



Wired Marketing: Energizing Business for e-Commerce

Glenn Hardaker, Gary Graham

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Wired Marketing provides a unique mix of strategic and technical knowledge designed primarily for students on marketing-related courses. It focuses on the Internet as a marketing tool in the context of rapidly changing business and consumer markets, including the emergence of eCommerce on the World Wide Web. Part one of the book deepens the marketing concept, by providing an overall outline of the role and importance of Internet marketing to e-commerce. In particular the first part of the book looks at the technological-driven shift in the marketing paradigm from direct marketing towards interactive marketing on the World Wide Web. Part one also outlines the fundamental Internet based changes in both the consumer and business-to-business markets.

The second part of the book broadens the marketing concept by exploring the move towards new interactive forms of marketing and changing communication processes as a consequence. It proposes, for example, in the chapter on marketing communications an e-based communications mix that illustrates the impact of new technology. This broadening of the marketing concept, by the Internet is extended further through a focus on supply chain management. Here we explore the way the Internet is changing how enterprises interact with their suppliers, partners and customers. It looks at the implications for managing the customer. The music industry is one of a number of examples used.

The final part of the book is intended to provide a marketing and e-commerce "toolkit" for the Internet. Part four will provide useful web-links to marketing sites of importance, offering leading edge marketing information and useful software applications. In particular this section will provide an insight into Advanced Web based marketing technology for the Internet. Finally the book will consider approaches towards strategic Internet marketing planning with a particular focus on flexibility, speed and the customer. The style of the book is to encourage the application of practical knowledge, but it also attempts to offer in-depth understanding of the changing nature of marketing through trading by e-commerce. The main text will be supplemented with extensive practical case examples and also various web links which illustrate that the Internet is radically altering marketing and e-commerce practices. Supplementary materials for lectures will be provided on a web site.

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