## Customer Relationship Management A Databased Approach

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computer fundamentals is specifically designed to be used at the beginner level it covers all the basic hardware and software concepts in computers and its peripherals in a very lucid manner

this edition combines clear explanations of database theory and design with up to date coverage of models and real systems it features excellent examples and access to addison wesley s database site that includes further teaching tutorials and many useful student resources

the text focuses on providing skills necessary for a foundation in enterprise risk management particularly as these risks pertain toinformation systems and relevant business processes fundamental to an enterprise risk management orientation from an information systems perspective are the underlying enterprise systems e business systems and controls for maintaining these systems

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