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Digital Marketing Strategy: Text and Cases

Glen Urban

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Digital Marketing Strategy emphasizes how digital technologies make marketing more effective because they allow for individual attention, better campaign management, and better product, marketing design, and execution. The book does not ignore the fundamental theories of marketing, but emphasizes their usefulness in developing a response to the threats and opportunities created by the Internet. It is organized around an easy-to-understand flow diagram for formulating marketing strategies: understand customer needs, formulate a strategy, implement the strategy, and build trust with customers. Digital technology discussed includes customer relationship management software, sales force automation, wireless technology, marketing automation software, and decision support systems. Case studies throughout the book illustrate real-life digital technology scenarios; they include: Mothernature.com, Dell, Insite, Terra Lycos, MarketSoft, OSRAM Sylvania, Logistics.com, Travelocity, and Citibank Online. For anyone pursuing a career in marketing; also for practitioners, marketing professionals, consultants, executive trainers and others employed in corporate training.

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