



Market Segments and Value Proposition

- Market segments are groups of customers with similar characteristics
- Value proposition is the benefits they are looking for – their motives for buying
- Based on an understanding of the market and industry



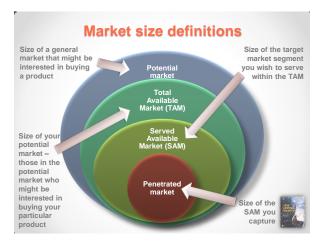
Market/Industry Definitions

- An industry is any group of firms that supply a market
- ➤ That market is likely to comprise a number of market segments
- ➤ All the companies in an industry do not compete in every market segment













Key Questions

- > What drives competition?
- What are the sectoral, performance and customer conventions that competitors adhere to? How important are they?
- > What are the main dimensions of competition?
- ➤ How intense is competition?
- How can you be different and obtain competitive advantage?



Defining a Market: Amazon, Apple, Facebook, Google and Microsoft

- 1. What industries/markets do these five companies originate from?
- 2. Why are these markets converging?
- 3. What might this new industry/market look like?



