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Customer Relationship Management (CRM) als zentraler Faktor für den Unternehmenserfolg am Beispiel der stadtmobil Rhein-Ruhr GmbH

By Tobias Neveling

GRIN Verlag Nov 2012, 2012. Taschenbuch. Book Condition: Neu. 211x146x20 mm. This item is printed on demand - Print on Demand Neuware - Studienarbeit aus dem Jahr 2012 im Fachbereich Medien / Kommunikation - Public Relations, Werbung, Marketing, Social Media, Note: 2,0, International School of Management, Standort Dortmund, Veranstaltung: Servicemanagement, Sprache: Deutsch, Abstract: Bei der vorliegenden Arbeit handelt es sich um eine Hausarbeit im Fach Servicemanagement, oder auch Dienstleistungsmanagement an anderen Institutionen. Zum Inhalt: Customer Relationship Management gehört zu Process, einem der 7-P's des Marketing Mixes. Besonders in der heutigen Zeit, nimmt das Kundenmanagement ein hohen Stellenwert ein. Dies hat verschiedene Gründe: 1. Finanziell - Kunden binden ist günstiger für ein Unternehmen als Kunden zu gewinnen; 2. Marktsättigung - Viele Märkte sind nahezu überströmt von konkurrierenden Unternehmen, das CRM hilft dabei, möglichst viele Kunden für sich zu gewinnen / bei sich zu behalten; uvm. stadtmobil Rhein-Ruhr ist ein klassisches Dienstleistungsunternehmen, an dessen Beispiel in diesem Fall das CRM, anhand von theoretischen und praktischen Ausführungen, erläutert wird. 24 pp. Deutsch.



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