling pricing problems. Academics and doctoral students in marketing and applied economics, as well as pricing-focused business practitioners and consultants, will appreciate the state-of-the-art research herein.

Customer Relationship Management - V. Kumar 2012-04-30

Customer relationship management (CRM) as a strategy and as a technology has gone through an amazing evolutionary journey. The initial technological approach was followed by many disappointing initiatives only to see the maturing of the underlying concepts and applications in recent years. Today, CRM represents a strategy, a set of tactics, and a technology that have become indispensable in the modern economy. This book presents an extensive treatment of the strategic and tactical aspects of customer relationship management as we know it today. It stresses developing an understanding of economic customer value as the guiding concept for marketing decisions. The goal of the book is to serve as a comprehensive and up-to-date learning companion for advanced undergraduate students, master's degree students, and executives who want a detailed and conceptually sound insight into the field of CRM.

[What's Your Digital Business Model?](#) - Peter Weill 2018-04-17

Digital transformation is not about technology--it's about change. In the rapidly changing digital economy, you can't succeed by merely tweaking management practices that led to past success. And yet, while many leaders and managers recognize the threat from digital--and the potential opportunity--they lack a common language and compelling framework to help them assess it and guide them in responding. They don't know how to think about their digital business model. In this concise, practical book, MIT digital research leaders Peter Weill and Stephanie Woerner provide a powerful yet straightforward framework that has been field-tested globally with dozens of senior management teams. Based on years of study at the MIT Center for Information Systems Research (CISR), the authors find that digitization is moving companies' business models on two dimensions: from value chains to digital ecosystems, and from a fuzzy understanding of the needs of end customers to a sharper one. Looking at these dimensions in combination results in four distinct business models, each with different capabilities. The book then sets out six driving questions, in separate chapters, that help managers and executives clarify where they are currently in an increasingly digital business landscape and highlight what's needed to move toward a higher-value digital business model. Filled with straightforward self-assessments, motivating examples, and sharp financial analyses of where profits are made, this smart book will help you tackle the threats, leverage the opportunities, and create winning digital strategies.

Managing Startups: Best Blog Posts - Thomas Eisenmann 2013-05-01

If you want salient advice about your startup, you've hit the jackpot with this book. Harvard Business School Professor Tom Eisenmann annually compiles the best posts from many blogs

on technology startup management, primarily for the benefit of his students. This book makes his latest collection available to the broader entrepreneur community. You'll find 72 posts from successful entrepreneurs and venture capitalists, such as Fred Wilson, Steve Blank, Ash Maurya, Joel Spolsky, and Ben Yoskovitz. They cover a wide range of topics essential to your startup's success, including: Management tasks: Engineering, product management, marketing, sales, and business development Organizational issues: Cofounder tensions, recruiting, and career planning Funding: The latest developments in capital markets that affect startups Divided into 13 areas of focus, the book's contributors explore the metrics you need to run your startup, discuss lean prototyping techniques for hardware, identify costly outsourcing mistakes, provide practical tips on user acquisition, offer branding guidelines, and explain how a choir of angel investors often will sing different parts. And that's just for starters.

Managing Customers as Investments - Sunil Gupta 2005-01-01

Linking customer lifetime value to business value, powerful techniques for both executives and investors.

Big Bang Disruption - Larry Downes 2014-01-07

It used to take years or even decades for disruptive innovations to dethrone dominant products and services. But now any business can be devastated virtually overnight by something better and cheaper. How can executives protect themselves and harness the power of Big Bang Disruption? Just a few years ago, drivers happily spent more than \$200 for a GPS unit. But as smartphones exploded in popularity, free navigation apps exceeded the performance of stand-alone devices. Eighteen months after the debut of the navigation apps, leading GPS manufacturers had lost 85 percent of their market value. Consumer electronics and computer makers have long struggled in a world of exponential technology improvements and short product life spans. But until recently, hotels, taxi services, doctors, and energy companies had little to fear from the information revolution. Those days are gone forever. Software-based products are replacing physical goods. And every service provider must compete with cloud-based tools that offer customers a better way to interact. Today, start-ups with minimal experience and no capital can unravel your strategy before you even begin to grasp what's happening. Never mind the "innovator's dilemma"—this is the innovator's disaster. And it's happening in nearly every industry. Worse, Big Bang Disruptors may not even see you as competition. They don't share your approach to customer service, and they're not sizing up your product line to offer better prices. You may simply be collateral damage in their efforts to win completely different markets. The good news is that any business can master the strategy of the start-ups. Larry Downes and Paul Nunes analyze the origins, economics, and anatomy of Big Bang Disruption. They identify four key stages of the new innovation life cycle, helping you spot potential disruptors in time. And they offer twelve rules for defending your markets, launching disruptors of your own, and getting out while there's still time. Based on extensive research by the Accenture Institute for High Performance and in-depth interviews with entrepreneurs, investors, and executives from more than thirty industries, Big Bang Disruption will arm you with strategies and insights to thrive in this brave new world.

Marketing in the Digital Era - Zuzana Bacíková 2018

This book stimulates a discussion on the changes engendered by the digital era, both in everyday life and the traditional marketing realm. It covers scientific studies and theoretical principles as well as educational purposes and practical applications of digital marketing principles, in order to improve our understanding of this domain.

Driving Digital Strategy - Sunil Gupta 2018-07-24

Digital transformation is no longer news--it's a necessity. Despite the widespread threat of disruption, many large companies in traditional industries have succeeded at digitizing their businesses in truly transformative ways. The New York Times, formerly a bastion of traditional media, has created a thriving digital product behind a carefully designed paywall. Best Buy has transformed its business in the face of Amazon's threat. John Deere has formed a data-analysis arm to complement its farm-equipment business. And Goldman Sachs and many others are using digital technologies to reimagine their businesses. In *Driving Digital Strategy*, Harvard Business School professor Sunil Gupta provides an actionable framework for following their lead. For over a decade, Gupta has studied digital transformation at Fortune 500 companies. He knows what works and what doesn't. Merely dabbling in digital or launching a small independent unit, which many companies do, will not bring success. Instead you need to fundamentally change the core of your business and ensure that your digital strategy touches all aspects of your organization: your business model, value chain, customer relationships, and company culture. Gupta covers each aspect in vivid detail while providing navigation tips and best practices along the way. Filled with rich and illuminating case studies of companies at the forefront of digital transformation, *Driving Digital Strategy* is the comprehensive guide you need to take full advantage of the limitless opportunities the digital age provides.

Backable - Suneel Gupta 2021-02-23

A groundbreaking book that boldly claims the key to success is not talent, connections, or ideas, but the ability to persuade people to take a chance on your potential. "The most exceptional people aren't just brilliant...they're backable." —Daniel Pink, #1 New York Times bestselling author of *When, Drive and To Sell is Human* No one makes it alone. But there's a reason some people can get investors or bosses to believe in them while others cannot. And that reason has little to do with experience, pedigree, or a polished business plan. Backable people seem to have a hidden quality that inspires others to take action. We often chalk this up to natural talent or charisma...either you have "it" or you don't. After getting rejected by every investor he pitched, Suneel Gupta had a burning question: Could "it" be learned? Drawing lessons from hundreds of the world's biggest thinkers, Gupta discovered how to pitch new ideas in a way that has raised millions of dollars, influenced large-scale change inside massive corporations, and even convinced his eight-year-old daughter to clean her room. Inside Backable are long-held secrets from producers of Oscar-winning films, members of Congress, military leaders, culinary stars, venture capitalists, founders of unicorn-status startups, and executives at iconic companies like Lego, Method, and Pixar. Backable reveals how the key to success is not charisma, connections, or even your résumé, but rather your ability to persuade others to take a chance on you. This original book will show you how.

Long-Term Impact of Marketing - Dominique M (Ucla Anderson School Of Management Hanssens, Usa) 2018-03-08

The Future of Competition - C. K. Prahalad 2004-02-18

In this visionary book, C. K. Prahalad and Venkat Ramaswamy explore why, despite unbounded opportunities for innovation, companies still can't satisfy customers and sustain profitable growth. The explanation for this apparent paradox lies in recognizing the structural changes brought about by the convergence of industries and technologies; ubiquitous connectivity and globalization; and, as a consequence, the evolving role of the consumer from passive recipient to active co-creator of value. Managers need a new framework for value creation. Increasingly, individual customers interact with a network of firms and consumer communities to co-create value. No longer can firms autonomously create value. Neither is value embedded in products and services per se. Products are but an artifact around which compelling individual

experiences are created. As a result, the focus of innovation will shift from products and services to experience environments that individuals can interact with to co-construct their own experiences. These personalized co-creation experiences are the source of unique value for consumers and companies alike. In this emerging opportunity space, companies must build new strategic capital—a new theory on how to compete. This book presents a detailed view of the new functional, organizational, infrastructure, and governance capabilities that will be required for competing on experiences and co-creating unique value.

The Oxford Handbook of Luxury Business - Pierre-Yves Donzé 2022

This innovative volume brings together contributions from leading experts in the study of luxury to present the full range of perspectives on luxury business, from a variety of social science approaches. Topics include conceptual foundations and the evolution of the luxury industry; the production of luxury goods; luxury branding and marketing; distributing luxury; globalization and markets; and issues of morality, inequality, and environmental sustainability. The Oxford Handbook of Luxury Business is a necessary resource for all students and researchers of the field as well as for forward-thinking industry professionals.

Hip to be Square - Sarit Markovich 2017

Founded in San Francisco in 2009, Square finished 2012 as the darling of Silicon Valley; flush with more than \$340 million in funding, the firm had grown to several hundred employees in just three short years. It processed more than \$10 billion annually in credit and debit card payments from small business owners that used Square's smartphone-enabled card swipe device wherever cellular or wireless Internet service was available. However, Square's success had attracted new entrants into the mobile payments processing space, both in the United States and abroad, threatening to derail the company's remarkable trajectory. With its latest financing round valuing the company in excess of \$3.4 billion, management and investors were considering which strategies would continue--even accelerate--the company's growth. Square presents an opportunity for classes in strategy and technology management to contemplate the following: -How can a startup disrupt an established set of incumbents without provoking a harsh competitive response? -How can a growth company in a rapidly changing industry expand beyond the core competency that fueled its initial growth? -Which growth platforms make the most sense for a company in a complicated ecosystem with many players offering divergent solutions?

Food Citizenship - Ray Allan Goldberg 2018

Health and nutrition -- Food safety and food fraud -- Creating shared value -- Technology coding life -- Farm labor -- Large scale farming -- Small scale farming and economic development -- The importance of China -- Creating a fair and responsive food system -- Future trends and the impact on global food system

Happiness to the Power of Infinity - Rohit Sodha 2019-04-10

"Happiness is to life what fizz is to soda" - Rohit Sodha Why do we do all the things that we do in life? Making friends, falling in love, marrying, having kids, building a career, studying, exercising, eating healthy, practicing spirituality, traveling - we do this to achieve a particular goal, the achievement of which is knowingly or unknowingly linked to us making ourselves happy. We focus so much on the intermediate goal that often we neglect how important and omnipresent the overarching end goal is - HAPPINESS. It is central to our existence - the soul of our lives. Everything we do is with the inherent intention of making us happy - largely without us even being aware about it. Despite happiness being so central to our lives there is little that we actively do about it. We can't and don't really measure it, we don't clearly know what triggers happiness and what does not, and we don't actively work to improve it. Compare this with physical fitness - a multibillion dollar industry exists around it guiding us on how to

become and stay healthy. We know our starting point: body weight, BMI, muscle percentage, current eating habits etc and we set a target - particular weight with a particular BMI and a muscle percentage. There is a stringent path to the target state - involving highly regimented exercise schedule and dietary choices to be made over weeks if not months. How to get from initial to final stage is shared with us through all kinds of media - books, apps, internet videos, DVDs, gyms, personal trainers, nutritionists, chefs and all the rigmarole that you can imagine. This is why I decided to write a book on happiness - to make it tangible for you, to make it personal for your individual personality and finally to have it as your guide through life for becoming and staying happy. Actually let me rephrase myself, this is not a book - this is a self-help guide which you should work with to make yourself happier and stay that way throughout life. The obvious next question is - how will this self help guide help me do what it is promising to do: I've developed a patented 3 step system called HappSys to becoming happy and staying happy - 1. LifeJourney 2. HappFrame and 3. HappIndex. We will work together through this guide on these core building blocks of a happiness system that is built for your specific needs and that adjusts with your changing priorities in life as you progress with life. This guide will help you bring positive change to your life without you having to make any major changes - sounds crazy doesn't it! I will show you how you can achieve incremental happiness by tweaking minor behaviors and dealing with emotional impulses better to accentuate their positive impact and limiting the harm they may cause. This is not a guide that preaches - it helps you take charge and drive desired outcomes by making minor tweaks to how you go about living your life. Notable endorsements: "Pursuit of happiness has defied most of us as we get caught up in our busy lives. In this well-written and thoroughly researched book, Rohit Sodha offers a simple and practical framework to help us monitor and improve our happiness by making small changes in our daily activities. Take a break from your busy life to read this book and reflect on your daily activities - you just might improve your happiness." - Sunil Gupta, Edward Carter Professor of Business at Harvard Business School, Author of the bestseller Digital Strategy Rohit Sodha's book "Happiness to the power of infinity " is the universe's way of sending us a perfect gift at a time when our desires are expanding and happiness is shrinking . Understanding of what makes one happy will lead to better relationships at work, in personal life and within communities. Read this book and find nirvana and happiness." - Annurag Batra, Chairman and Editor-in-Chief Business World

The Risk-Driven Business Model - Karan Girotra 2014-06-10

How to outsmart risk Risk has been defined as the potential for losing something of value. In business, that value could be your original investment or your expected future returns. The Risk-Driven Business Model will help you manage risk better by showing how the key choices you make in designing your business models either increase or reduce two characteristic types of risk—information risk, when you make decisions without enough information, and incentive-alignment risk, when decision makers' incentives are at odds with the broader goals of the company. Leaders who understand how the structure of their business model affects risk have the power to create wealth, revolutionize industries, and shape a better world. INSEAD's Karan Girotra and Serguei Netessine, noted operations and innovation professors who have consulted with dozens of companies, walk you through a business model audit to determine what key decisions get made in a business, when they get made, who makes them, and why we make the decisions we do. By changing your company's key decisions within this framework, you can fundamentally alter the risks that will impact your business. This book is for entrepreneurs and executives in companies involved in dynamic industries where the locus of risk is shifting, and includes lessons from Zipcar, Blockbuster, Apple, Benetton, Kickstarter, Walmart, and dozens of other global companies. The Risk-Driven Business Model demystifies

business model risk, with clear directives aimed at improving decision making and driving your business forward.

Driving Digital - Isaac Sacolick 2017-08-24

Every organization makes plans for updating products, technologies, and business processes. But that's not enough anymore for the twenty-first-century company. The race is now on for everyone to become a digital enterprise. For those individuals who have been charged with leading their company's technology-driven change, the pressure is intense while the correct path forward unclear. Help has arrived! In *Driving Digital*, author Isaac Sacolick shares the lessons he's learned over the years as he has successfully spearheaded multiple transformations and helped shape digital-business best practices. Readers no longer have to blindly trek through the mine field of their company's digital transformation. In this thoroughly researched one-stop manual, learn how to:

- Formulate a digital strategy
- Transform business and IT practices
- Align development and operations
- Drive culture change
- Bolster digital talent
- Capture and track ROI
- Develop innovative digital practices
- Pilot emerging technologies
- And more!

Your company cannot avoid the digital disruption heading its way. The choice is yours: Will this mean the beginning of the end for your business, or will your digital practices be what catapults you into next-level success?

Leading Digital - George Westerman 2014-09-23

Become a Digital Master—No Matter What Business You're In If you think the phrase "going digital" is only relevant for industries like tech, media, and entertainment—think again. In fact, mobile, analytics, social media, sensors, and cloud computing have already fundamentally changed the entire business landscape as we know it—including your industry. The problem is that most accounts of digital in business focus on Silicon Valley stars and tech start-ups. But what about the other 90-plus percent of the economy? In *Leading Digital*, authors George Westerman, Didier Bonnet, and Andrew McAfee highlight how large companies in traditional industries—from finance to manufacturing to pharmaceuticals—are using digital to gain strategic advantage. They illuminate the principles and practices that lead to successful digital transformation. Based on a study of more than four hundred global firms, including Asian Paints, Burberry, Caesars Entertainment, Codelco, Lloyds Banking Group, Nike, and Pernod Ricard, the book shows what it takes to become a Digital Master. It explains successful transformation in a clear, two-part framework: where to invest in digital capabilities, and how to lead the transformation. Within these parts, you'll learn:

- How to engage better with your customers
- How to digitally enhance operations
- How to create a digital vision
- How to govern your digital activities

The book also includes an extensive step-by-step transformation playbook for leaders to follow. *Leading Digital* is the must-have guide to help your organization survive and thrive in the new, digitally powered, global economy.

The Digital Matrix - Venkat Venkatraman 2017-02-09

Is your business ready to win in the digital future—or destined to be disrupted? Ambitious digital-driven startups are now creating and cornering new markets in every sector. And yet, most legacy businesses continue to operate by old playbooks. Most are not keeping pace with the changes in their industry, let alone leading the way—what is yours doing? *The Digital Matrix* will help you understand the three types of players that are shaping the new business landscape; the three phases of transformation that every firm will encounter on its journey to business reinvention; and the three winning moves that will ensure your company's success along the way. With *The Digital Matrix*, you will:

- Learn to navigate the world of digital ecosystems.
- Discover ways of competing and collaborating with other companies to create and capture value.
- Realize how powerful machines can amplify your company's human talent.
- Learn to assemble the team to experiment with new ideas, re-examine your core beliefs, and

reinvent your business rulebook for the digital future. The future of every industry is digital, and that future is closer than you think. Do you understand where your business fits into the bigger picture? Are you ready to maximize your opportunities? Packed with current case studies and practical experience-based advice, *The Digital Matrix* shows you how to rethink your business model from the outside in, assemble the right team for the journey ahead, and make bold strategic choices along the three phases of digital transformation. Your company's future depends on its ability to harness digital technology. Don't wait!

See Sooner, Act Faster - George S. Day 2019-10-01

How organizations can anticipate threats, spot opportunities, and act faster when the time is right; with rich examples including Adobe, MasterCard, and Amazon. When turbulence is the new normal, an organization's survival depends on vigilant leadership that can anticipate threats, spot opportunities, and act quickly when the time is right. In *See Sooner, Act Faster*, strategy experts George Day and Paul Schoemaker offer tools for thriving when digital advances intensify turbulence. Vigilant firms have greater foresight than their rivals, while vulnerable firms often miss early signals of external threats and organizational challenges. Charles Schwab, for example, was early to see and act on the promise of “robo-advisors”; Honeywell, on the other hand, stumbled when Nest Labs came out first with a “smart” thermostat. Day and Schoemaker show leaders how to assess their vigilance capabilities and cultivate insight and foresight throughout their organizations. They draw on a range of cases, including Adobe and Intuit's move to the cloud, Shell's investment in clean energy, and MasterCard's early recognition of digital challenges. Day and Schoemaker describe how to allocate the scarce resource of attention, how to detect weak signals and separate them from background noise, and how to respond strategically before competitors do. The challenge is not just to act faster but to act wisely, and the authors suggest ways to create dynamic portfolios of options. Finally, they offer an action agenda, with tips for fostering vigilance and agility throughout an organization. The rewards are stronger market positions, higher profits and growth, more motivated employees, and organization longevity.

The Digital Transformation Playbook - David L. Rogers 2016-04-05

Rethink your business for the digital age. Every business begun before the Internet now faces the same challenge: How to transform to compete in a digital economy? Globally recognized digital expert David L. Rogers argues that digital transformation is not about updating your technology but about upgrading your strategic thinking. Based on Rogers's decade of research and teaching at Columbia Business School, and his consulting for businesses around the world, *The Digital Transformation Playbook* shows how pre-digital-era companies can reinvigorate their game plans and capture the new opportunities of the digital world. Rogers shows why traditional businesses need to rethink their underlying assumptions in five domains of strategy—customers, competition, data, innovation, and value. He reveals how to harness customer networks, platforms, big data, rapid experimentation, and disruptive business models—and how to integrate these into your existing business and organization. Rogers illustrates every strategy in this playbook with real-world case studies, from Google to GE, from Airbnb to the New York Times. With practical frameworks and nine step-by-step planning tools, he distills the lessons of today's greatest digital innovators and makes them usable for businesses at any stage. Many books offer advice for digital start-ups, but *The Digital Transformation Playbook* is the first complete treatment of how legacy businesses can transform to thrive in the digital age. It is an indispensable guide for executives looking to take their firms to the next stage of profitable growth.

[Why Digital Transformations Fail](#) - Tony Saldanha 2019-07-23

Former Procter & Gamble Vice President for IT and Shared Services, Tony Saldanha gives you

the keys to a successful digital transformation: a proven five-stage model and a disciplined process for executing it. Digital transformation is more important than ever now that we're in the Fourth Industrial Revolution, where the lines between the physical, digital, and biological worlds are becoming ever more blurred. But fully 70 percent of digital transformations fail. Why? Tony Saldanha, a globally awarded industry thought-leader who led operations around the world and major digital changes at Procter & Gamble, discovered it's not due to innovation or technological problems. Rather, the devil is in the details: a lack of clear goals and a disciplined process for achieving them. In this book, Saldanha lays out a five-stage process for moving from digitally automating processes here and there to making digital technology the very backbone of your company. For each of these five stages, Saldanha describes two associated disciplines vital to the success of that stage and a checklist of questions to keep you on track. You want to disrupt before you are disrupted—be the next Netflix, not the next Blockbuster. Using dozens of case studies and his own considerable experience, Saldanha shows how digital transformation can be made routinely successful, and instead of representing an existential threat, it will become the opportunity of a lifetime.

The Digital Transformer's Dilemma - Karolin Frankenberger 2020-09-29

Bring your company into the digital era without compromising your core business In *The Digital Transformer's Dilemma: How to Energize Your Core Business While Building Disruptive Products and Services*, the authors show companies how to go digital while also advancing their core business. The book emphasizes how to strike a difficult balance between establishing a new (digital) business and re-vitalizing – and digitizing – the legacy business. The core of the book is focused on the actual implementation of the digital transformation across both businesses, providing concrete tips, tricks, tools and action plans across six key dimensions: Crafting a flexible organization Using technology as a driver Designing the necessary processes Building transformational leaders “Right-skilling” the workforce of the future Galvanizing cultural change *The Digital Transformer's Dilemma* is a very visual book, filled with dozens of engaging illustrations that bring the contained concepts to life on the page. Based on 100+ interviews with senior executives at leading companies (such as Nestlé, Novartis, Volkswagen, BNP Paribas, BASF and Michelin) and smaller hidden champions, numerous illuminating case studies, and the authors' own experience from working in international management consulting and years of academic experience, the book highlights the fundamental principles required for executives and businesspeople to transform legacy organizations into digitally empowered companies.

Marketing, Technology and Customer Commitment in the New Economy - Harlan E. Spotts 2014-11-03

This volume includes the full proceedings from the 2005 Academy of Marketing Science (AMS) Annual Conference held in Tampa, Florida, entitled *Marketing, Technology and Customer Commitment in the New Economy*. It includes papers aimed to create awareness of the issues, trends, and advances associated with current global marketing challenges. Founded in 1971, the Academy of Marketing Science is an international organization dedicated to promoting timely explorations of phenomena related to the science of marketing in theory, research, and practice. Among its services to members and the community at large, the Academy offers conferences, congresses and symposia that attract delegates from around the world. Presentations from these events are published in this Proceedings series, which offers a comprehensive archive of volumes reflecting the evolution of the field. Volumes deliver cutting-edge research and insights, complimenting the Academy's flagship journals, the *Journal of the Academy of Marketing Science (JAMS)* and *AMS Review*. Volumes are edited by leading scholars and practitioners across a wide range of subject areas in marketing science.

Cybersecurity - Harvard Business Review 2019-08-27

No data is completely safe. Cyberattacks on companies and individuals are on the rise and growing not only in number but also in ferocity. And while you may think your company has taken all the precautionary steps to prevent an attack, no individual, company, or country is safe. Cybersecurity can no longer be left exclusively to IT specialists. Improving and increasing data security practices and identifying suspicious activity is everyone's responsibility, from the boardroom to the break room. Cybersecurity: The Insights You Need from Harvard Business Review brings you today's most essential thinking on cybersecurity, from outlining the challenges to exploring the solutions, and provides you with the critical information you need to prepare your company for the inevitable hack. The lessons in this book will help you get everyone in your organization on the same page when it comes to protecting your most valuable assets. Business is changing. Will you adapt or be left behind? Get up to speed and deepen your understanding of the topics that are shaping your company's future with the Insights You Need from Harvard Business Review series. Featuring HBR's smartest thinking on fast-moving issues--blockchain, cybersecurity, AI, and more--each book provides the foundational introduction and practical case studies your organization needs to compete today and collects the best research, interviews, and analysis to get it ready for tomorrow. You can't afford to ignore how these issues will transform the landscape of business and society. The Insights You Need series will help you grasp these critical ideas--and prepare you and your company for the future.

Paving - Conversations with Incredible Women Who are Shaping Our World - Maya Sharma 2021-01-28

A book about 25 global women leaders would be remarkable by itself. The fact that it is written by a teenage girl makes it incredible. There is only one word to describe this book - inspiring! - Sunil Gupta, Edward W. Carter Professor of Business, Harvard Business School Just when you thought you knew everything about some of the women shaping our world, you read Maya Sharma's book and realize you didn't know much at all. Smart questions that prompt lively, inspiring, and in-depth answers from incredible women will make your mind wander. A recommended read to all--no matter your age or gender. - Joanna Stern, Senior Personal Tech Columnist, The Wall Street Journal This book is a piece of art. It would have been an impressive book if just two or three of Maya's Wonder Women agreed to do the personal interviews - but she got twenty-five! I plan on gifting this important book to my five granddaughters (and two grandsons) so that they can also grow up to be, like Maya, our next generation of architects for a better, more equal world. - Mitch Lewis, Adventurer and Author, Climbing Your Personal Everest Paving: Conversations with Incredible Women Who are Shaping our World is a provocative and stirring piece of brilliant writing from the up-and-coming Maya Sharma. Impressively, as she is still a student in high school, Maya has expertly featured many inspirational and powerful women from all walks of life and has interviewed them to gain their insights and wisdom on the world today. From their first-hand experiences, Maya's expressive conversations have delved into the difficulties that many women face in the modern world and deftly drawn valuable knowledge from the panoramic fount of the remarkable minds of these global influencers. From how they rose up the ranks to where they sit today, and the challenges they faced on their journey there, to how they stood against them, there is much inspiration and encouragement for the many ambitious women they have paved the way for. In fact, Paving is a force of its own, an audacious undertaking, and an eloquent book of thought-provoking answers and extraordinary stories. There is one pivotal theme: No matter what your circumstances, and whatever adversity you face, with perseverance, achieving your goal is always possible.

The Ends Game - Marco Bertini 2022-01-11

How some firms are rewriting the rules of commerce by pursuing "ends"--actual outcomes--rather than selling "means"--their products and services. Would you rather pay for health care or for better health? For school or education? For groceries or nutrition? A car or transportation? A theater performance or entertainment? In *The Ends Game*, Marco Bertini and Oded Koenigsberg describe how some firms are rewriting the rules of commerce: instead of selling the "means" (products and services), they adopt innovative revenue models to pursue the "ends" (actual outcomes). They show that paying by the pill, semester, food item, vehicle, or show does not necessarily reflect the value that customers actually derive from their purchases. Revenue models anchored on the ownership of products, they argue, are patently inferior.

Technology Strategy Patterns - Eben Hewitt 2018-10-15

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

Marketing Mix Decisions - Roger A. Kerin 2008

The PM Imperative - Jahn Karsybaev 2021-04-30

Project Management is omnipresent. Not just in IT or Construction. We do it on a daily basis, even in our personal lives (well, at least some of us). We are not going to bore you with the history lessons and when Henry Gantt developed the first planning and controlling techniques. The motivation for this book comes from multiple years of managing projects and "retrospectives" from failed experiments. Collectively, we have been managing projects for almost 20 years combined, mostly for Fortune 500 companies. Moreover, this book comes with a library of key templates and documents that we have created throughout our years at these companies, which we hope will come in useful to our readers as they embark on their project management journey.

Competing in the Age of AI - Marco Iansiti 2020-01-07

"a provocative new book" — The New York Times AI-centric organizations exhibit a new operating architecture, redefining how they create, capture, share, and deliver value. Now with a new preface that explores how the coronavirus crisis compelled organizations such as Massachusetts General Hospital, Verizon, and IKEA to transform themselves with remarkable speed, Marco Iansiti and Karim R. Lakhani show how reinventing the firm around data, analytics, and AI removes traditional constraints on scale, scope, and learning that have restricted business growth for hundreds of years. From Airbnb to Ant Financial, Microsoft to Amazon, research shows how AI-driven processes are vastly more scalable than traditional processes, allow massive scope increase, enabling companies to straddle industry boundaries,

and create powerful opportunities for learning—to drive ever more accurate, complex, and sophisticated predictions. When traditional operating constraints are removed, strategy becomes a whole new game, one whose rules and likely outcomes this book will make clear. Iansiti and Lakhani: Present a framework for rethinking business and operating models Explain how "collisions" between AI-driven/digital and traditional/analog firms are reshaping competition, altering the structure of our economy, and forcing traditional companies to rearchitect their operating models Explain the opportunities and risks created by digital firms Describe the new challenges and responsibilities for the leaders of both digital and traditional firms Packed with examples—including many from the most powerful and innovative global, AI-driven competitors—and based on research in hundreds of firms across many sectors, this is your essential guide for rethinking how your firm competes and operates in the era of AI.

Columbia Business School - Brian Thomas 2016-11-22

Featuring interviews with topflight scholars discussing their work and that of their colleagues, this retrospective of the first hundred years of Columbia Business School recounts the role of the preeminent institution in transforming education, industry, and global society. From its early years as the birthplace of value investing to its seminal influence on Warren Buffett and Benjamin Graham, the school has been a profound incubator of ideas and talent, determining the direction of American business. In ten chapters, each representing a single subject of the school's research, senior faculty members recount the collaborative efforts and innovative approaches that led to revolutionary business methods in fields like finance, economics, and accounting. They describe the pioneering work that helped create new quantitative and stochastic tools to enhance corporate decision making, and they revisit the groundbreaking twentieth-century marketing and management paradigms that continue to affect the fundamentals of global business. The volume profiles several prominent centers and programs that have helped the school adapt to recent advancements in international business, entrepreneurship, and social enterprise. Columbia Business School has long offered its diverse students access to the best leaders and thinkers in the industry. This book not only reflects on these relationships but also imagines what might be accomplished in the next hundred years.

Rethinking the MBA - Srikant M. Datar 2010

The authors give the most comprehensive, authoritative and compelling account yet of the troubled state of business education today and go well beyond this to provide a blueprint for the future.

Marketing Research Methods - Mercedes Esteban-Bravo 2021-01-28

Academically thorough and up-to-date quantitative and qualitative market research methods text for business and social science students.

The Content Trap - Bharat Anand 2016-10-18

"My favorite book of the year."—Doug McMillon, CEO, Wal-Mart Stores Harvard Business School Professor of Strategy Bharat Anand presents an incisive new approach to digital transformation that favors fostering connectivity over focusing exclusively on content. NAMED ONE OF THE BEST BOOKS OF THE YEAR BY BLOOMBERG Companies everywhere face two major challenges today: getting noticed and getting paid. To confront these obstacles, Bharat Anand examines a range of businesses around the world, from The New York Times to The Economist, from Chinese Internet giant Tencent to Scandinavian digital trailblazer Schibsted, and from talent management to the future of education. Drawing on these stories and on the latest research in economics, strategy, and marketing, this refreshingly engaging book reveals important lessons, smashes celebrated myths, and reorients strategy. Success for flourishing companies comes not from making the best content but from recognizing how content enables customers' connectivity; it comes not from protecting the value of content at all costs but from

unearthing related opportunities close by; and it comes not from mimicking competitors' best practices but from seeing choices as part of a connected whole. Digital change means that everyone today can reach and interact with others directly: We are all in the content business. But that comes with risks that Bharat Anand teaches us how to recognize and navigate. Filled with conversations with key players and in-depth dispatches from the front lines of digital change, *The Content Trap* is an essential new playbook for navigating the turbulent waters in which we find ourselves. Praise for *The Content Trap* "A masterful and thought-provoking book that has reshaped my understanding of content in the digital landscape."—Ariel Emanuel, co-CEO, WME | IMG "The Content Trap is a book filled with stories of businesses, from music companies to magazine publishers, that missed connections and could never escape the narrow views that had brought them past success. But it is also filled with stories of those who made strategic choices to strengthen the links between content and returns in their new master plans. . . . The book is a call to clear thinking and reassessing why things are the way they are."—The Wall Street Journal