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Mobile Marketing

How Mobile Technology is Revolutionizing Marketing, Communications and Advertising

Kogan Page Publishers **Mobile Marketing provides an in-depth hardware and software review of mobile technology - including mobile platforms, app development, social media and location-based services - and information on how to exploit the software to boost marketing, communications and advertising strategies. It explains the dynamics between the key players and how these forces are shaping future developments in terms of service provision, media integration and content strategy. Supported by in-depth case studies such as Sony, L'Oreal and Ernst & Young which illustrate the potential pitfalls and rewards of mobile marketing initiatives, Mobile Marketing shows how our new mobile lifestyle can be a rewarding environment for those businesses willing to embrace new technology and, with imagination and creativity, develop mobile marketing strategies that can win customers, boost brand awareness, raise profile and increase profits.**

Mobile Marketing

How Mobile Technology Is Revolutionizing Marketing, Communications and Advertising

How to optimize a multi-screen generation of mobile technology; a structured, comprehensive guide to integrating the latest mobile technology developments into the heart of your digital marketing strategy.

Handbook of Research on Strategic Fit and Design in Business Ecosystems

IGI Global **With advancing information technology, businesses must adapt to more efficient structures that utilize the latest in robotics and machine learning capabilities in order to create optimal human-robot cooperation. However, there are vital rising concerns regarding the possible consequences of deploying artificial intelligence, sophisticated robotic**

technologies, automated vehicles, self-managing supply modes, and blockchain economies on business performance and culture, including how to sustain a supportive business culture and to what extent a strategic fit between human-robot collaboration in a business ecosystem can be created. The Handbook of Research on Strategic Fit and Design in Business Ecosystems is a collection of innovative research that builds a futuristic view of evolving business ecosystems and a deeper understanding of business transformation processes in the new digital business era. Featuring research on topics such as cultural hybridization, Industry 4.0, and cybersecurity, this book is ideally designed for entrepreneurs, executives, managers, corporate strategists, economists, IT specialists, IT consultants, engineers, students, researchers, and academicians seeking to improve their understanding of future competitive business practices with the adoption of robotic and information technologies.

Targeted

How Technology Is Revolutionizing Advertising and the Way Companies Reach Consumers

AMACOM **Nowadays, we fast-forward through commercials and we only pick up magazines at the doctor's office (and even then only if our phone's battery power is low!). But the one place of advertising we cannot avoid for longer than a few minutes is online--the vast and shifting Internet universe filled with pop-ups and our own personalized cookies. In fact, an advertising avenue that barely existed 20 years ago is now the second-largest advertising channel in the United States--and is still growing!Part history book, part guidebook, part prediction for the future, Targeted tells the story of the companies, individuals, and innovations driving this revolution. This one-of-a-kind resource takes readers behind the scenes--examining the growth of digital advertising, its enormous potential, and the technologies that are changing the game forever. Author and COO Mike Smith, a proven authority on how using real-time bidding systems with finesse can dramatically promote online advertising and branding, has provided an essential resource for anyone interested in finding and connecting with customers in the astronomically large universe we call the Internet that is only growing more aware and specialized for each of its millions of users.**

Digital and Social Media Marketing

Emerging Applications and Theoretical Development

Springer Nature **This book examines issues and implications of digital and social media marketing for emerging markets. These markets necessitate substantial adaptations of developed theories and approaches employed in the Western world. The book investigates problems specific to emerging markets, while identifying new theoretical constructs and practical applications of digital marketing. It addresses topics such as electronic word of mouth (eWOM), demographic differences in digital marketing, mobile marketing, search engine advertising, among others. A radical increase in both temporal and geographical reach is empowering consumers to exert influence on brands, products, and services. Information and Communication Technologies (ICTs) and digital media are having a significant impact on the way people communicate and fulfil their socio-economic, emotional and material needs. These technologies are also being harnessed by businesses for various purposes including distribution and selling of goods, retailing of consumer services, customer relationship management, and influencing consumer behaviour by employing digital marketing practices. This book considers this, as it examines the practice and research related to digital and social media marketing.**

The Television Will Be Revolutionized, Second Edition

NYU Press **Many proclaimed the "end of television" in the early years of the twenty-first century, as capabilities and features of the boxes that occupied a central space in American living rooms for the preceding fifty years were radically remade. In this revised, second edition of her definitive book, Amanda D. Lotz proves that rumors of the death of television were greatly exaggerated and explores how new distribution and viewing technologies have resurrected the medium. Shifts in the basic practices of making and distributing television have not been hastening its demise, but are redefining what we can do with television, what we expect from it, how we use it—in short, revolutionizing it. Television, as**

both a technology and a tool for cultural storytelling, remains as important today as ever, but it has changed in fundamental ways. The Television Will Be Revolutionized provides a sophisticated history of the present, examining television in what Lotz terms the "post-network" era while providing frameworks for understanding the continued change in the medium. The second edition addresses adjustments throughout the industry wrought by broadband delivered television such as Netflix, YouTube, and cross-platform initiatives like TV Everywhere, as well as how technologies such as tablets and smartphones have changed how and where we view. Lotz begins to deconstruct the future of different kinds of television—exploring how "prized content," live television sports and contests, and linear viewing may all be "television," but very different types of television for both viewers and producers. Through interviews with those working in the industry, surveys of trade publications, and consideration of an extensive array of popular shows, Lotz takes us behind the screen to explore what is changing, why it is changing, and why the changes matter. Instructor's Guide

Introduction to Electronic Commerce and Social Commerce

Springer This is a complete update of the best-selling undergraduate textbook on Electronic Commerce (EC). New to this 4th Edition is the addition of material on Social Commerce (two chapters); a new tutorial on the major EC support technologies, including cloud computing, RFID, and EDI; ten new learning outcomes; and video exercises added to most chapters. Wherever appropriate, material on Social Commerce has been added to existing chapters. Supplementary material includes an Instructor's Manual; Test Bank questions for each chapter; Powerpoint Lecture Notes; and a Companion Website that includes EC support technologies as well as online files. The book is organized into 12 chapters grouped into 6 parts. Part 1 is an Introduction to E-Commerce and E-Marketplaces. Part 2 focuses on EC Applications, while Part 3 looks at Emerging EC Platforms, with two new chapters on Social Commerce and Enterprise Social Networks. Part 4 examines EC Support Services, and Part 5 looks at E-Commerce Strategy and Implementation. Part 6 is a collection of online tutorials on Launching Online Businesses and EC Projects, with tutorials focusing on e-CRM; EC Technology; Business Intelligence, including Data-, Text-, and Web Mining; E-Collaboration; and Competition in Cyberspace. the following="" tutorials="" are="" not="" related="" to="" any="" specific="" chapter.="" they="" cover="" the="" essentials="" ec="" technologies="" and="" provide="" a="" guide="" relevant="" resources.="" p

Electronic Commerce

A Managerial and Social Networks Perspective

Springer Throughout the book, theoretical foundations necessary for understanding Electronic Commerce (EC) are presented, ranging from consumer behavior to the economic theory of competition. Furthermore, this book presents the most current topics relating to EC as described by a diversified team of experts in a variety of fields, including a senior vice president of an e-commerce-related company. The authors provide website resources, numerous exercises, and extensive references to supplement the theoretical presentations. At the end of each chapter, a list of online resources with links to the websites is also provided. Additionally, extensive, vivid examples from large corporations, small businesses from different industries, and services, governments, and nonprofit agencies from all over the world make concepts come alive in Electronic Commerce. These examples, which were collected by both academicians and practitioners, show the reader the capabilities of EC, its cost and justification, and the innovative ways corporations are using EC in their operations. In this edition (previous editions published by Pearson/Prentice Hall), the authors bring forth the latest trends in e-commerce, including social businesses, social networking, social collaboration, innovations, and mobility.

Marketing Communication

New Approaches, Technologies, and Styles

OUP Oxford Styles brings together leading authorities from both academia and the marketing industry to provide a comprehensive overview and analysis of the rapidly changing world of marketing communication in the 21st Century. Containing a broad tableau of perspectives, the book reflects the insights and experiences of academics and practitioners from both sides of the Atlantic. With its timely and in-depth focus on contemporary and evolving trends in marketing communication, this book will be of interest to a diverse

audience of academics, students, and marketing professionals. Primarily intended as a supplemental reader for undergraduate, graduate, and MBA courses, the focus on emerging developments in the field will also appeal to a broad range of researchers and marketing professionals.

Marketing Management and Communications in the Public Sector

Routledge The fields of marketing and communication have become increasingly important for modern public administrations in recent years but the focus on these subjects has been geared mainly towards the generation of outputs, leaving somewhat behind the analysis and deeper reflections on the impact they make and their limitations. This book provides a thorough overview of the major concepts in marketing and communication which is done by utilizing an exclusive and decisive public-sector approach, with an unambiguous international outlook. The possibilities and limits of the application of marketing and communication, from strategic aspects to the more concrete questions of instruments and implementation, are discussed and if the realities of the public sector are the key to any understanding of marketing and communication, the international scene is the only possible ground to do this in. Aided by a multitude of pedagogical features, Marketing Management and Communications in the Public Sector is a key read for all students, practitioners and scholars working or studying in this field.

Digital Business and Electronic Commerce

Strategy, Business Models and Technology

Springer Nature This textbook introduces readers to digital business from a management standpoint. It provides an overview of the foundations of digital business with basics, activities and success factors, and an analytical view on user behavior. Dedicated chapters on mobile and social media present fundamental aspects, discuss applications and address key success factors. The Internet of Things (IoT) is subsequently introduced in the context of big data, cloud computing and connecting technologies, with a focus on industry 4.0, smart business services, smart homes and digital consumer applications, as well as artificial intelligence. The book then turns to digital business models in the B2C (business-to-consumer) and B2B (business-to-business) sectors. Building on the business model concepts, the book addresses digital business strategy, discussing the strategic digital business environment and digital business value activity systems (dVASs), as well as strategy development in the context of digital business. Special chapters explore the implications of strategy for digital marketing and digital procurement. Lastly, the book discusses the fundamentals of digital business technologies and security, and provides an outline of digital business implementation. A comprehensive case study on Google/Alphabet, explaining Google's organizational history, its integrated business model and its market environment, rounds out the book.

Putting the Public Back in Public Relations

How Social Media Is Reinventing the Aging Business of PR

FT Press Forget the "pitch": Yesterday's PR techniques just don't work anymore. That's the bad news. Here's the great news: Social Media and Web 2.0 offer you an unprecedented opportunity to make PR work better than ever before. This book shows how to reinvent PR around two-way conversations, bring the "public" back into public relations and get results that traditional PR people can only dream about. Drawing on their unparalleled experience making Social Media work for business, PR 2.0.com's Brian Solis and industry leader Deirdre Breakenridge show how to transform the way you think, plan, prioritize, and deliver PR services. You'll learn powerful new ways to build the relationships that matter, and reach a new generation of influencers...leverage platforms ranging from Twitter to Facebook...truly embed yourself in the communities that are shaping the future. Best of all, you won't just learn how to add value in the Web 2.0 world: You'll learn how to prove how new, intelligent, and socially rooted PR will transform your organization into a proactive, participatory communication powerhouse that is in touch and informed with its community of stakeholders.

The SAGE Handbook of Social Marketing

SAGE **For the first time, this benchmark handbook brings together a systematic framework and state-of-the-art thinking to provide complete coverage of the social marketing discipline. It presents a major retrospective and prospective overview of social marketing, helping to define and shape its current and future developments by: - examining the defining elements of social marketing, their intellectual origins, evolution, current status and direction of travel; - discussing how these have been used in practice, emphasising emerging areas and recent innovations; and - setting the agenda for future research and development in the discipline. For academics, this book will fill the gap in comprehensive social marketing literature, while being of interest to policymakers and post-graduate marketing and health studies students alike as it explores the idea that tools used to market fast-moving consumer goods and financial services can also be applied to pressing social problems.**

The Death of Content As King

How a Data Democracy Has Revolutionized Marketing

The Death of Content as King is a methodically researched guide that helps you embrace data, not as the new king, but as the voice and vote.

The New Community Rules

Marketing on the Social Web

"O'Reilly Media, Inc." **Blogs, networking sites, and other examples of the social web provide businesses with a largely untapped marketing channel for products and services. But how do you take advantage of them? With The New Community Rules, you'll understand how social web technologies work, and learn the most practical and effective ways to reach people who frequent these sites. Written by an expert in social media and viral marketing, this book cuts through the hype and jargon to give you intelligent advice and strategies for positioning your business on the social web, with case studies that show how other companies have used this approach. The New Community Rules will help you: Explore blogging and microblogging, and find out how to use applications such as Twitter to create brand awareness Learn the art of conversation marketing, and how social media thrives on honesty and transparency Manage and enhance your online reputation through the social web Tap into the increasingly influential video and podcasting market Discover which tactics work -- and which don't -- by learning about what other marketers have tried Many consumers today use the Web as a voice. The New Community Rules demonstrates how you can join the conversation, contribute to the community, and bring people to your product or service.**

Managing Electronic Media

Making, Moving and Marketing Digital Content

Taylor & Francis **This college-level media management textbook reflects the changes in the media industries that have occurred in the past decade. Today's managers must address new issues that their predecessors never faced, from the threats of professional piracy and casual copying of digital media products, to global networks, on-demand consumption, and changing business models. The book explains the new new vocabulary of media moguls, such as bandwidth, digital rights management, customer relations management, distributed work groups, centralized broadcast operations, automated playlists, server-based playout, repurposing, mobisodes, TV-to-DVD, and content management. The chapters logically unfold the ways that managers are evolving their practices to make content, market it, and deliver it to consumers in a competitive, global digital marketplace. In addition to media companies, this book covers management processes that extend to all content-producing organizations, because today's students are as likely to produce high-quality**

video and Web video for ABC Computer Sales as they are for the ABC Entertainment Television Network.

Handbook of Research on Effective Advertising Strategies in the Social Media Age

IGI Global **Social media pervades people's awareness and everyday lives while also influencing societal and cultural patterns. In response to the social media age, advertising agents are creating new strategies that best suit changing consumer relationships. The Handbook of Research on Effective Advertising Strategies in the Social Media Age focuses on the radically evolving field of advertising within the new media environment. Covering new strategies, structural transformation of media, and changing advertising ethics, this book is a timely publication for policymakers, government officials, academicians, researchers, and school practitioners interested in furthering their research exposure and analyzing the rapidly evolving advertising sector and its reflection on social media.**

The New Advertising: Branding, Content, and Consumer Relationships in the Data-Driven Social Media Era [2 volumes]

Branding, Content, and Consumer Relationships in the Data-Driven Social Media Era

ABC-CLIO **The era of "big data" has revolutionized many industries—including advertising. This is a valuable resource that supplies current, authoritative, and inspiring information about—and examples of—current and forward-looking theories and practices in advertising. • Provides easy-to-read, accessible insights from both academic and industry experts that create frameworks for thinking about how to effectively connect with consumers today • Examines how modern advertising works within our digitally focused, always-on-the-go society Enables readers to understand how advertising and marketing has progressed to reach its current state as well as the many options available for connecting with and engaging consumers today and tomorrow • Includes chapters written by luminaries ranging from Don E. Schultz, considered by most to be the father of integrated marketing communications, to Rishad Tobaccowala, chief strategist of Publicis Group and member of its Directoire+, one of the industry's leading visionaries**

Social Media Marketing in Tourism and Hospitality

Springer **This book describes ongoing developments in social media within the tourism and hospitality sector, highlighting impacts on both the demand and the supply side. It offers a combination of theory and practice, with discussion of real-life business experiences. The book is divided into three parts, the first of which provides an overview of recent trends in social media and user-generated content, clarifies concepts that are often used in an overlapping way and examines the "digitization of word of mouth" via online networks. The second part analyzes the impacts that social media can have on traveler behavior for each step in the travel process and also on suppliers, highlighting opportunities, threats and strategies. In the third part of the book, future potential trends deriving from the mobile marketing technologies are explored and possible methods for social monitoring by means of key performance indicators are examined. It is considered how engaging customers and prospects by means of social media might increase customer loyalty, foster electronic word-of-mouth communication, and consequently have important effects on corporate sales and revenues. The discussion encompasses methods to measure company performance on each of the social media in order to understand the optimal mix that will support and improve business strategies.**

Principles of Marketing

An introduction to marketing concepts, strategies and practices with a balance of depth of coverage and ease of learning. Principles of Marketing keeps pace with a rapidly changing field, focussing on the ways brands create and capture consumer value. Practical content and linkage are at the heart of this edition. Real local and international examples bring ideas to life and new feature 'linking the concepts' helps students test and consolidate understanding as they go. The latest edition enhances understanding with a unique learning design including revised, integrative concept maps at the start of each chapter, end-of-chapter features summarising ideas and themes, a mix of mini and major case studies to illuminate concepts, and critical thinking exercises for applying skills.

Experiential Marketing

A Practical Guide to Interactive Brand Experiences

Kogan Page Publishers **Consumers are constantly inundated with repetitive traditional advertising messages, bombarding their lives, interrupting their TV shows and generally getting in the way. The consumer does not feel any real emotional connection with these brands, and if they do buy, it is simply because the brand that shouted the loudest got their attention. This outdated approach to marketing communications is dying, and fast. Brands are realising that to secure the lifetime value of their customers by gaining true customer loyalty, they must give something back. The relationships between brands and their target audiences are being revolutionized. Experiential Marketing looks at the new experiential marketing era, which focuses on giving target audiences a fabulous brand-relevant customer experience that adds value to their lives. Experiential marketing is made up of live brand experiences - two way communications between consumers and brands, which are designed to bring brand personalities to life. This book demonstrates how experiential marketing fits in with the current marketing climate, and how to go about planning, activating and evaluating it for best results. This is essential reading for both advertising and marketing practitioners, and marketing students.**

Understanding Virtual Reality

Interface, Application, and Design

Morgan Kaufmann **Understanding Virtual Reality: Interface, Application, and Design, Second Edition, arrives at a time when the technologies behind virtual reality have advanced dramatically in their development and deployment, providing meaningful and productive virtual reality applications. The aim of this book is to help users take advantage of ways they can identify and prepare for the applications of VR in their field, whatever it may be. The included information counters both exaggerated claims for VR, citing dozens of real-world examples. By approaching VR as a communications medium, the authors have created a resource that will remain relevant even as the underlying technologies evolve. You get a history of VR, along with a good look at systems currently in use. However, the focus remains squarely on the application of VR and the many issues that arise in application design and implementation, including hardware requirements, system integration, interaction techniques and usability. Features substantive, illuminating coverage designed for technical or business readers and the classroom Examines VR's constituent technologies, drawn from visualization, representation, graphics, human-computer interaction and other fields Provides (via a companion website) additional case studies, tutorials, instructional materials and a link to an open-source VR programming system Includes updated perception material and new sections on game engines, optical tracking, VR visual interface software and a new glossary with pictures**

Big Data, Analytics, and the Future of Marketing & Sales

Big Data is the biggest game-changing opportunity for marketing and sales since the Internet went mainstream almost 20 years ago. The data big bang has unleashed torrents of terabytes about everything from customer behaviors to weather patterns to demographic consumer shifts in emerging markets. This collection of articles, videos, interviews, and slideshares highlights the most important lessons for companies looking to turn data into above-market growth: Using analytics to identify valuable business opportunities from the data to drive decisions and improve marketing return on investment (MROI) Turning those insights into well-designed products and offers that delight customers Delivering those products and offers effectively to the marketplace.The goldmine of data represents a pivot-point moment for marketing and sales leaders. Companies that inject big data and analytics into their operations show productivity rates and profitability that are 5 percent to 6 percent higher than those of their peers. That's an advantage no company can afford to ignore.

Handbook of Research on Applied AI for International Business and Marketing Applications

IGI Global **Artificial intelligence (AI) describes machines/computers that mimic cognitive functions that humans associate with other human minds, such as learning and problem solving. As businesses have evolved to include more automation of processes, it has become more vital to understand AI and its various applications. Additionally, it is important for workers in the marketing industry to understand how to coincide with and utilize these techniques to enhance and make their work more efficient. The Handbook of Research on Applied AI for International Business and Marketing Applications is a critical scholarly publication that provides comprehensive research on artificial intelligence applications within the context of international business. Highlighting a wide range of topics such as diversification, risk management, and artificial intelligence, this book is ideal for marketers, business professionals, academicians, practitioners, researchers, and students.**

Service Marketing Communications

Ws Professional **Preface -- Introduction -- Integrated service marketing communications -- Defining target audience -- Specifying service communication objectives -- Crafting effective service communication messages -- The services marketing communication mix -- Timing decisions of services marketing communication -- Budget decisions and program evaluation -- Ethical and consumer privacy issues in communications -- The role of corporate design -- Integrated marketing communications -- Conclusion -- Summary -- Endnotes**

Predictive Marketing

Easy Ways Every Marketer Can Use Customer Analytics and Big Data

John Wiley & Sons **Make personalized marketing a reality with this practical guide to predictive analytics Predictive Marketing is a predictive analytics primer for organizations large and small, offering practical tips and actionable strategies for implementing more personalized marketing immediately. The marketing paradigm is changing, and this book provides a blueprint for navigating the transition from creative- to data-driven marketing, from one-size-fits-all to one-on-one, and from marketing campaigns to real-time customer experiences. You'll learn how to use machine-learning technologies to improve customer acquisition and customer growth, and how to identify and re-engage at-risk or lapsed customers by implementing an easy, automated approach to predictive analytics. Much more than just theory and testament to the power of personalized marketing, this book focuses on action, helping you understand and actually begin using this revolutionary approach to the customer experience. Predictive analytics can finally make personalized marketing a reality. For the first time, predictive marketing is accessible to all marketers, not just those at large corporations — in fact, many smaller organizations are leapfrogging their larger counterparts with innovative programs. This book shows you how to bring predictive analytics to your organization, with actionable guidance that get you started today. Implement predictive marketing at any size organization Deliver a more personalized marketing experience Automate predictive analytics with machine learning technology Base marketing decisions on concrete data rather than unproven ideas Marketers have long been talking about delivering personalized experiences across channels. All marketers want to deliver happiness, but most still employ a one-size-fits-all approach. Predictive Marketing provides the information and insight you need to lift your organization out of the campaign rut and into the rarefied atmosphere of a truly personalized customer experience.**

Marketing Semiotics

Signs, Strategies, and Brand Value

OUP Oxford **Everyday consumers buy into the concept of brands and their associated meanings - the perception of quality, a symbolic relationship, a vicarious experience, or even a sense of identity. Marketing Semiotics suggests that the extent to which consumers recognize, internalize, and relate to brand meanings is not only an academic question. These meanings contribute to 'brand equity', the financial value of intangible brand benefits that exceed the use value of goods, and impacts upon a firm's financial performance. Therefore, the management of brand equity demands first and foremost the management of brand meanings, or semiotics. The book uses structural semiotics, a discipline that extends the laws of structural linguistics to the analysis of verbal, visual, and spatial sign systems, to shed light on the cultural codes and discourse of brands. It proposes that semiotic research should form the cornerstone of brand equity management, since brands rely so heavily on sign systems that contribute to profitability by distinguishing brands from simple commodities, from competitors, and engaging consumers in the brand world. The book includes dozens of global business cases where semiotics has been used to refocus, reposition, or extend the brand to new products, customers, and markets. Drawing upon twenty years of academic and consulting experience, the book provides actionable direction for steering brands through technological and cultural change, differentiating brands in the competitive environment, and counteracting the natural depletion of brand meaning over time.**

Retail Marketing and Branding

A Definitive Guide to Maximizing ROI

John Wiley & Sons **Retail Marketing and Branding, 2nd Edition looks at how retailers can make more out of their marketing money with retail best practices in branding and marketing spend optimization. The second edition of Retail Marketing and Branding includes the following updates: * New and updated case examples * Updated figures and examples throughout * New interviewers with recent experiences * Additional chapters**

Study of the Effectiveness of Online Marketing on Integrated Marketing Communication

GRIN Verlag **Doctoral Thesis / Dissertation from the year 2018 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: 3.55, Atlantic International University (Atlantic international university), course: Doctorate in Marketing, language: English, abstract: This research work investigated the effectiveness of online marketing on integrated marketing communication strategy. Specifically, the work aimed at assessing the extent online platform improves the effectiveness of integrated marketing communication strategy. To achieve the objectives of the study, the researcher employed descriptive survey where the marketing/sales department officers of three organization were sampled to collect relevant information regarding the effectiveness of online marketing in actualizing the goal of integrated marketing communication. The organization sampled includes Coca-Cola Nigeria (multinational firm), Uber Nigeria (multinational Firm) and ABC paint (domestic firm) in carrying out the study. Information was obtained from the respondents using questionnaire instrument of data collection using 5 point Likert Scale. The data was analyzed using descriptive statistics (mean, standard deviation, Skewness etc) and frequencies (percentages, table and graph). From the research findings, it was revealed that online marketing is effective in integrated marketing communication strategy of the organisation by increasing the brand awareness, improves customer satisfaction, easy integration and management, and facilitates automation of marketing activities. It was equally revealed that integrated marketing online effectiveness can be measured using a number of metrics including consumer interaction on site, number of repeated visit, sales volume and profits among others. The researcher also discovered that the trending online marketing tools employed by most organisation includes, e-mail marketing, social media marketing, search engine marketing, artificial intelligence and chartbot among others. It is therefore recommended among others that organizations need to employ various artificial intelligence technology to gather as much information as they can about their customer needs, psychographic, geographic and demographic information to determine what marketing strategy and medium will appeal most to the targeted customers and channel more of the marketing effort towards such direction.**

Introducing Marketing

State University of New York Oer Services **"Integrated Marketing" boxes illustrate how companies apply principles.**

Behavioral Advertising

Industry Practices and Consumers' Expectations : Joint Hearing Before the Subcommittee on Commerce, Trade, and Consumer Protection and the Subcommittee on Communications, Technology, and the Internet of the Committee on Energy and Commerce, House of Representatives, One Hundred Eleventh Congress, First Session, June 18, 2009

The Big Book of Marketing

McGraw Hill Professional **"A real world tool for helping develop effective marketing strategies and plans." -- Dennis Dunlap, Chief Executive Officer, American Marketing Association "For beginners and professionals in search of answers." -- Stephen Joel Trachtenberg, President Emeritus and University Professor of Public Service, The George Washington University "A 'must read' for every business major and corporate executive." -- Clarence Brown, former Acting Secretary, U.S. Department of Commerce The Biggest Companies. The Boldest Campaigns. THE BEST INSIDER'S GUIDE ON THE MARKET. The most comprehensive book of its kind, The Big Book of Marketing is the definitive resource for marketing your business in the twenty-first century. Each chapter covers a fundamental aspect of the marketing process, broken down and analyzed by the greatest minds in marketing today. For the first time ever, 110 experts from the world's most successful companies reveal their step-by-step strategies, proven marketing tools, and tricks of the trade—fascinating, exclusive, real-world case studies from an all-star roster of companies, including: ACNielsen * Alcoa * American Express * Amtrak * Antimicrobial * Technologies Group * APL Logistics * Arnold * AT&T * Atlas Air * Bloomingdale's * BNSF * Boeing * Bristol-Myers Squibb * Burson-Marsteller * BzzAgent * Caraustar * Cargill * Carnival * Coldwell Banker * Colgate-Palmolive * Colonial Pipeline * Con-way * Costco * Dean Foods * Discovery Communications * Draftfcb * DSC Logistics * DuPont * Edelman * ExxonMobil * Fabri-Kal * FedEx Trade Networks * Fleishman-Hillard * Ford * Frito-Lay * GE * Greyhound * Hair Cuttery * Hilton * HOLT CAT * IBM * Ingram Barge * Ingram Micro * International Paper * John Deere * Kimberly-Clark * Kodak * Kraft * L.L.Bean * Landor * Long Island Rail Road * Lulu.com * Mars * MCC * McCann * McDonald's * McKesson * Nationals * NCR * New York Times * Nordstrom * Ogilvy Action * OHL * 1-800Flowers.com * Overseas Shipholding Group * Owens Illinois * P & G * Papa John's * Paramount Pictures * Patagonia * PepsiCo * Pfizer * Porter Novelli * RAPP * Ritz-Carlton * Safeway * Saks Fifth Avenue * Sara Lee * SC Johnson * Sealed Air * Sears * Silgan * Skyhook * Snap-on Tools * Southwest * Sports and Leisure * ResearchGroup * Staples * Stoner * Supervalu * Synovate * Tanimura & Antle * TBWA * Tenet Healthcare * Texas Instruments * 3M * ToysRUs * Trader Joe's * Tupperware * Under Armour * United Airlines * United Stationers * Verizon * VISA * Weyerhaeuser * Wilson Sporting Goods * Wunderman * Xerox * Y&R * Zappos.com No matter what business you're in--from retail and manufacturing to service and nonprofit--The Big Book of Marketing offers the most practical, hands-on advice you'll ever find . . . from the best in the business. Anthony G. Bennett taught marketing at Georgetown University. With three decades of experience in the field, he has held a variety of key marketing positions at Fortune 500 companies, including AT&T and others. He resides in McLean, Virginia.**

Core Concepts of Marketing

Wiley

Social Media Campaigns

Strategies for Public Relations and Marketing

Routledge **Social media has ushered in a new era of communication between organizations and key stakeholders. This text guides readers through a four-step process of developing a robust social media campaign. Covering the latest industry standards and best practices to engage digital audiences through social listening, strategic design, creative engagement and evaluation, each chapter also includes expert insights from social media professionals. Focusing on principles rather than a specific platform, this is a text dedicated to developing social media competency that can adapt to any organization or environment.**

Advertising Media Planning

A Brand Management Approach

Routledge **Updated and greatly expanded to reflect the explosive growth of new media, this acclaimed and widely-adopted text offers practical guidance for those involved in media planning on a daily basis as well as those who must ultimately approve strategic media decisions. Its current, real-world business examples and down-to-earth approach will resonate with students as well as media professionals on both the client and agency side.**

Gamification for Tourism

Channel View Publications **This book examines the cutting-edge concept of gamification in tourism. It provides a theoretical foundation for tourism gamification and discusses the concepts of gaming and gamification and their application in the tourism and hospitality industry. The chapters offer valuable insights by showcasing examples of best practice from different countries and addressing key issues of game mechanism and game design principles. They focus on areas such as game design elements, game player types and their motivation, location-based games, augmented reality and virtual reality games. The volume will be useful for students and researchers in tourism marketing, digital tourism, smart tourism and tourism futures. It also serves as a helpful tool for tourism industry practitioners looking to increase customer engagement, enhance loyalty and raise brand awareness.**

Advertising and Promotion

Communicating Brands

SAGE **"A readable and absorbing account of what advertising people try to achieve (whether or not they know quite how or why), grounded in Chris Hackley's real and recent acquaintance with the practicalities of advertising, as well as its principles.... He minimises the inevitable jargon of linguistics and communication theory. His own language is always accurate and clear, and often engaging. The well managed flow from chapter to chapter sustains interest and enjoyment. I read the book from cover to cover in one sitting." - INTERNATIONAL JOURNAL OF ADVERTISING "Professor Hackley's book provides a timely reminder to student and practitioner alike that advertising continues to play a key role in the successful planning and implementation of marketing communications. Underpinned by a series of topical and often thought-provoking illustrations, this work not only explains how advertising is developed, but also presents the discipline in the wider context of socio-cultural and linguistic research. Working from a practical advertising management basis, the**

text raises some key issues for advertising as focus for academic and intellectual study." - Chris Blackburn, The Business School, Oxford Brookes University, formerly Account Director at Foote, Cone & Belding, Leagas Delaney and Boase Massimi Pollitt "Dr Hackley has an uncommon approach to advertising. His book combines the abstract theory of advertising and its effects with a hard-nosed practical approach. It is a guide to understanding and appreciating advertising and a way to understand how and why advertising works or why it does not. I think that this book is a fine text for students. Even more, it deserves to be read by advertising practitioners." - Arthur J. Kover, former editor of the Journal of Advertising Research, Management Fellow at the Yale School of Management Advertising and Promotion is not only a detailed and insightful account of how advertising is created; the book also explains how advertising comes to cast its all-enveloping shadow over contemporary consumer culture. Many case examples drawn from major international campaigns are used to illustrate the power of advertising to portray brand `personalities' in terms that resonate with consumers across many cultures. It contains detailed coverage of the major areas of advertising and marketing communications but it is not a simplistic treatment. Advertising and Promotion takes a novel intellectual approach and draws on concepts from the wider humanities and social sciences to cast fresh light on an over-familiar subject matter. It uniquely combines detailed case information, current research and lively topical issues to offer an authoritative and comprehensive account of advertising's pre-eminent role in contemporary marketing communications. It is an advanced student text, a reflective practitioner's handbook and an insightful account for the general reader.

Marketing in a Digital World

Emerald Group Publishing **Marketing in a Digital World consists of nine essays on how the digital revolution has affected marketing theory and practice. Leading marketing scholars, including several editors of premier academic journals, provide fresh insights for both scholars and managers seeking to enhance their understanding of marketing in a digital world.**

ADVERTISING

PLANNING AND IMPLEMENTATION

PHI Learning **Advertising has today become an indispensable marketing tool of the corporate world. The advent of the Internet, e-commerce, desktop publishing and computer-aided designing has revolutionized the advertising world. This book provides an in-depth coverage of the concepts related to advertising, media planning and creativity in advertising. Divided into five parts, the text covers all the important aspects of advertising, including the changing face of the advertising world, web advertising and the concept of Integrated Marketing Communications (IMC). It describes in detail how to develop and execute an effective advertising campaign by understanding consumers' mind and conducting advertising and media research. It enables the reader to assess, review and modify an advertising campaign or a media plan. KEY FEATURES : • A large number of ads, current as well as from the past, are used to elucidate the concepts. • The text helps the reader analyze an ad copy and find its relevance to the product. • Case studies on popular brands are provided throughout the text to assist the reader in understanding the key elements of successful brand building. The book is primarily intended to serve as a text for postgraduate students of management and the students pursuing various courses in advertising.**

Groundswell, Expanded and Revised Edition

Winning in a World Transformed by Social Technologies

Harvard Business Press **Corporate executives struggle to harness the power of social technologies. Twitter, Facebook, blogs, YouTube are where customers discuss products and companies, write their own news, and find their own deals but how do you integrate these activities into your broader marketing efforts? It's an unstoppable groundswell that affects every industry -- yet it's still utterly foreign to most companies running things now. When consumers you've never met are rating your company's products in public forums with which you have no experience or influence, your company is vulnerable. In Groundswell, Josh Bernoff and Charlene Li explain how to turn this threat into an opportunity. In this updated and expanded edition of Groundswell, featuring an all new introduction and chapters on Twitter and social media integration, you'll learn to: · Evaluate new social**

technologies as they emerge · Determine how different groups of consumers are participating in social technology arenas · Apply a four-step process for formulating your future strategy · Build social technologies into your business Groundswell is required reading for executives seeking to protect and strengthen their company's public image.