



Going Mobile: Going Social

Andrew Pearson

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A company is only as strong as its weakest customer relationship and Going Mobile: Going Social shows how companies large and small can use the mobile and social media platforms to develop and foster these relationships. Much more than a wireless transmitter optimized for voice input and output, a mobile phone, a tablet or a phablet is an always-on, anytime, anywhere marketing and sales device that follows a mobile user throughout his or her digital day. It is also an entertainment, Customer Relationship Management (CRM) and social networking tool, which makes it, potentially, the most powerful device in the history of marketing and customer relationships. The mobile device is, literally, a marketing tool that can—and usually is—personalized by its owner, and is within the reach of that owner almost every hour of every single day—once again a marketer's dream.



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