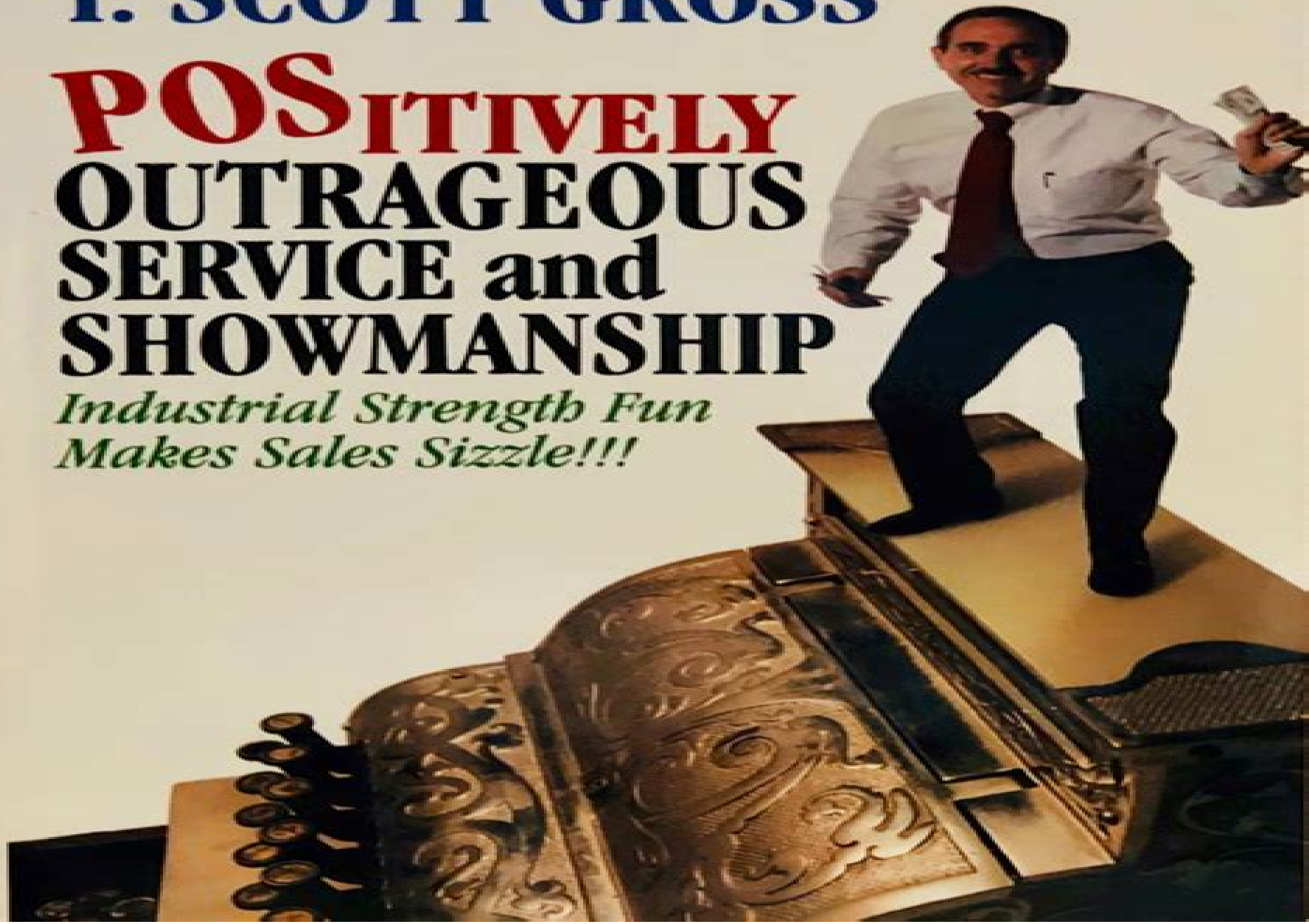


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The Experience Economy, With a New Preface by the Authors B. Joseph Pine II, James H. Gilmore, 2019-12-10 Time is limited Attention is scarce Are you engaging your customers Apple Stores Disney LEGO Starbucks Do these names conjure up images of mere goods and services or do they evoke something more something visceral Welcome to the Experience Economy where businesses must form unique connections in order to secure their customers affections and ensure their own economic vitality This seminal book on experience innovation by Joe Pine and Jim Gilmore explores how savvy companies excel by offering compelling experiences for their customers resulting not only in increased customer allegiance but also in a more profitable bottom line Translated into thirteen languages The Experience Economy has become a must read for leaders of enterprises large and small for profit and nonprofit global and local Now with a brand new preface Pine and Gilmore make an even stronger case for experiences as the critical link between a company and its customers in an increasingly distractible and time starved world Filled with detailed examples and actionable advice The Experience Economy helps companies create personal dramatic and even transformative experiences offering the script from which managers can generate value in ways aligned with a strong customer centric strategy

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