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this data into applicable marketing knowledge.

Consequently, companies are making major investments in such marketing decision aids. This book is the first comprehensive, systematic textbook on marketing management support systems. The basic issue is the question of how to determine the most effective type of support for a in a particular decision situation. The book takes a demand-oriented approach. Decision aids for marketing managers can only be effective if they match with the thinking and reasoning process of the decision makers who use them.

Consequently, the important questions addressed in this book are: how do marketing managers make decisions; how can marketing management support systems help to overcome several (cognitive) limitations of human decision makers: and what is the most appropriate type of given marketing decision maker management support system for assisting the problem-solving

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a more specific skillset from marketers. Buyers, with a responsibility to their company and specialist product knowledge, are more demanding than the average consumer. Given that the products themselves may be highly complex, this often requires a sophisticated buyer to understand them.

Increasingly, B2B relationships are conducted within a global context. However all textbooks are region-specific despite this growing move towards global business relationships - except this one. This textbook takes a global viewpoint, with the help of an international author team and cases from across the

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targeting, positioning still used by companies though there are new contemporary trends in marketing. Service liberalized economy. Customers look for experiences while consuming. Customer lifestyle has changed substantially. New Indian customers graduating for nuclear family values, owning having shopping

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