Making Digital Business Pay

ATOMIC eBUSINESS MODELS:
Early Evidence of Success

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Atomic e-Business Models

AGENDA

- e-Business Health Check
- Atomic e-Business Models and Initiatives
- e-Business Model Schematics
- Case Studies
- Profit, Growth, and Customer Uptake
- Implementing e-Business – IT Infrastructure
e-Business Health Check

"Times they are a changing … !"

<table>
<thead>
<tr>
<th>Promise</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radical change</td>
<td>Migration</td>
</tr>
<tr>
<td>Led by dot coms</td>
<td>Led by traditional firms</td>
</tr>
<tr>
<td>Customers want e-Business</td>
<td>Segments vary in desire</td>
</tr>
<tr>
<td>e-Business cannibalises from center</td>
<td>e-Business managed by business units</td>
</tr>
<tr>
<td>Just add web sites</td>
<td>Firm wide infrastructure</td>
</tr>
<tr>
<td>Must do to survive</td>
<td>High variability in returns</td>
</tr>
</tbody>
</table>

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eBusiness Models

- Describe the way a firm does business electronically
- Roles and relationships between consumers, allies and suppliers
- Flow of the product, service and information
- Description of the benefits and revenues to participants
- Who owns – data, transactions, relationships, & intellectual property
- Emerging from strategic experiments
- Many different ways to classify
- Atomic eBusiness models

## Atomic eBusiness Models

<table>
<thead>
<tr>
<th>Content Provider</th>
<th>Provides content (e.g. information, digital products &amp; services) via intermediaries.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct to Consumer</td>
<td>Provides goods or services directly to the customer often bypassing traditional channel players.</td>
</tr>
<tr>
<td>Full Service Provider</td>
<td>Provides a full range of services in one domain (e.g. financial, health) from own products and best of breed, attempting to own the consumer relationship.</td>
</tr>
<tr>
<td>Intermediary</td>
<td>Brings together buyers and sellers by concentrating information (e.g., search agent, auctions).</td>
</tr>
<tr>
<td>Shared Infrastructure</td>
<td>Brings together multiple competitors to cooperate by sharing common IT infrastructure.</td>
</tr>
<tr>
<td>Value Net Integrator</td>
<td>Coordinates the value net (or chain) by gathering, synthesizing, and distributing information.</td>
</tr>
<tr>
<td>Virtual Community</td>
<td>Facilitate and create loyalty to an online community of people with a common interest enabling interaction and service provision.</td>
</tr>
<tr>
<td>Whole of Enterprise / Government</td>
<td>Provides a firm-wide single point of contact consolidating all services provided by a large multi-business organization organized by customer events.</td>
</tr>
</tbody>
</table>

Note: All atomic models are both B2B and B2C except content providers.

Merrill Lynch
Integrated Choice

Shared IT Infrastructure

Financial Consultants (14,000)
Investor Services 24 x 7 Call Center
ML Direct (On line)

Full Service Provider
Direct to Customer
Five Million Households
A Premier Plus
>$1M with ML
B Premier Priority Clients
>$250K with ML
C Priority Clients
D Clients
E Young Investors
100K Assigned Portfolio Mgrs. to Professionals

LEGEND:
Firm of Interest
Supplier
Consumer
Allied

Electronic Relationship
Primary Relationship
Information Flow
$ Flow
Product Flow

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FSP = “All Things to Some People.”
Manheim Car Auctions

- Manheim Auctions founded in 1945 is #1 in car auctions –115 physical sites worldwide, gross 2001 revenue $54b, net of $2b+, 9(5)m cars offered (sold)
- Customers – car dealers, fleet owners, consignors
- Launched Manheim Interactive early 2000
- Cyber Auctions, Cyber Lots, Power Search, Physical auction support tools, MMR, Dealer Exchange, Dealer Software
- Subscription $50/mo.
- 2001: 140k cars sold, gross revenue of $2b online
Manheim e-Business Model

Intermediary (Auction) 
- Virtual Community
- Value Net Integrator
- Direct to Customer?

Manheim Auctions
- Physical auctions
- Certification
- Technology centers
- Paperwork & delivery

Manheim Interactive
Online
- Auctions
- Cyber lots (fixed price)
- Power Search
- MMR

Dealer Support Services
- Tracker ERP

LEGEND:
- Firm of Interest
- Supplier
- Consumer
- Ally
- Electronic Relationship
- Primary Relationship
- Information Flow
- $ Flow
- Product flow

Car Dealer A

Car Dealer B

Car Dealer C

Car Buyer

Car Dealer

Consignor
D, e.g., Avis

Consignor
E, e.g., Mazda

Car Dealer C

Purchases 0

$ final price

$ subscription

$ sale price

Community

Physical auction support tools

$ final price

Purchases 0

$ subscription

Info

Info, purchases, tools 0

fee $
### Schematic Legend

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Firm of interest</td>
<td>The organization whose business model is being illustrated by the schematic.</td>
</tr>
<tr>
<td>🔄</td>
<td>Supplier</td>
<td>An organization or individual from which the firm of interest obtains goods, services, or information. There is generally a flow of money from the firm of interest to its suppliers.</td>
</tr>
<tr>
<td>🔄</td>
<td>Customer</td>
<td>An organization or individual who consumes the firm of interest’s goods, services, or information. There is often a flow of money from the customer to the firm of interest’s service.</td>
</tr>
<tr>
<td>🔄</td>
<td>Ally</td>
<td>An organization whose products help to enhance the demand for the firm of interest’s products.</td>
</tr>
<tr>
<td>🔄</td>
<td>Electronic relationship</td>
<td>A digital connection, through which messages flow in both directions. Often, but not always, this connection will be the Internet.</td>
</tr>
<tr>
<td>🔄</td>
<td>Primary relationship</td>
<td>The firm with the greatest potential to own the customer relationship. Owning the customer relationship provides the opportunity to know the largest amount of useful knowledge about the customer.</td>
</tr>
<tr>
<td>🔄</td>
<td>Flow of money</td>
<td>This flow is one-directional and indicates a payment from one party to another, in exchange for goods, services, or information. Often there is a flow of product in the opposite direction.</td>
</tr>
<tr>
<td>🔄</td>
<td>Flow of product</td>
<td>This one-directional flow indicates a transfer of physical goods or digital products from one party to another. Often there is a flow of money in the opposite direction.</td>
</tr>
<tr>
<td>🔄</td>
<td>Flow of information</td>
<td>Messages flow through all the electronic relationships, therefore only those flows of information that are not digital products are represented by this icon. This information is often the result of research about a product or service and is often free.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Model</th>
<th>% Use</th>
<th>Description</th>
<th>Rank by B/C Ratio*</th>
<th>Management Skill†</th>
<th>Revenue Growth</th>
<th>% of Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Service Provider</td>
<td>4</td>
<td>Provides a full range of services in one domain (e.g. financial, health) from own products and best of breed, attempting to own the consumer relationship.</td>
<td>1</td>
<td>3</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>Content Provider</td>
<td>5</td>
<td>Provides content (e.g. information, digital products &amp; services) via intermediaries.</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct to Customer</td>
<td>13</td>
<td>Provides goods or services directly to the consumer often bypassing traditional channel players</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whole of Enterprise / Government</td>
<td>10</td>
<td>Provides a firm- wide single point of contact consolidating all services provided by large multi-business organization organized by customer events.</td>
<td>4</td>
<td>7</td>
<td>+</td>
<td></td>
</tr>
<tr>
<td>Shared Infrastructure</td>
<td>9</td>
<td>Brings together multiple competitors to cooperate by sharing common IT infrastructure.</td>
<td>5</td>
<td>4</td>
<td></td>
<td>−</td>
</tr>
<tr>
<td>Intermediary</td>
<td>5</td>
<td>Brings together buyers and sellers by concentrating information (e.g. search agent, auctions)</td>
<td>6</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Community</td>
<td>2</td>
<td>Facilitate and create loyalty to an online community of people with a common interest enabling interaction and service provision.</td>
<td>7</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value Net Integrator</td>
<td>15</td>
<td>Coordinates the value net (or chain) by gathering, synthesizing, and distributing information.</td>
<td>8</td>
<td>6</td>
<td>+</td>
<td>+</td>
</tr>
</tbody>
</table>

Based on 50 initiatives in operation at least one year.

* Benefit/cost ratio is the net present value (NPV) of revenue divided by the NPV of expenses using a cost of capital of 10%
† Estimated by the ratio of standard deviation/average of B/C ratio
± = statistically significant relationship
Evaluating an eBusiness Initiative

1. COMBINATION OF eBUSINESS MODELS

2. CUSTOMER SEGMENT
   1. Channel
   2. Channel
   3. Channel

3. IT INFRASTRUCTURE CAPABILITY

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### Synergies and Conflict between Atomic Models for an eBusiness Initiative

<table>
<thead>
<tr>
<th></th>
<th>CP</th>
<th>D2C</th>
<th>FSP</th>
<th>I</th>
<th>SI</th>
<th>VNI</th>
<th>VC</th>
<th>WOE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Provider (CP)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct to Customer (D2C)</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Full Service Provider (FSP)</td>
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<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intermediary (I)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared Infrastructure (SI)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value Net Integrator (VNI)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Community (VC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whole of Enterprise (WOE)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sources:
1. Channel
2. Competency
3. Infrastructure
4. Information

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Center for Information Systems Research
## Summary of IT Infrastructure Investments for Atomic Models

<table>
<thead>
<tr>
<th>Atomic eBusiness Models</th>
<th>Application Infra.</th>
<th>Communication</th>
<th>Data Mgt.</th>
<th>IT Mgt.</th>
<th>Security</th>
<th>Architecture &amp; Stds</th>
<th>Channel Mgt.</th>
<th>IT R&amp;D</th>
<th>IT Education</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Services</strong></td>
<td>13</td>
<td>7</td>
<td>6</td>
<td>9</td>
<td>4</td>
<td>20</td>
<td>7</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Content Provider</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Direct to Customer</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Full Service Provider</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Intermediary</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Shared Infrastructure</td>
<td></td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td></td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Value Net Integrator</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Virtual Community</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓ ✓</td>
<td></td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓ ✓</td>
</tr>
<tr>
<td>Whole of Enterprise</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓ ✓</td>
<td>✓</td>
<td>✓</td>
<td>✓ ✓ ✓</td>
<td>✓ ✓</td>
<td>✓ ✓</td>
</tr>
</tbody>
</table>

✓ ✓ = very important  
✓ = important  
* = required


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## IT Services for eBusiness (excerpt)

<table>
<thead>
<tr>
<th>Component</th>
<th>% Have</th>
<th>Relative Investment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Communications</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Communications network services (e.g., full Service TCP/IP networks linking all points within a business)</td>
<td>100.0%</td>
<td>4.7</td>
</tr>
<tr>
<td>2.2 Broadband communication services (e.g., higher bandwidth activities such as video)</td>
<td>71.4%</td>
<td>2.4</td>
</tr>
<tr>
<td>2.3 Intranet capabilities (e.g., an intranet to support a variety of applications including publishing, company policies, directories, message boards, etc)</td>
<td>100.0%</td>
<td>6.0</td>
</tr>
<tr>
<td>2.4 Extranet capabilities (e.g., providing information and applications via TC/ICP protocols to a select group of customers and suppliers)</td>
<td>93.3%</td>
<td>6.4</td>
</tr>
<tr>
<td>2.5 Workstation networks (e.g., workstation networks, LANs and POS networks)</td>
<td>100.0%</td>
<td>2.8</td>
</tr>
<tr>
<td>2.6 EDI linkages to customers and suppliers</td>
<td>84.6%</td>
<td>-0.1</td>
</tr>
<tr>
<td>2.7 Electronic support to groups (e.g., groupware)</td>
<td>20.0%</td>
<td>2.0</td>
</tr>
<tr>
<td><strong>Data Management</strong></td>
<td>78.0%</td>
<td>4.8</td>
</tr>
<tr>
<td>3.1 Manage key data independent of applications (e.g., centralized product data)</td>
<td>100.0%</td>
<td>5.2</td>
</tr>
<tr>
<td>3.2 Centralized data warehouse (summarizes key information from decentralized databases)</td>
<td>86.7%</td>
<td>4.5</td>
</tr>
<tr>
<td>3.3 Data management advice and consultancy</td>
<td>69.2%</td>
<td>3.7</td>
</tr>
<tr>
<td>3.4 Electronic provision of management information (e.g., EIS)</td>
<td>71.4%</td>
<td>4.3</td>
</tr>
<tr>
<td>3.5 Storage farms or storage area networks (e.g., major storage separate from LANS and workstations)</td>
<td>86.7%</td>
<td>4.6</td>
</tr>
<tr>
<td>3.6 Knowledge management (e.g., contact database, knowledge management architecture, knowledge databases, communities of practice)</td>
<td>53.8%</td>
<td>6.3</td>
</tr>
</tbody>
</table>


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DELTA’s Nervous System

Operational Pipeline

OCC
Tower
Gate
TOC

Core Products
Allocate Resources
Prepare for Flight Departure
Load Aircraft
Flight Departure and Closeout
Monitor Flight
Flight Arrival and Closeout
Unload Aircraft
Clean/Service Aircraft

Resources
Cargo
Catering
Crew

DNS Architecture

Delta Nervous System

Electronic Events
Location
Schedule
Flight
Maint.
Eqpt.
Employee
Aircraft
Customer
Ticket

Electronic Ticket
OAG
CRS

Revenue Management Architecture
Support pricing and scheduling decisions:
Convert transaction data (flight, customer, fares) using decision models

G&A Architecture
Efficiently handle financial, human resource, and administrative needs:
ERP system provides architecture

Core Services
Skylines
Skymiles
Reservations
Travel Agent
Skycap
Ticket Counter
Crown Room
Boarding
Inflight
Baggage

Value Added Services
Personalization
Digital Relationships
Loyalty Programs

Customer Experience
Source Delta Airlines

eBusiness Ready Organizational Form

PRODUCT & SERVICE OFFERING

- Own
- Co-brand
- Others

Strategy and Core Competencies

CONSUMER RELATIONSHIP DB

- Partners / allies
- Recommended service & content providers
- Sources of information
- Intermediaries

CONSUMERS

Marketplace

Wireless Call Centre IVR www

Portal

Consumer Relationship

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Insights for Place to Space Migration via Atomic eBusiness Models

1. Atomic eBusiness models (compose ⇔ de compose) eBusiness initiatives.

2. Finite number of atomic eBusiness models – each with different characteristics and early evidence of profitability.

3. Strive for primary customer relationships. Intermediaries will be powerful.

4. Analyze eBusiness initiatives with schematics

5. Leverage what you own: relationship, data, transaction, IP

6. Where are the conflicts and synergies?

7. Identify infrastructure needs for each model and initiative.

8. Identify and invest in eBusiness building blocks (e.g., infrastructure) and portfolio of initiatives
## Strategic Objective and How Money is Made for Each Atomic Model

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Business Model</th>
<th>Strategic Objectives</th>
<th>Sources of Revenue or Value</th>
</tr>
</thead>
</table>
| 4       | Direct to Customer      | • offer a lower price or be more customer intimate than marketplace  
• bypass other value chain participants  
• increase geographical reach without physical infrastructure or salesforce  
• facilitate competition based on objective measures such as price or independently rated quality | • income for services provided to customers  
• lower cost channel of distribution  
• increased margin via bypassing intermediaries |
| 5       | Full Service Provider   | • own the primary customer relationship  
• meet the complete needs of a target customer segment in one domain (financial services, travel, etc.)  
• integrate the firm’s own products and services with a selected set of third-party providers | • annual membership fees  
• fees as a percentage of assets under management  
• transaction fees  
• margins on in-house products  
• commissions on third-party products  
• advertising or listing fees from third-party providers  
• fees for selling leads or aggregate data about customers |
| 6       | Whole of Enterprise     | • implement a single point of contact for certain customer segments of a multi-business unit enterprise  
• organize by life events or areas of interest so that the customer is able to navigate through the enterprise-wide offerings  
• help the customer identify the need for, choose, and acquire services provided by a number of different business units | • in the for-profit sector provision of services to the customer by the business unit, annual service or membership fees are possible  
• in the government sector improved service (e.g., 24/7), reduced costs from sharing more infrastructure, and removing the need to perform the same transaction (e.g., address change) in multiple agencies |
| 7       | Intermediaries          | • provide a single point of access bringing together buyers and sellers  
• make a market by concentrating information | • transaction fees  
• listing fees  
• referral fees on the basis of clickthroughs  
• sales commissions |


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### Strategic Objective and How Money is Made for Each Atomic Model (continued)

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Business Model</th>
<th>Strategic Objectives</th>
<th>Sources of Revenue or Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Shared Infrastructure</td>
<td>• multiple providers cooperate in some areas in order to compete more effectively</td>
<td>• membership fees from shared infrastructure customers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• remove competition in some areas sharing infrastructure and aggregate industry</td>
<td>• transaction fees from alliance partners and customers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>information resident in the shared systems</td>
<td>• sale of data summarizing customer and partner activity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• reduce cost via economics of scale</td>
<td>• proprietary equipment rental</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• make a defensive move against a potentially dominant player</td>
<td>• logistics services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• provide a powerful barrier to entry for alternative providers</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Virtual Community</td>
<td>• build a community of members around a common interest</td>
<td>• membership fees</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• capture increasing returns as community grows</td>
<td>• advertising revenue from third parties (e.g., vendors) wishing to gain access to the</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>community</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• clickthrough fees or commissions on purchases made by members</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• sale of aggregate or profile data on members</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• direct sale of goods and services</td>
</tr>
<tr>
<td>10</td>
<td>Value Net Integrator</td>
<td>• coordinate the value net (or chain) by gathering, synthesizing and distributing</td>
<td>• franchise fees or a share of profit/revenue of other value net participants from</td>
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<tr>
<td></td>
<td></td>
<td>information</td>
<td>controlling the virtual value chain</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• occupy a central position in an industry value net (or chain) with the best access</td>
<td>• share in increased revenues or decreased costs of the members of the value net</td>
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<td></td>
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<td>to information</td>
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<td></td>
<td></td>
<td>• improve the effectiveness of the value net (or chain) by working with other</td>
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<tr>
<td></td>
<td></td>
<td>participants</td>
<td></td>
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<tr>
<td>11</td>
<td>Content Provider</td>
<td>• develop and provide information or digital product content via allies</td>
<td>• monthly fees for content</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• world-class in area of expertise</td>
<td>• fees for content or pages accessed by end consumer</td>
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## Critical Success Factors and Core Competencies for Each Atomic Model

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Business Model</th>
<th>Critical Success Factors</th>
<th>Core Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Direct to Customer</td>
<td>• create and maintain customer awareness directly or via intermediaries</td>
<td>• form and manage strategic partnerships with suppliers, fulfillment houses, and others in supply chain</td>
</tr>
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<td></td>
<td></td>
<td>• increase repeat customer purchase rate and size of the average transaction</td>
<td>• use customer information to increase sales and service</td>
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<td></td>
<td></td>
<td>• reduce customer acquisition costs</td>
<td>• marketing and effective customer prospecting</td>
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<td></td>
<td></td>
<td>• managing potential brand and channel conflicts</td>
<td>• manage business processes and systems integration</td>
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<td></td>
<td></td>
<td>• offering fast and efficient service, including transaction processing, logistics, and payment</td>
<td>• create own content</td>
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<td></td>
<td></td>
<td>• insuring adequate security for organization and customers</td>
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<td></td>
<td></td>
<td>• providing interfaces that combine ease of use and richness of experience</td>
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<td></td>
<td></td>
<td>• balancing availability of multiple channels with cost of supporting them</td>
<td></td>
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<td></td>
<td></td>
<td>• easy and secure payments</td>
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<tr>
<td>5</td>
<td>Full Service Provider</td>
<td>• be a leader in the domain (e.g., financial services)</td>
<td>• form and manage strong, enduring relationships with customers</td>
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<td></td>
<td>• create the brand, leadership, credibility, and the trust necessary for a customer to look to the firm for its complete needs in an area</td>
<td>• create a strong value proposition involving brand, the breadth of offerings, the price/value equation, and the completeness of the consolidation into a single offering</td>
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<td></td>
<td>• own the customer relationship in one domain, integrate and consolidate the offerings of many third parties into a single channel or channels</td>
<td>• collect, synthesize, and analyze information about customer segments and match these with existing and new service offerings</td>
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<td></td>
<td>• own more of the customer data in the domain than any other player</td>
<td>• develop and integrate firm-wide transaction processing, customer databases, and electronic linkages to suppliers and security</td>
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<td></td>
<td></td>
<td>• manage tension between internal and external products</td>
<td>• develop and nurture a trusted brand to set the expectation to credibly deliver all needs in one domain, scan the environment to identify third party products and establishing partnerships</td>
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<tr>
<td></td>
<td></td>
<td>• create and enforce policies to protect interests of internal and external providers as well as customers</td>
<td>• maintain and use a customer relationship database, and anticipate changes in customer needs</td>
</tr>
<tr>
<td>6</td>
<td>Whole of Enterprise</td>
<td>• change customer behavior to make use of the new enterprise-wide model</td>
<td>• identify channels and life events that are meaningful to customers</td>
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<tr>
<td></td>
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<td>• reduce costs in the business units as the direct demands on them fail, manage transfer pricing</td>
<td>• move the enterprise from a business unit orientation to an enterprise-wide orientation</td>
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<td></td>
<td></td>
<td>• take an enterprise-wide view that includes broad product awareness, training, cross-selling, and incentives</td>
<td>• negotiate (and police) agreements among managers of different organizational units</td>
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<td>• identify compelling and practical life events that customers use as triggers to access the enterprise</td>
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<td>• reengineer business processes to link to life events at the front end and to existing legacy processes and systems at the back end</td>
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### Critical Success Factors and Core Competencies for Each Atomic Model (cont.)

<table>
<thead>
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<tbody>
<tr>
<td>7</td>
<td>Intermediaries</td>
<td>• attain a critical mass of users&lt;br&gt;• capture data of customer needs, completed and uncompleted transactions&lt;br&gt;• scale up infrastructure quickly&lt;br&gt;• increase level of service completeness over time&lt;br&gt;• own customer relationship, resulting in high level of “stickyness”</td>
<td>• evolve a business model that meets changing customer expectations&lt;br&gt;• achieve the desired level of service completeness&lt;br&gt;• customer information analysis and segmentation&lt;br&gt;• collect, synthesize, and use information about products prices, and customer needs</td>
</tr>
<tr>
<td>8</td>
<td>Shared Infrastructure</td>
<td>• share benefits with no dominant partner&lt;br&gt;• present product and service information objectively&lt;br&gt;• achieve a critical mass of both alliance partners and customers&lt;br&gt;• manage channel conflict with the ongoing e-business initiatives of the alliance partners&lt;br&gt;• compile and deliver accurate and timely statements of the services and benefits provided to each member of the alliance&lt;br&gt;• create and maintain systems interoperability</td>
<td>• deliver the infrastructure service(s) around which the alliance was formed&lt;br&gt;• manage a focused coalition of competitors, generally having diverse backgrounds, resources, and goals&lt;br&gt;• run complex infrastructures efficiently</td>
</tr>
<tr>
<td>9</td>
<td>Virtual Community</td>
<td>• find and retain members who share common interests&lt;br&gt;• build loyalty to the community by providing attractive content&lt;br&gt;• maintain privacy and security of member information&lt;br&gt;• balancing commercial potential with members’ interests&lt;br&gt;• leverage member profile information with service providers</td>
<td>• discover customer needs and understand the value customers attach to meeting those needs&lt;br&gt;• build an enduring sense of community&lt;br&gt;• source attractive content</td>
</tr>
<tr>
<td>10</td>
<td>Value Net Integrator</td>
<td>• reduce ownership of physical assets while retaining ownership of data assets&lt;br&gt;• own or have access to the complete industry virtual value chain&lt;br&gt;• establish a trusted brand recognized at all places in the value chain&lt;br&gt;• operate in markets where information can add significant value, such as those that are complex, fragmented, regulated, multilayered, inefficient, large with many sources of information, and require specialized knowledge&lt;br&gt;• present the information to customers, complementors, partners and suppliers, in clear and innovative ways that provide value&lt;br&gt;• help other value chain participants capitalize on the information provided by the value net integrator</td>
<td>• manage relationships with customers, and all other major players in the value chain&lt;br&gt;• manage information assets by collecting synthesizing, distributing, and presenting information&lt;br&gt;• link the information technology architecture to strategic objectives&lt;br&gt;• develop and manage the brand&lt;br&gt;• analyze and interpret information from multiple sources&lt;br&gt;• identify and use levers of influence, rather than direct control&lt;br&gt;• evaluate cost and customer benefit from various types of information</td>
</tr>
<tr>
<td>11</td>
<td>Content Provider</td>
<td>• provide reliable, timely content in the right format, and at the right price&lt;br&gt;• brand content to create customer recognition&lt;br&gt;• recognized as best in class&lt;br&gt;• establish a network of allies through which content is disseminated</td>
<td>• provide leadership and expertise in the field&lt;br&gt;• maintain a critical mass of professional content creators&lt;br&gt;• modularize, store, retrieve, combine, and distribute content at reasonable cost&lt;br&gt;• understand marketplace value and price of content</td>
</tr>
</tbody>
</table>

eBusiness Intermediary Business Models

Components of service:
- Search
- Specification
- Price
- Sale
- Fulfilment
- Surveillance
- Enforcement

Increasing Completeness of Service

Electronic Markets
  e.g., Nasdaq

Speciality Auctions
  e.g., Manheim, Sotheby's

Electronic Auctions
  e.g., eBay

Shopping Agents
  e.g., Jango

Electronic Mall
  e.g., iMall

Portals
  e.g., Yahoo!

Market Share

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  – Merrill Lynch & Co., Inc.
  – MetLife
  – Mitsubishi Corp.
  – Mohegan Sun
  – National Kidney Foundation (Singapore)
  – Ortho Biotech Products, L.P.
  – Pfizer Inc.
  – Qwest Communications
  – State Street Corp.
  – TRW, Inc.
  – The Gillette Co.
  – The Guardian Life Insurance Co. of America

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