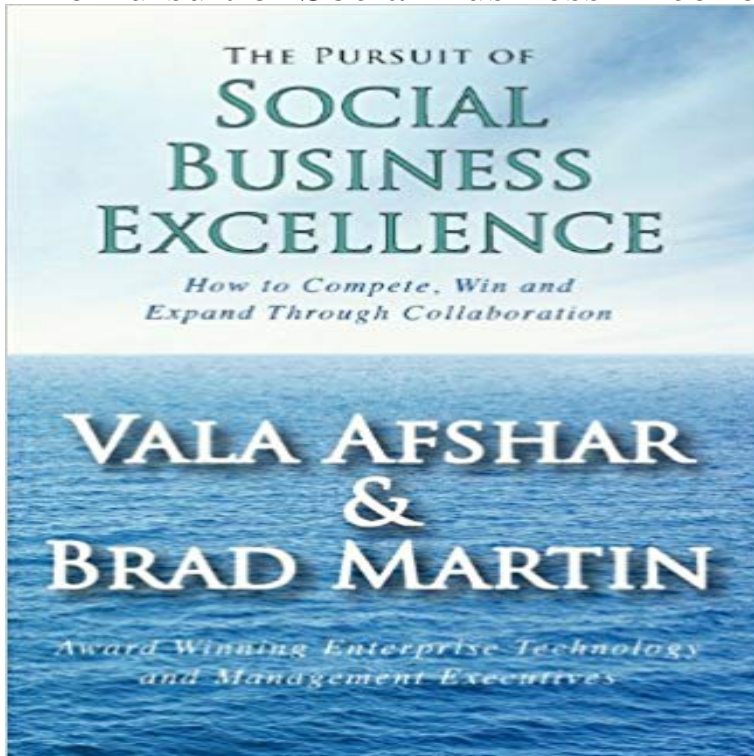


The Pursuit of Social Business Excellence



If you are not a social business you are losing market share. If you are not a social business, you are also losing the opportunity to recruit and retain the very best talent in the market. In this social and mobile era, customers have choices and voices that are scaled and amplified like never before. For businesses to truly connect with their employees and customers they must be able to listen, respond, engage, and add value in a timely and robust manner. But, to truly connect we must do so by way of a personalized and mutually beneficial approach; and in order to do this well, we must embrace social collaboration. By reading the Pursuit of Social Business Excellence you will be able to 1) identify foundational success elements of a social business; 2) follow a prioritized and guided step by step transformation process; 3) measure progress and identify self-reinforcing confirmation points. 4) increase top line revenue, profit, employee retention and customer loyalty. Afshar and Martin are award winning enterprise technology and management executives who have unlocked the value of social business transformation to drive industry leading growth, customer loyalty and profitability. In 2011, Afshar pioneered and led the efforts to drive the innovation behind enterprise networking industries first social machines. In 2012 Afshar and Martin's company, Enterasys Networks, was recognized as one of Boston's best places to work and was also awarded for top services-collaboration innovation, best contact center and next generation quality leadership. The authors of this book are highly social individuals who sincerely appreciate and value your feedback. Please feel free to connect with them on Twitter: @ValaAfshar and @Brad_W_Martin

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