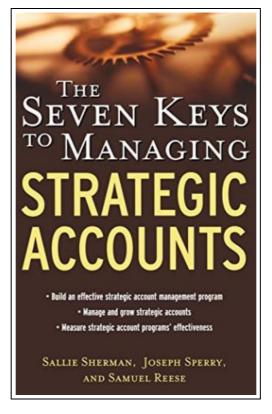
The Seven Keys to Managing Strategic Accounts (Hardback)



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THE SEVEN KEYS TO MANAGING STRATEGIC ACCOUNTS (HARDBACK)



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McGraw-Hill Education - Europe, United States, 2003. Hardback. Condition: New. New. Language: English . Brand New Book. This book contains top-to-bottom techniques for keeping your best customers in-house and happy - and away from your competition. Strategic accounts are your firm s lifeblood; they play a critical role in its success or failure. The Seven Keys to Managing Strategic Accounts is filled with best practices and examples of how to intelligently manage key interactions and relationships with these vital accounts - for greater loyalty, higher profitability, and consistent competitive advantage. Let this hands-on guidebook s compelling case studies and examples help you to: create firm-wide alignment and commitment to meeting the needs and expectations of strategic accounts; develop multi-level relationships within these accounts, from line managers to upper executives; continually quantify and communicate the value delivered to - and received from - strategic accounts. Your firm s strategic accounts are its most valuable customers. Discover how today s marketing leaders are designing and implementing cost-effective, results-oriented strategic account programs, and how you can follow their lead, in The Seven Keys to Managing Strategic Accounts . This book tells it right. The is no magic pill for handling strategic accounts. The author s seven keys, however, are spot on for ensuring strategic account management success - Tom VanHootegem, Director, National Account Program, Boise Office Solutions. Although all customers are important, there are certain customers you cannot afford to ignore or live without. - From the Preface. Strategic accounts are your firm s most significant accounts. Chances are they are also your most imperiled. Why? Because as your customer service employees work overtime tending to your most demanding accounts, and as your sales force works overtime searching for new business, your strategic accounts may begin to feel overlooked. Instead of investing your firm s...

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