



H. David Hennessey & Jean-Pierre Jeannot

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Peipei Pang



Global Account Management Creating Value:

Global Account Management H. David Hennessey, Jean-Pierre Jeannet, 2004-11-19 If you buy a new BMW you may be surprised as much by the owner's manual as by the car itself. Thin, personalized and containing information only on the features you have selected in the language you speak, it is the result of a year's collaboration with Xerox that has radically improved the product and decimated costs. It is just one example of the new organizational structures and processes being developed at leading companies to serve the global marketplace. As firms realize that dealing with global customers is not simply an extension of key account management, their most common response is to launch a formal global account management initiative. Done well, this is powerful and effective; however, without proper planning, it can spell disaster. Drawing on widely accepted key success factors for global account management as well as new elements revealed by their research, David Hennessey and Jean-Pierre Jeannet redefine the process of global account management around the premise that sustainable value springs only from an expert understanding of the customer's industry, its structure, and its strategy. The book covers all critical aspects of the topic: the planning process, account selection, team building, executive support, global IT requirements, compensation structures, and more, and draws on interviews with top global account managers at leading companies including IBM, Cable and Wireless, Siemens, HP, Guinness, Cisco, and Procter & Gamble.

International Management in Service Firms Dirk Klimkeit, Pengji Wang, Huiping Zhang, 2024-05-22 This textbook examines how service firms manage their international operations. For the first time, it brings together insights from the fragmented literature on this subject into an accessible textbook. Further, it is unique in its focus on service firms' internationalization and international management. Beginning with an overview of the international environment in which service firms operate, it subsequently describes multinational service firms and their internationalization processes, strategies, and organization. Unlike most texts on international services, the book goes beyond internationalization to address the ongoing management of service firms. It not only addresses functions such as global service marketing, financial management, and human resource management but also discusses aspects such as global account management, global service delivery, and international project management, as well as the topical issue of managing distributed virtual teams. A dedicated chapter focuses on offshore shared services and business process outsourcing. These chapters are complemented by a discussion on international corporate governance and corporate social responsibility. The book is intended for students preparing for international careers in the service sector. Each chapter includes case studies, illustrations, highlighted definitions, a chapter summary, and exercises.

Nuanced Account Management Bala Shankar, 2018-04-17 This book is a comprehensive practical guide for account managers, sales teams, and account leaders operating in the B2B space. It provides knowledge to excel in developing, growing, and retaining top accounts in local and global environments. With a nuanced version of account management that will potentially be a game changer, the book offers a personnel and process-based agenda that can create a competitive advantage on its own.

Handbook of Strategic Account Management Diana Woodburn, Kevin Wilson, 2014-03-17 A compilation of the established knowledge in strategic account management While companies and academics expend tremendous effort on mass marketing they often overlook their immediate customers which are critical in both senses and hence the importance of strategic account management SAM This handbook is a compilation of papers that present researched knowledge of SAM across the academic community which fills a void in the existing academic literature Handbook of Strategic Account Management identifies drivers of the SAM approach key issues and success factors operational needs and areas still awaiting exploration Each paper includes an overall referenced summary of the tenets of SAM relevant to the area it reports and together with the combined list of references it creates an indispensable resource for academic readers students and researchers Handbook of Strategic Account Management is written by over 40 knowledgeable experts with substantial experience of SAM from teaching researching writing and advising companies on why and how it works spread widely across Europe and the US It represents the balanced researched body of knowledge in SAM and will be an invaluable resource to anyone exploring the approach whether for a student thesis for original research or for answers on how to approach SAM as a company initiative Today s strategic key and global account management professionals owe thanks to a small community of academic researchers who over the past three decades have been pioneers in identifying cataloguing and analyzing the selling and business management practices of an emerging profession we now call strategic account management This Handbook is an important milestone to mark SAM s still evolving impact on corporate business strategies and its ever increasing relevance as a proven engine for growth in business to business strategic customer relationships Bernard Quancard President CEO of SAMA US based Strategic Account Management Association with over 3 000 members worldwide Yana Atanasova Bjorn Ivens Toni Mikkola Ivan Snehota Audrey Bink Ove Jensen Stefanos Mouzas Kaj Storbacka Per Olof Brehmer Robert Krapfel Peter Naud Olavi Uusitalo Noel Capon Antonella La Rocca Jukka Ojasalo Tom Vanderbiesen Simon Croom Sylvie Lacoste Catherine Pardo Stefan Wengler Osman G k Nikala Lane Nigel Piercy Kevin Wilson Paolo Guenzi R gis Lemmens Michael Pusateri Diana Woodburn Stephan Henneburg Tommi Mahlam ki Jakob Rehme John Workman Sue Holt Malcolm McDonald Sanjiy Sengupta George Yip Christian Homburg Florin Mihoc Christoph Senn Judy Zolkiewski *Successful Global Account Management* Kevin Wilson, Nick Speare, Samuel J. Reese, 2002 Based on a major global research study into Global Account Management GAM *Successful Global Account Management* shows companies how to adopt a radically different approach to dealing with their key accounts to operate as truly global suppliers **Managing Global Customers** George S. Yip, Audrey J. M. Bink, 2007-09-06 Multinational companies need to manage their relationships with multinational customers with a globally integrated approach This book provides a systematic framework for developing and implementing such global customer management programs It draws on in depth research at over 20 major U S and European multinational companies such as ABB Bechtel BP Bosch British Airways Carrefour Daimler Chrysler Hewlett Packard HSBC IBM Schlumberger Shell

Siemens Tesco Unilever Vodafone Wal Mart and Xerox Readers will learn how to think about managing global customers in the context of their overall global strategy develop effective global customer management programs overcome barriers to implementation and success build better relationships with important customers get the entire company to engage with managing global customers This book takes a strategic total business and not just sales approach to managing global customers It also takes a customer as well as a supplier perspective The book provides guidance on both strategy and implementation Yip and Bink s Managing Global Customers takes a systematic and logic driven approach yet provides many creative insights and practical advice Managing Global Customers highlights the rewards of taking a step beyond global account management to create a Global Customer Management approach integrating globally all aspects of the relationship between supplier and customer The book gives a framework that guides international companies in using their relationships with global customers to their full potential George Yip author of the widely praised Total Global Strategy and Audrey Bink tackle in depth one of the most important aspects of global strategy How to manage global customers

CIM Coursebook: Delivering Customer Value through Marketing Ray Donnelly, 2010-09-08 Butterworth Heinemann s CIM Coursebooks have been designed to match the syllabus and learning outcomes of our new qualifications and should be useful aids in helping students understand the complexities of marketing The discussion and practical application of theories and concepts with relevant examples and case studies should help readers make immediate use of their knowledge and skills gained from the qualifications Professor Keith Fletcher Director of Education The Chartered Institute of Marketing Here in Dubai we have used the Butterworth Heinemann Coursebooks in their various forms since the very beginning and have found them most useful as a source of recommended reading material as well as examination preparation Alun Epps CIM Centre Co ordinator Dubai University College United Arab Emirates Butterworth Heinemann s official CIM Coursebooks are the definitive companions to the CIM professional marketing qualifications The only study materials to be endorsed by The Chartered Institute of Marketing CIM all content is carefully structured to match the syllabus and is written in collaboration with the CIM faculty Each chapter is packed full of case studies study tips and activities to test your learning and understanding as you go along The coursebooks are the only study guide reviewed and approved by CIM The Chartered Institute of Marketing Each book is crammed with a range of learning objectives cases questions activities definitions study tips and summaries to support and test your understanding of the theory Past examination papers and examiners reports are available online to enable you to practise what has been learned and help prepare for the exam and pass first time Extensive online materials support students and tutors at every stage Based on an understanding of student and tutor needs gained in extensive research online materials have been designed specifically for CIM students and created exclusively for Butterworth Heinemann Check out exam dates on the Online Calendar see syllabus links for each course and access extra mini case studies to cement your understanding Explore marketingonline co uk and access online versions of the coursebooks and

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www.marketingonline.co.uk **Principles and Practice of Marketing** Jim Blythe, 2013-11-05 When you think of marketing you may think of the adverts that pop up at the side of your screen or the billboards you see when you're out all those moments in the day when somebody is trying to grab your attention and sell you something Marketing is about advertising and communications in part but it's also about many other things which all aim to create value for customers from product research and innovation to after care service and maintaining relationships It's a rich and fascinating area of management waiting to be explored so welcome to Marketing Jim Blythe's Principles and Practice of Marketing will ease you into the complexities of Marketing to help you achieve success in your studies and get the best grade It provides plenty of engaging real life examples including brands you know such as Netflix and PayPal marketing is not just about products but services too Marketing changes as the world changes and this textbook is here to help keeping you up to speed on key topics such as digital technologies globalization and being green *The New Successful Large Account Management* Robert B. Miller, Stephen E. Heiman, Tad Tuleja, 2006 With limited resources and increasing competition managing strategic accounts requires a focused strategy plan and process Developed collaboratively with world class sales forces the Large Account Management Process provides an enduring framework for protecting and growing your most important customer relationships Damon Jones COO Miller Heiman Inc The Large Account Management Process has implemented a discipline that allows people to work together and communicate setting strategies and sales goals that benefit both our customers and our own company Joseph L. Cash senior vice president of sales Equifax Corporation Miller Heiman's Large Account Management Process delivers a disciplined process for gathering the information required to really understand the trends impacting our largest clients This critical information defines the strategies that provide long term customer value and drive consistently superior business results Paul Wichman vice president and senior division sales manager Schwab Institution The New Successful Large Account Management now in its third edition is thoroughly revised and updated and takes into consideration recent changes in the industry This hard hitting and no nonsense book advises you how to best manage your most important business accounts The authors of the best selling books The New Strategic Selling and The New Conceptual Selling provide comprehensive and practical lessons that will help you to protect and improve your most crucial customer relationships By following their clearly defined and dynamic approach to the account planning process you will learn how to devise a strategic action plan to manage your key accounts manage them effectively and profitably build long term client relationships climb ahead of competitors and move your relationship up the buy sell hierarchy Whatever business you're in this excellent book shows you how to protect those crucial accounts that you can't afford to lose Account-Based Growth Bev Burgess, Tim Shercliff, 2022-11-03 Develop long term relationships deliver market beating growth and create sustainable value with this pragmatic guide to aligning marketing sales customer success and your executives around your most

important customers Many B2B companies make half their profitable revenue from just three percent of their customers yet don't recognize the significance of these accounts nor invest appropriately in them Account Based Growth introduces a comprehensive framework for improving internal alignment and external engagement with these vital few It contains bullet pointed takeaways at the end of each chapter plus a comprehensive checklist to help you improve your own company's approach to its most important customers Each element of the framework is brought to life through viewpoints from industry experts and case studies from leading organizations including Accenture Fujitsu Infosys SAP Salesforce ServiceNow and Telstra

Key Account Rock Stars Marc Pettersson, 2024-05-09 Key Account Rock Stars Raising Your Volume by Lowering Your Decibels brings fresh new thoughts to the topic of Key Account Management This book reveals the secrets of how to successfully engage with customers and how to become organizationally savvy plus practical tools for succeeding on the job It is written for the practitioner and takes readers through the soft sides of the job which is exactly what is needed to succeed and achieve career fulfillment Account managers must keep the relationship fresh with creative ways to add value to the customers so customers remain genuinely satisfied with the relationship Losing a customer will always be a burden on the individual Key Account Manager whatever the reason for the loss Readers will Gain awareness of what a good customer relationship looks like Learn tools to solve issues and improve ways of working And most importantly learn how to succeed as a Key Account Manager Remember the importance of customer centricity is higher than ever The decade long transition of the economy away from production towards services and the need to differentiate from the competition will certainly continue A company today that fails to engage with the customers will not succeed the era of making a good product and trusting it to sell itself is long gone

Successful Customer Relationship Management Programs and Technologies: Issues and Trends Eid, Riyadh, 2012-03-31 This book offers case studies methodologies frameworks and architectures and generally the cutting edge in research within the field of customer relationship management Provided by publisher

Implementing Key Account Management Javier Marcos, Mark Davies, Rodrigo Guesalaga, Sue Holt, 2018-08-03

Implementing Key Account Management is a highly practical handbook that guides readers through the realities of rolling out a functional key account management programme The book offers an integrated framework for key account management KAM that businesses can use to design or further develop strategic customer management programmes enabling them to overcome the obstacles that organizations often face when rolling out their strategies Bringing together the experiences of leading experts within this field Implementing Key Account Management draws on two decades of research and best practice from Cranfield University School of Management one of the foremost centres for research and thought leadership in KAM Between them the authors have designed and delivered programmes globally for clients such as Rolls Royce Unilever Vodafone The Economist and many more Rigorously researched well grounded and practical this book is quite simply the definitive go to resource for implementing key account management programmes

Marketing Communications Chris

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

Global Organizations Rabi S. Bhagat, Annette S. McDevitt, B. Ram Baliga, 2017-04-20 Global Organizations Challenges Opportunities and the Future provides a comprehensive description of the forces that confront multinational and global companies in the 21st century This book presents the fundamental concepts that help managers discern the challenges which lie ahead

Marketing Communication Allan J. Kimmel, 2005 Divided into three parts this book provides cutting edge perspectives from both academics and practitioners on the analysis of developments in all areas of marketing communication

Contemporary Selling Mark W. Johnston, Greg W. Marshall, 2021-08-01 Contemporary Selling is the only book that combines full coverage of up to date personal selling processes with a straightforward look at sales management practices delivered in a way that students want to learn and instructors want to teach The overarching theme of the book is enabling salespeople to build relationships successfully and to create value with customers Johnston and Marshall have created a comprehensive holistic source of information about the selling function in modern organizations that links the process of selling what salespeople do with the process of managing salespeople what sales managers do A strong focus on the modern tools of selling such as customer relationship management CRM social media and technology enabled selling and sales analytics means the book continues to set the standard for the most up to date and student friendly selling book on the market today Pedagogical features include updated mini cases to engage students and reinforce learning objectives Ethical Dilemma and Global Connection boxes that simulate real world challenges faced by salespeople and their managers Role Play exercises that enable students to learn by doing and updated discussion queries to drive classroom discussion and help students connect important concepts This fully updated new edition is an invaluable resource for students of personal selling at both undergraduate and postgraduate levels Supplementary resources include an instructor's manual PowerPoint slides and other tools to provide additional support for students and instructors

International Business Strategy Alain Verbeke, 2013-03-07 The first textbook to combine analytical rigour and true managerial insight on the functioning of large multinational enterprises

Supply Chain Saves the World Bruce Richardson, 2006 [Managing a Global Workforce](#) Charles

Vance, Yongsun Paik, 2015-03-27 This new edition of *Managing a Global Workforce* provides balanced and contemporary coverage of human resource management in the international marketplace. Directed at future general managers and international executives rather than HR specialists, it is designed to help students as well as professionals recognize the critical human resource issues underlying the cultural and economic challenges they face.

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Table of Contents Global Account Management Creating Value

1. Understanding the eBook Global Account Management Creating Value
 - The Rise of Digital Reading Global Account Management Creating Value
 - Advantages of eBooks Over Traditional Books
2. Identifying Global Account Management Creating Value
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Global Account Management Creating Value
 - User-Friendly Interface
4. Exploring eBook Recommendations from Global Account Management Creating Value
 - Personalized Recommendations
 - Global Account Management Creating Value User Reviews and Ratings
 - Global Account Management Creating Value and Bestseller Lists
5. Accessing Global Account Management Creating Value Free and Paid eBooks

- Global Account Management Creating Value Public Domain eBooks
 - Global Account Management Creating Value eBook Subscription Services
 - Global Account Management Creating Value Budget-Friendly Options
6. Navigating Global Account Management Creating Value eBook Formats
 - ePub, PDF, MOBI, and More
 - Global Account Management Creating Value Compatibility with Devices
 - Global Account Management Creating Value Enhanced eBook Features
 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Global Account Management Creating Value
 - Highlighting and Note-Taking Global Account Management Creating Value
 - Interactive Elements Global Account Management Creating Value
 8. Staying Engaged with Global Account Management Creating Value
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Global Account Management Creating Value
 9. Balancing eBooks and Physical Books Global Account Management Creating Value
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Global Account Management Creating Value
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Global Account Management Creating Value
 - Setting Reading Goals Global Account Management Creating Value
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Global Account Management Creating Value
 - Fact-Checking eBook Content of Global Account Management Creating Value
 - Distinguishing Credible Sources
 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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