



Data Mining and Market Intelligence for Optimal Marketing Returns

By Susan Chiu, Domingo Tavella

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The authors present a practical and highly informative perspective on the elements that are crucial to the success of a marketing campaign. Unlike books that are either too theoretical to be of practical use to practitioners, or too soft to serve as solid and measurable implementation guidelines, this book focuses on the integration of established quantitative techniques into real life case studies that are immediately relevant to marketing practitioners.

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Editorial Review

Review

"This book is a must read. It shows you how you can transform data into winning marketing strategies. The trend towards marketing science is certain and this book provides a systematic framework for firms to bring science into marketing decisions."

Teck H. Ho, Professor of Marketing, Haas School of Business, University of California, Berkeley

"Susan Chiu and Domingo Tavella present a practical and highly informative perspective on the elements that are crucial to the success of a marketing campaign. Unlike books that are either too theoretical to be of practical use to practitioners, or too soft to serve as solid and measurable implementation guidelines, this book focuses on the integration of established quantitative techniques into real life case studies that are immediately relevant to marketing practitioners."

Mike Milligan, Vice President, Marketing Communications, The Xerox Corporation

"This book is an excellent no-frills one stop shop for proven approaches to quantitative marketing and should be a valuable reference to practitioners who subscribe to the notion that data-driven decisions are critical to mounting successful marketing campaigns in today's crowded marketplace. The authors' emphasis on practical application of analytics and detailed discussions of the relevant business issues through real-world business examples make this book a useful and immediately applicable resource for tackling today's quantitative marketing challenges."

Albert Thong, Director, Business Marketing Operations,
Cisco Systems

About the Author

Director of Business Intelligence Center at Ingram Micro, Inc., where she is responsible for advanced analytics and marketing research consulting. Susan Chiu has over 15 years of quantitative marketing research experience and has held positions in analytics, data mining, and business intelligence with Cisco Systems, Wells Fargo, Provident Bancorp, and Safeway Corporation. Susan Chiu has a Masters degree in Statistics from Stanford University.

Domingo Tavella is Adjunct Professor at Berkeley's Haas School of Business, where he teaches quantitative finance at the Masters in Financial Engineering program. He is also president of Octanti Associates, a boutique consulting firm in quantitative techniques for financial risk modelling. Domingo Tavella has extensive expertise in data analysis and modelling techniques applied to a large variety of situations, ranging from business issues to complex engineering problems. Prior to his involvement with UC Berkeley and the finance world, Domingo Tavella was a senior scientist at NASA Ames Research Center, where he pioneered the application of distributed supercomputing in solving aeronautical engineering problems. He has written two successful books on quantitative modelling applied to finance (Wiley and Sons). Domingo holds a Ph.D. in Aeronautical Engineering from Stanford University and an MBA from UC Berkeley.

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