



How to Win Customers in the Digital World: Total Action or Fatal Inaction

Peter Vervest, Al Dunn

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Providing a template for seizing the opportunities offered by digital business technologies, this book presents six real-life cases to demonstrate both the power and risks involved. The authors - both experienced professionals in management education and telecommunications - introduce Total Action concepts and methodologies - where every activity inside the organization is directly relevant for its customers. Winners use these to make front-line people the point of decision making, to unlock information about customers, and to manage the fulfillment of their commitments. The result is a discovery tour of new management concepts that will help your business triumph in today's digital world.

From the reviews: "This book is mandatory reading for every manager and professional." - Thomas Middelhoff, Chairman & CEO Bertelsmann AG; "This is a powerful and straightforward starting point for all managers and organizations seeking to master the new frontiers of business." A.-W. Scheer, Chairman of the Supervisory Board IDS Scheer AG



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