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THE AUTOMATIC CUSTOMER

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in Any Industry

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The Automatic Customer Creating A Subscription Business In Any Industry

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The Automatic Customer Creating A Subscription Business In Any Industry:

The Automatic Customer John Warrillow, 2015-02-05 The lifeblood of your business is repeat customers But customers can be fickle markets shift and competitors are ruthless So how do you ensure a steady flow of repeat business The secret no matter what industry you're in is finding and keeping automatic customers These days virtually anything you need can be purchased through a subscription with more convenience than ever before Far beyond Spotify Netflix and New York Times subscriptions you can sign up for weekly or monthly supplies of everything from groceries AmazonFresh to cosmetics Birchbox to razor blades Dollar Shave Club According to John Warrillow this emerging subscription economy offers huge opportunities to companies that know how to turn customers into subscribers Automatic customers are the key to increasing cash flow igniting growth and boosting the value of your company Consider Whatsapp the internet based messaging service that was purchased by Facebook for 19 billion While other services bombarded users with invasive ads in order to fund a free messaging platform Whatsapp offered a refreshingly private tool on a subscription platform charging just 1 per year Their business model enabled the kind of service that customers wanted and ensured automatic customers for years to come As Warrillow shows subscriptions aren't limited to technology or media businesses Companies in nearly any industry from start ups to the Fortune 500 from home contractors to florists can build subscriptions into their business Warrillow provides the essential blueprint for winning automatic customers with one of the nine subscription business models including The Membership Website Model Companies like The Wood Whisperer Guild ContractorSelling and DanceStudioOwner offer access to highly specialized high quality information recognizing that people will pay for good content This model can work for any business with a tightly defined niche market and insider information The Simplifier Model Companies like Mosquito Squad pest control and Hassle Free Homes home maintenance take a recurring task off your to do list Any business serving busy consumers can adopt this model not only to create a recurring revenue stream but also to take advantage of the opportunity to cross sell or bundle their services The Surprise Box Model Companies like BarkBox dog treats and Standard Cocoa craft chocolate send their subscribers curated packages of goodies each month If you can handle the logistics of shipping giving customers joy in something new can translate to sales on your larger e commerce site This book also shows you how to master the psychology of selling subscriptions and how to reduce churn and provides a road map for the essential statistics you need to measure the health of your subscription business Whether you want to transform your entire business into a recurring revenue engine or just pick up an extra 5 percent of sales growth The Automatic Customer will be your secret weapon

Summary: The Automatic Customer BusinessNews Publishing, 2016-07-20 The must read summary of John Warrillow's book The Automatic Customer Creating a Subscription Business in Any Industry This complete summary of the ideas from John Warrillow's book The Automatic Customer explains that subscription based products are becoming increasingly popular as it means customers are buying from a business automatically each month Rather than having to put

lots of time and money into reselling to the same customer twice you can sit back knowing that they will re purchase automatically If you want to follow in the footsteps of Amazon and Apple and ensure you have recurring revenue each month then this summary will tell you all you need to know Added value of this summary Save time Understand key concepts Expand your business knowledge To learn more read **The Automatic Customer** and discover how you can build your own subscription business and bring more recurring revenue to your company

The Automatic Customer Jake A. James, 2015-08-14 Thought provoking and accessible in approach this updated and expanded second edition of the **The Automatic Customer Creating a Subscription Business in Any Industry** provides a user friendly introduction to the subject Taking a clear structural framework it guides the reader through the subject's core elements A flowing writing style combines with the use of illustrations and diagrams throughout the text to ensure the reader understands even the most complex of concepts This succinct and enlightening overview is a required reading for advanced graduate level students We hope you find this book useful in shaping your future career Feel free to send us your enquiries related to our publications to info@risepress.com

Never Lose a Customer Again Joey Coleman, 2018-04-03 Award winning speaker and business consultant Joey Coleman teaches audiences and companies all over the world how to turn a one time purchaser into a lifelong customer Coleman's theory of building customer loyalty isn't about focusing on marketing or closing the sale It's about the First 100 Days after the sale and the interactions the customer experiences While new customers experience joy euphoria and excitement these feelings quickly shift to fear doubt and uncertainty as buyer's remorse sets in Across all industries somewhere between 20% 70% of newly acquired customers will stop doing business with a company within the first 100 days of being a new customer because they feel neglected in the early stages of customer onboarding In **Never Lose a Customer Again** Coleman offers a philosophy and methodology for dramatically increasing customer retention and as a result the bottom line He identifies eight distinct emotional phases customers go through in the 100 days following a purchase From an impulse buy at Starbucks to the thoughtful purchase of a first house all customers have the potential to experience the eight phases of the customer journey If you can understand and anticipate the customer's emotions you can apply a myriad of tools and techniques in person email phone mail video and presents to cement a long and valuable relationship Coleman's system is presented through research and case studies showing how best in class companies create remarkable customer experiences at each step in the customer lifecycle In the Acclimate stage customers need you to hold their hand and over explain how to use your product or service They're often too embarrassed to admit they're confused Take a cue from Canadian software company PolicyMedical and their challenge of getting non technical users to undergo a complex installation and implementation process They turned a series of project spreadsheets and installation manuals into a beautiful puzzle customers could assemble after completing each milestone In the Adopt stage customers should be welcomed to the highest tier of tribal membership with both public and private recognitions For instance Sephora's VIB

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can you position your company to maximize its attractiveness Who will pay the most for your business What s the secret for punching above your weight in a negotiation to sell your company The Art of Selling Your Business provides a sleeves rolled up action plan for selling your business at a premium by an author with consummate credibility Time's Up! Paul Dunn, Ronald J. Baker, 2022-11-14 Put values and value over volume with a professional services subscription model Professional firms are built on relationships But you wouldn't know it by observing their predominant business model a model centered on selling transactions and inputs not outcomes that deepen and strengthen relationships Time s Up offers you a guide to building a more valuable firm one where relationships and lifetime customer value are at the center of how you create and capture value You ll learn how to Create customer lifetime values that far exceed acquisition and retention costs Move customer relationships to the center of your firm Leverage the collective knowledge of your customers Elevate customers from where they are to their desired future by providing transformations where the customer is the product Only uncommon offerings command uncommon prices Time s Up introduces you to a revolutionary new business model that transforms your firm your teams and your results with the customer right at the center of the process **Consumer Goods Subscriptions** Severin Bischof, Thomas Rudolph, 2021-11-22 Digitalization has changed our economy and with the imminent automation of consumption is causing further major upheavals Consumers are increasingly choosing subscriptions or season tickets to reduce the effort required to perform everyday activities such as buying clothes preparing meals listening to music or city driving This book focuses on subscriptions to consumer goods that consumers used to purchase in stationary retail stores Consumer Goods Subscriptions describes the types of subscriptions that play a role in today s world and identifies the industries in which subscriptions will become particularly popular in the future The authors define and differentiate four subscription types in terms of surprise and personalization The book provides a step by step concept for successfully implementing subscriptions and shows how to optimize subscription revenues and profits It will help retail managers to seize the opportunities of this new revenue model and respond to changing customer behavior with appropriate subscription services Win, Keep, Grow Mark Stiving, 2021-07-06 Win Keep Grow shares the surprising fundamentals entrepreneurs need to build and grow a subscription business The first section of Win Keep Grow delivers a simple framework to help businesspeople understand the differences of the subscription business The framework consists of the three revenue buckets subscription companies must manage and the 3 value levers subscription companies must master to put their offering in a position to skyrocket The second section uses the framework to walk the reader through how managing a subscription product evolves as the product matures in the market The third and final section prepares companies who don't currently have a subscription product on what to expect while transitioning to one Pricing expert Mark Stiving Ph D dug deeply into the subscription business model and he was surprised at how many aha moments he had Win Keep Grow shares his many insights with businesses who have or want to have subscription products Readers will walk away with a deeper

understanding of this business model a process to prioritize the investment of resources and a way to simply communicate the product's objectives throughout their own organization

9 Ways to Amazon-Proof Your Business Brian J.

Pombo, 2020-08-15 How Much Longer Will You Let the Competition Keep You Up At Night 9 Ways to Amazon Proof Your Business gives you the tools necessary to safeguard against competition so that you can advance your goals on your terms and timetable NOT THEIRS This book is a step by step process for making your business more secure In addition it will assist in building the confidence you need to accelerate its growth well into the future Inside you'll learn A 3 tier method to sharpen your focus A straight forward approach that guarantees victory The 1 hang up that keeps businesses from standing out against their competition The most uncomfortable course of action that when implemented will capture your customers attention forever The least used but most powerful way to increase profits in 24 hours or less And much more In addition to sparking ideas for standing out 9 Ways provides a multitude of resources including other books and materials that you can seek out which will further you in your journey to achieving ultimate success

The Convenience Revolution Shep

Hyken, 2018-10-02 Convenience is King When you make it easier for customers to do business with you they will reward you with their money their loyalty and their referrals There's a reason they call it a convenience store because it's convenient When you have to pick up a gallon of milk would you rather stop by a large supermarket or a 7 Eleven Customers who shop at convenience stores know the selection is smaller and the prices are often higher yet they still come in droves because of the ease of purchase What about the minibar in your hotel room That's convenient too but the convenience comes at a cost Did you ever stop to think that the same 5.00 can of Coca Cola in the hotel's mini fridge can be bought down the hall from the vending machine for just 1.25 Yet even with that can of Coke being four times more expensive hotels are restocking minibars every day Customers will pay for convenience And they'll choose to do more business over time with the people and companies that make their lives more convenient Whether you're trying to out service a competitor or disrupt an entire industry creating less friction and being more convenient for your customers should be your strategy When you raise the convenience bar you create the next level of amazing customer experience This book shows you how to leverage convenience as a powerful way to differentiate yourself from your competition You'll learn six compelling strategies supported by numerous examples and case studies that will fuel your plan to create a focus on convenience for your customers The value proposition is both simple and profound when you reduce friction and make it easier for customers to do business with you they'll reward you with their money their loyalty and their referrals That's the advantage of being a part of The Convenience Revolution

Handbook of Research on the Interplay Between Service Quality and Customer Delight Sarma,

Sarmistha, Gupta, Neha, 2023-01-31 Research in the field of service quality and consumer behavior has developed in many dimensions in the past decade A number of models have been developed to determine the factors leading to satisfaction however within the past few years scholars have proved that satisfaction is not sufficient to leave a strong mark in the minds

of the customers Service quality and customer delight have been the buzzwords in the business world in recent times as scholars have proven that customer delight is the key to customer retention The Handbook of Research on the Interplay Between Service Quality and Customer Delight considers how companies around the world in a cross cultural environment are dealing with service quality and customer delight and proposes a global outlook on the current trends tactics and opportunities Covering key topics such as buyer funnels consumer dissonance and digital solutions this reference work is ideal for business owners managers industry professionals researchers scholars practitioners academicians instructors and students

Explosive Growth Cliff Lerner, 2017-11-07 BEST STARTUP BOOKS OF ALL TIME by Benzinga TOP GROWTH HACKING BUSINESS BOOK by Entrepreneur Magazine This compelling and inspiring narrative gives entrepreneurs a rare behind the scenes look inside a fast growing startup that created the first online dating app and grew to 100 million users Explosive Growth combines lively and often hilarious storytelling revealing genius growth tactics numerous case studies and its step by step playbook to help your startup grow massively Due to its raw storytelling style practical lessons compelling content and fast paced read Explosive Growth is a one of a kind business book that transcends the narrow entrepreneurial audience to also appeal to readers and business students looking to learn about startup life and entrepreneurship It holds nothing back while detailing the highest highs and lowest lows of what it s really like to run a startup Cliff Lerner s online dating startup Snap Interactive was running out of money when he bet the company s fortunes on a then unknown platform called Facebook The app suddenly began to acquire 100 000 new users daily for free and soon after the stock price skyrocketed 2 000 percent setting off an extraordinary chain of events filled with sudden success and painful lessons You will learn how to IGNITE EXPLOSIVE GROWTH by creating a remarkable product Identify the ONLY 3 METRICS THAT MATTER Explore valuable VIRAL GROWTH strategies to grow rapidly Execute the GENIUS MEDIA HACKS that helped us acquire 100 million users Create a thriving culture of PASSIONATE EMPLOYEES and CONSTANT INNOVATION PRAISE A must read for founders and CEOs who want to achieve rapid growth while also building a great product and company Payal Kadakia Founder Executive Chairman of ClassPass Explosive Growth is without question one of the most useful and entertaining business books I have ever read Cliff gives you a roadmap to massively grow your startup with specific tactical lessons made memorable through engaging stories This book is a must read David Perry Digital Sales Business Development Expert at Google Adobe Amazon Startup Advisor Want to know how to grow your startup to 100 million users Then this is the book for you Explosive Growth gives step by step instructions case studies and proven tactics on how to explode your growth Entrepreneur Magazine by Syed Balkhi Lessons for startups and CEOs on growth hacking marketing and innovation from one of the smartest founders I know Andrew Weinreich Inventor of Social Networking

Agile Network Businesses Vivek Kale, 2017-07-20 A highly readable and yet comprehensive book on network businesses that have become governable with the advent of cloud and big data computing Vivek Kale is a master of simplifying the complex world of network theory and its

relevance to business Jagdish N Sheth Charles H Kellstadt Professor of Marketing Emory University Agile Network Businesses Collaboration Coordination and Competitive Advantage reflects the shift from traditional networks to virtual and agile networks that enable businesses to operate dynamically thereby representing markets more closely This book enables IT managers and business decision makers to understand clearly what network businesses and enterprises are what they can do for them and how to realize them Customers in geographically dispersed markets are demanding higher quality products in a greater variety at lower cost and in a shorter time Thus enterprises have moved from a few centralized and vertically integrated facilities to geographically dispersed networks of capabilities competencies and resources which are the core of network businesses Enterprises are now constructing more fluid network businesses in which each member facility focuses on differentiation and relies increasingly on its partners suppliers and customers to provide the rest Network businesses have emerged as an organizational paradigm for collaboration and coordination across loosely connected individual organizations This pragmatic book Introduces network solutions and distributed systems that are a first step towards enabling a network enterprise It also gives a detailed description of networks and agent system that have paved the road to network enterprises Describes the basics of service oriented architecture SOA cloud computing and big data that are essential to network enterprises Details the distinguishing aspects of network enterprises which include virtual enterprises management of network enterprises and collaborative network enterprises Covers such major application areas as supply manufacturing e business platform social and wireless sensor networks Introduces decision networks in the context of supply chain networks This book reinterprets the traditional supply chain in terms of the flow of decisions information and materials which leads to reconfiguring the traditional supply chain network into mutually separate decision networks e g fourth party logistics or 4PL information networks e g wireless sensor networks and logistics networks e g third party logistics or 3PL

Streaming Music, Streaming Capital Eric Drott,2023-12-29 Eric Drott undertakes a wide ranging study of the political economy of music streaming to engage in a broader reconsideration of music s complex relation to capitalism **The Future of Smart Production for SMEs** Ole Madsen,Ulrich Berger,Charles Møller,Astrid Heidemann Lassen,Brian Vejrum Waehrens,Casper Schou,2022-10-28 This book explains and exemplifies how SMEs can embrace the Smart Production approach and technologies in order to gain a beneficiary outcome The book describes the Smart Production vision for SMEs as well as the method to get there The concept behind the book is based on the long term experience of the authors in researching and tackling problems of SMEs in the manufacturing sector The book provides applied methods and obtained solutions in different branches and different sizes of SMEs encompassing a broad survey of our markets and societies The perspective is systemic holistic and integrated including human organizational technological and digital perspectives

Church in the Land of Desire Edward Rommen,2021-03-18 According to William Leach religious communities that have come to North America have not been able to withstand the damaging influence of its consumer oriented society which

has subverted ecclesial customs values and practices Rather than resisting most of these groups have sought to integrate Christianity into the new culture By doing so they run the risk of marginalizing the church and fundamentally altering its teachings and practice Of course the real danger does not reside in the occasional use of isolated elements of our culture the unreflected application of any technology available the replacement of traditional ecclesial practices with the techniques of the business world or even the substitution of ecclesial foundations of authority Rather danger lies in a set of fundamental principles that together define a basic orientation which is naturally and almost mindlessly attracted to these secular devices sees no harm in them justifies and amplifies their effects and effectively supplants the mind of Christ which is supposed to govern the church This study analyzes and documents the effects of that mindset and calls us back to the biblical and traditional alternatives that alone can bring healing and recovery to the church Survive and Thrive John

Meese,2021-03-02 A step by step plan to help you reach more people make sales and enjoy more profit regardless of what the economy is doing Ray Edwards bestselling author of How to Write Copy That Sells Do you have a post Covid plan for success The pandemic is not the first event to utterly disrupt the business world and it s unlikely to be the last John Meese economist turned entrepreneur CEO of Cowork Inc and host of the Thrive School podcast is on a personal mission to eradicate generational poverty by helping entrepreneurs create thriving businesses that can endure through good times and bad so that unexpected events are much less likely to pull the rug out from under you With a conversational tone and anecdotes from dozens of successful entrepreneurs John provides innovative marketing sales and finance strategies to build a profitable business that can succeed in any climate Learn how to Reach a broader audience Build a sales engine that greatly increases revenue Unlock higher profits Manage risk with healthy financial practices and much more If you can focus on creating real solutions to real problems for real people you ll have a clear advantage in the marketplace Survive and Thrive can show you how Michael Hyatt New York Times bestselling author of The Vision Driven Leader *Automatic Customer* ,2015 *Gas Industry* ,1914

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