



Apple marketing audit and new service product plan

Sherry King

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Seminar paper from the year 2011 in the subject Business economics - Marketing, Corporate Communication, CRM, Market Research, Social Media, grade: A, King`s College London, language: English, abstract: This place is responsible for designing, developing and sells technological products which include phones, pcs and applications. Its best-known hardware products: Mac PCs, iPods, iPhones, iPads and Apple TVs. Its customer application includes the OS X and iOS operating-system, iTunes, safari web browser, and the iLife and iWork creativity and productivity packages. Apple was established by Steve Jobs, Steve Wozniak, and Ronald Whyne on Apr 1, 1976 to develop and sell pcs. It was incorporated as Apple computers Inc. on Jan 3, 1977, and was relabelled as Apple Inc. on Jan 9, 2007 to reflect its shifted focus towards technology. (Apple, n.d.) Apple is the second-largest technology organization by revenue after Samsung Electronic devices, and the third-largest cell phone maker after Samsung and Htc. Fortune magazine named Apple the most popular organization in the United States in 2008, and in the world from 2008 to 2012. On Sept 30, 2013, Apple organization exceeded Coca-Cola to become the most valuable brand in the Omnicom Group's "Best Global Brands" report. The organization has also received the critique for its contractors' labour methods and also for Apple's own environmental and business methods. (Apple, n.d.) Apple is known for its creative genius and cutting edge work in the field of technology. Apple provides state of the art products which makes it very difficult for its customers to switch over other brands. Highly personalized and smooth functioning products. Since last decade, Apple has launched revolutionary products which have changed the way technology industry functions. Apple has revolutionized smartphone market with iPhone, music players market with different versions of iPods, amazing Mac series and iTunes. ?

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