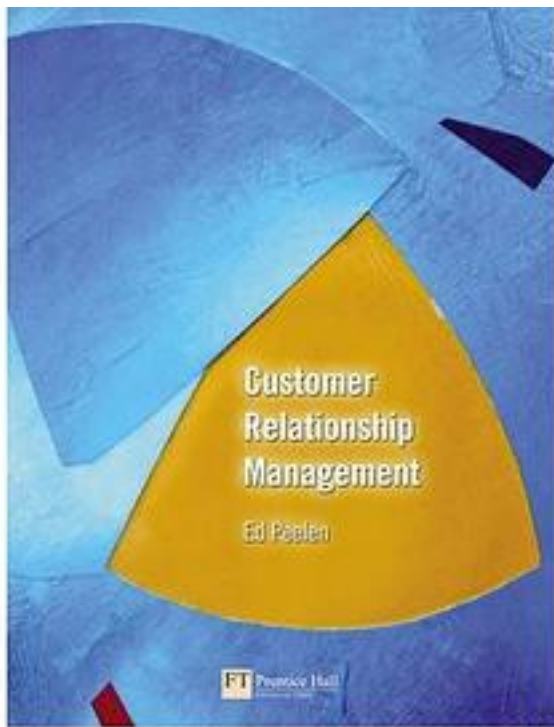


Customer Relationship Management



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"Customer Relationship Management: A Databased Approach" offers the promise of maximized profits for today's highly competitive businesses. This innovative book provides readers with the tools and techniques to effectively use CRM. It emphasizes the utilization of database marketing in order to build strong and profitable customer relationships. Kumar first describes how to implement database marketing and then looks at recent advances in CRM applications. Critical marketing issues like optimum resource allocation, purchase sequence, and the link between acquisition, retentions,

and profitability are also examined on the basis of empirical findings.

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