



7. REFERENCES

- Asana. (2019). *Asana Guide*. Retrieved August 3, 2019, from Asana.com:
<https://asana.com/guide/get-started/share/features>
- Buffer. (2019). *Use Buffer to the Fullest*. Retrieved May 6, 2019, from Buffer.con:
<https://buffer.com/library/use-buffer-to-the-fullest>
- Chetty, S. T. (2019, March 7). *The IDIC model of Customer Relationship Management (CRM)*. Retrieved April 20, 2019, from projectguru.in:
<https://www.projectguru.in/publications/customer-relationship-management/>
- Culpa, J. (2017, October 24). *Why is Customer Relationship Management so Important?* (Forbes) Retrieved April 29, 2019, from forbes.com:
<https://www.forbes.com/sites/forbesagencycouncil/2017/10/24/why-is-customer-relationship-management-so-important/>
- Durcevic, S. (2019, May 23th). *Why Data Driven Decision Making is Your Path To Business Success*. (Datapine) Retrieved May 2019, from Datapine.com:
<https://www.datapine.com/blog/data-driven-decision-making-in-businesses/>
- Fisher-Wilson, G., & Huizenga, R. (2019, May 1). Communication's Division CRM System. (S. R. Amani, Interviewer) Amsterdam, Noord-Holland, Netherlands.
- FullContact. (2019). *What We Do*. Retrieved May 25, 2019, from fullcontact.com:
<https://www.fullcontact.com/what-we-do/>
- Google Contact. (2019, May 3). Retrieved June 2019, from contacts.google.com:
<https://contacts.google.com/>
- Huisman, D. (2019, May 15). Data Division Current CRM Structure. (S. R. Amani, Interviewer)
- Huizenga, R. (2019, June 12). Communication Division CRM Issues. (S. R. Amani, Interviewer) Amsterdam, Noord-Holland, Netherlands.
- K. Liagkouras, K. M. (2014, April 5). *application of customer relationship management systems in business challenges and opportunities*. Retrieved April 2019, from Waset Publication: <https://publications.waset.org/9998370/application-of-customer-relationship-management-systems-in-business-challenges-and-opportunities>
- Linkedin. (2019). *Linkedin Features*. Retrieved April 2019, from getapp.com:
<https://www.getapp.com/hr-employee-management-software/a/linkedin/features/>
- Mailchimp. (2019). *Why Mailchimp?* Retrieved June 2019, from mailchimp.com:
<https://mailchimp.com/why-mailchimp/>
- Ontario. (2014, September 23). *How Can you Profit from E-Business*. Retrieved May 13, 2019, from issuu.com:
https://issuu.com/kirandhillon/docs/medi_booklet_customer_relationship_



Ontario. (2014, September 23). *How you Can Profit from E-Business*. Retrieved May 13, 2019, from issuu.com:
https://issuu.com/kirandhillon/docs/medi_booklet_customer_relationship_

Plaksij, Z. (2019, September 5). *4 Ways CRM Software Can Help you Create Better Marketing Campaigns*. (SuperOffice) Retrieved June 2019, from superoffice.com:
<https://www.superoffice.com/blog/create-better-marketing-campaigns-with-crm/>

StartupDelta. (2019). *About Us*. Retrieved April 1, 2019, from Startupdelta.org:
<https://www.startupdelta.org/about-startupdelta/startupdelta/>

Streak. (2019, January). *Features*. (Rewardly, Inc) Retrieved June 2019, from streak.com:
<https://www.streak.com/features>

Timmermans, L. (2019, May 15). International Division CRM Issues. (S. R. Amani, Interviewer) Amsterdam, Netherlands.

Timmermans, L., van Os, J., & Berkhout, K. (2019, May 2). International Division's Current CRM Structure. (S. R. Amani, Interviewer) Amsterdam, Noord-Holland, Netherlands.

van Rest, I. (2019, May 17). Breakthrough Technology Division Current CRM Structure. (S. R. Amani, Interviewer) Amsterdam, Noord-Holland, Netherlands.

Zapier. (2019, August 9). *Zapier*. Retrieved August 7, 2019, from wikipedia.org:
<https://en.wikipedia.org/wiki/Zapier>