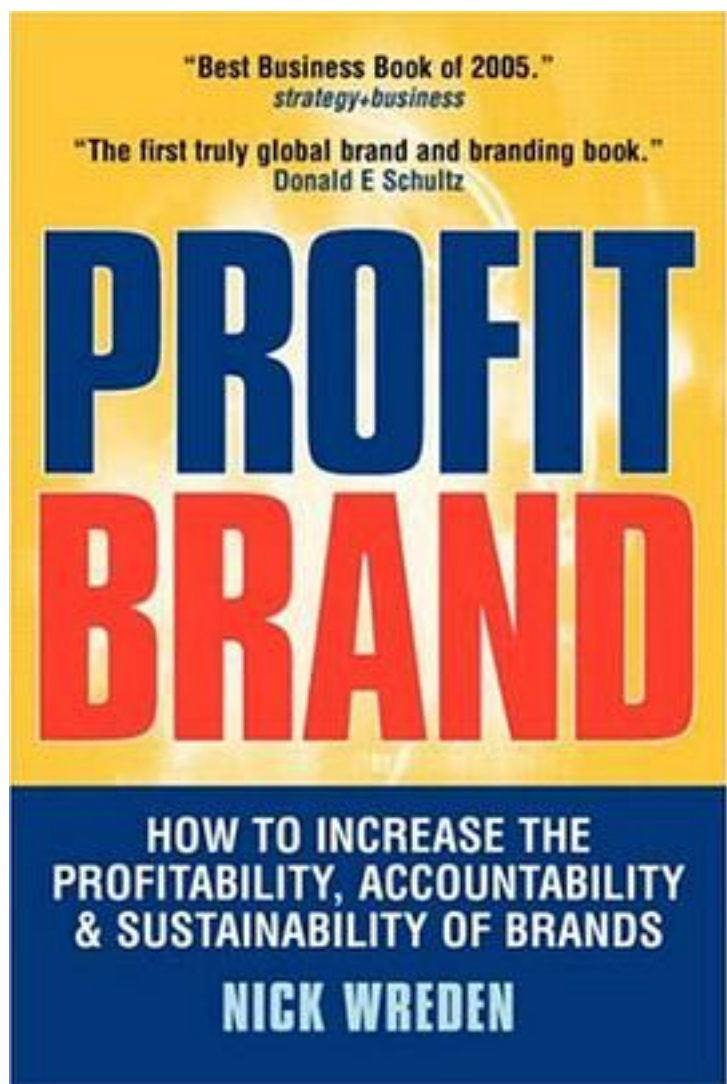


# Profit Brand



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Strategy+business magazine's best marketing book of 2005. Profit Brand presents a results-driven view of branding that any CEO or CFO would applaud. While branding strategies often concern themselves with "awareness," "visibility," "impact," and "image," author Nick Wreden shifts the focus to the bottom line. He offers a comprehensive metrics-based approach to branding that allows companies to link branding activities directly with profits. Wreden looks at the inefficiencies of traditional branding strategies that stress customer acquisition over customer retention. Customer loyalty, he argues, is the key to delivering profitability. With this in mind, he explores loyalty schemes, the need to own the customer experience, and the means of leveraging allies as brand ambassadors. He covers topics such as segmentation, optimization, pricing, and communication strategies and explores accountability systems such as six sigma, CRM, and scorecards.

作者介绍:

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