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# **CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS HANDBOOK**

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**DUANE E. SHARP**

# Customer Relationship Management Systems Handbook

**R Sandford**



## **Customer Relationship Management Systems Handbook:**

Customer Relationship Management Systems Handbook Duane E. Sharp, 2002-07-19 This handbook provides a detailed description and analysis of the concepts processes and technologies used in the development and implementation of an effective customer relationship CRM strategy It takes readers through the evolution of CRM from its early beginning to today s sophisticated data warehouse based systems Illustrations enhance the textual presentation Case studies provide insight and lessons to be learned and describe the benefits of successful CRM implementations The chapter on privacy issues covers the processes companies use to ensure the privacy of their customer data the last chapter explores the benefits of a well conceived CRM strategy

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