e-Business & e-Commerce for Managers

Harvey M. Deitel, Paul Deitel, Kate Steinbuhler

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Finally, there's an authoritative, comprehensive manager's guide to every aspect of building and managing a successful e-Business! *e-Business and e-Commerce for Managers* starts by reviewing today's leading e-Business models, as well as several key industries where e-Businesses offer especially attractive opportunities, including entertainment, career development, e-Publishing, and online finance. Next, it helps managers address each key strategic and technical component of a successful e-Business. Coverage includes: planning and building a robust Web site infrastructure; deploying effective Internet-based marketing and affiliate programs; using Customer Relationship Management to strengthen customer loyalty; managing online transactions; protecting the security of your site; and much more. The book includes a step-by-step guide to e-Business site building, as well as a full chapter on leveraging new e-Business opportunities associated with the wireless Internet. An appendix features development of a complete Web-based shopping cart application using HTML, JavaScript, VBScript, Active Server Pages, and an Access database. For all managers, business owners, and others who need a comprehensive overview of how to build and manage an e-Business.

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