



# International E-Business: Building Online Customer Loyalty with Relationship Management

*Wolfgang Katsch*

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Diplomarbeit, die am 01.09.2001 erfolgreich an einer Universität in Österreich im Fachbereich Sozial- und Wirtschaftswissenschaftliche Fakultät eingereicht wurde. Abstract: The thesis offers solutions concerning the following questions: - Why is customer loyalty important for long term success of a company? - What are value adding characteristics of E-Business? - How is customer relationship management defined? - How does relationship management help a company in the changing marketplace of E-Business? - How can a company build customer loyalty? - How to follow a step-by-step process in order to build lasting relationships with customers? - What do best-practice companies manage relationships (including over 10 short case studies and practical experiences) - How to use online communities for customer loyalty? - What does datamining mean in the context of CRM? - How to integrate customers for customization and product innovations? - Why does a database give you the necessary information for knowing your customers? - What is the link between customer satisfaction, differentiation, and long term economic success - What are tools to implement the new approach of customer relationship management? - How to install an complaint management system in E-Business in order to build loyalty? The main objectives of the thesis are show how companies can build loyalty with customer relationship management to combine the concept of customer loyalty with the characteristics of E-Business. Companies in E-Business already realize that focusing only on customer acquisition is not enough for lasting success and are therefore intensifying efforts towards customer loyalty. According to recent studies only a small part of the companies know how many visitors they have on their Websites. And only some of them know the number of frequent/loyal buyers. A lack of customer knowledge and relationships with customers can get dangerous, especially in a scenario, where t

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