



# Optimal Database Marketing: Strategy, Development, and Data Mining

*Ronald G. Drozdenko, Perry D. Drake*

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**Check out the supplemental website! [www.DrakeDirect.com/OptimalDM/](http://www.DrakeDirect.com/OptimalDM/)**

"Destined to be the definitive guide to database marketing applications, analytical strategies and test design."

- Brian Kurtz, Executive Vice President, Boardroom Inc., 2000 DMA List Leader of the Year and DMA Circulation Hall of Fame Inductee

"This book is well written with interesting examples and case studies that both illustrate complex techniques and tie the chapters together. The level of detail and treatment of statistical tools and methods provides both understanding and enough detail to begin to use them immediately to target marketing efforts efficiently and effectively. It is perfect for a course in database marketing or as a handy reference for those in the industry. "

- C. Samuel Craig, New York University, Stern School of Business

"This book should be studied by all who aspire to have a career in direct marketing. It provides a thorough overview of all essential aspects of using customer databases to improve direct marketing results. The material is presented in a style that renders even the technical subjects understandable to the novice direct marketer"

Kari Regan, Vice President, Database Marketing Services, The Reader's Digest Association

"Finally, practical information on database marketing that tackles this complex subject but makes it clear enough for the novice to understand. This book serves as more than a primer for any senior manager who needs to know the whole story. As one who has spent over 20 years of his career involved in publishing and database marketing, I have a real appreciation for how difficult it is to explain the finer points of this discipline, while keeping it understandable. This book does that admirably. Well done!"

- Patrick E. Kenny, Executive Vice President, Qiosk.com

"This book is especially effective in describing the breadth and impact of the database marketing field. I highly recommend this book to anyone who has anything to do with database marketing! -- works in or with this dynamic area."

- Naomi Bernstein, Vice President, BMG Direct

"Ron Drozdenko and Perry Drake have written a guide to database marketing that is thorough and that covers the subject in considerable depth. It presents both the concepts underlying database marketing efforts and the all-important quantitative reasoning behind it. The material is accessible to students and practitioners alike and will be an important contribution to improved understanding of this important marketing discipline. "

Mary Lou Roberts, Boston University and author of Direct Marketing Management

"I think it is a terrific database marketing book, it's got it all in clear and logical steps. The benefit to the marketing student and professional is that complex database concepts are carefully developed and thoroughly explained. This book is a must for all marketing managers in understanding database issues to successfully manage and structure marketing programs and achieve maximum results. "

- Dante Cirille, DMEF Board Member and Retired President, Grolier Direct Marketing

"An excellent book on the principles of Direct Marketing and utilization of the customer database to maximize profits. It is one of the best direct marketing books I have seen in years in that it is broad with specific

examples. I am going to require new hires to read this (book) to get a better understanding of the techniques used in Database Marketing."

- Peter Mueller, Assistant Vice President of Analysis, Scholastic, Grolier Division

"This is an amazingly useful book for direct marketers on how to organize and analyze database information. It's full of practical examples that make the technical material easy to understand and apply by yourself. I strongly recommend this book to direct and interactive marketers who want to be able to perform professional database analyses themselves, or be better equipped to review the work of analysts. "

- Pierre A. Passavant, Professor of Direct Marketing, Mercy College and Past Director, Center for Direct Marketing, New York University

"The most useful database marketing reference guide published today. The authors do an excellent job of laying out all the steps required to plan and implement an effective database marketing strategy in a clear and concise manner. A must have for academics, marketing managers and business executives."

- Dave Heneberry, Director, Direct Marketing Certificate programs, Western Connecticut State University and Past Chair, Direct Marketing Association

"This book is essential for all direct marketers. It serves as a great introduction to the technical and statistical side of database marketing. It provides the reader with enough information on database marketing and statistics to effectively apply the techniques discussed or manage others in the environment "

- Richard Hochhauser, President, Harte-Hanks Direct Marketing

Ronald G. Drozdenko, Ph.D., is Professor and Chair of the Marketing Department, Ansell School of Business, Western Connecticut State University. He is also the founding Director of the Center for Business Research at the Ansell School. He has more than 25 years of teaching experience. The courses he teaches include Strategic Marketing Databases, Interactive/Direct Marketing Management, Product Management, Marketing Research, and Consumer Behavior. He is collaborating with the Direct Marketing Education foundation to develop a model curriculum for universities pursuing the area of interactive or direct marketing. Working with an advisory board of industry experts, he co-developed the Marketing Database course in model curriculum.

Dr. Drozdenko has co-directed more than 100 proprietary research projects since 1978 for the marketing and research and development of several corporations, including major multinationals. These projects were in the areas of strategic planning, marketing research, product development, direct marketing, and marketing database analysis. He also has published several articles and book chapters. He holds a Ph.D. in Experimental Psychology from the University of Missouri and is a member of the American Marketing Association, the Society for Consumer Psychology, and the Academy of Marketing Sciences. He is also the co-inventor on three U.S. patents.

Perry D. Drake has been involved in the direct marketing industry for nearly 15 years. He is currently the Vice President of Drake Direct, a database marketing consulting firm specializing in response modeling, customer file segmentation, lifetime value analysis, customer profiling, database consulting, and market research. Prior to this, Perry worked for approximately 11 years in a variety of quantitative roles at The Reader's Digest Association, most recently as the Director of Marketing Services.

In addition to consulting, Perry has taught at New York University in the Direct Marketing Master's Degree program since Fall, 1998, currently teaching "Statistics for Direct Marketers" and "Database Modeling." Perry was the recipient of the NYU Center for Direct and Interactive Marketing's "1998-1999" Outstanding Master's Faculty Award. Perry also lectures on testing and marketing financials for Western Connecticut State University's Interactive Direct Marketing Certificate Program. Along with Ron, he is collaborating with the Direct Marketing Education Foundation to develop a model curriculum for universities pursuing the area of interactive or direct marketing.

Perry earned a Masters of Science in Applied Statistics from the University of Iowa and a Bachelor of Science in Economics from the University of Missouri.

The book evolved from an outlined developed by an advisory board of industry experts that was established by the Direct Marketing Educational Foundation. Contemporary direct marketing and e-commerce could not exist without marketing databases. Databases allow marketers to reach customers and cultivate relationships more effectively and efficiently. While databases provide a means to establish and enhance relationships, they can also be used incorrectly, inefficiently, and unethically. This book looks beyond the temptation of the quick sale to consider the long-term impact of database marketing techniques on the organization, customers, prospective customers, and society in general. Ron Drozdenko and Perry Drake help the reader gain a thorough understanding of how to properly establish and use databases in order to build strong relationships with customers. There is not another book on the market today that reveals the level of detail regarding database marketing applications - the how's, why's and when's.

Features/Benefits:

Draws on numerous examples from real businesses

Includes applications to all direct marketing media including the Internet

Describes in step-by-step detail how databases are developed, maintained, and mined

Considers both business and social issues of marketing databases

Contains a sample database allowing the reader to apply the mining techniques

Offers access to comprehensive package of academic support materials

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#### **Dorothy Whisler:**

This Optimal Database Marketing: Strategy, Development, and Data Mining book is absolutely not ordinary book, you have it then the world is in your hands. The benefit you receive by reading this book will be information inside this book incredible fresh, you will get details which is getting deeper a person read a lot of information you will get. This kind of Optimal Database Marketing: Strategy, Development, and Data Mining without we know teach the one who looking at it become critical in pondering and analyzing. Don't be worry Optimal Database Marketing: Strategy, Development, and Data Mining can bring whenever you are and not make your carrier space or bookshelves' turn out to be full because you can have it in your lovely laptop even cellphone. This Optimal Database Marketing: Strategy, Development, and Data Mining having fine arrangement in word and also layout, so you will not really feel uninterested in reading.

#### **John Valdez:**

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#### **Maureen Daniels:**

In this era which is the greater individual or who has ability in doing something more are more special than other. Do you want to become considered one of it? It is just simple strategy to have that. What you need to do is just spending your time very little but quite enough to get a look at some books. One of the books in the top record in your reading list will be Optimal Database Marketing: Strategy, Development, and Data Mining. This book that is qualified as The Hungry Inclines can get you closer in growing to be precious person. By looking upwards and review this book you can get many advantages.

#### **Patricia Stewart:**

What is your hobby? Have you heard in which question when you got pupils? We believe that that query was given by teacher to their students. Many kinds of hobby, Every person has different hobby. And also you know that little person just like reading or as reading become their hobby. You must know that reading is very important and book as to be the factor. Book is important thing to include you knowledge, except your own teacher or lecturer. You will find good news or update regarding something by book. Different categories of books that can you go onto be your object. One of them is actually Optimal Database Marketing: Strategy, Development, and Data Mining.

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