

Marketing Management By Philip Kotler

17th Edition

Marketing management by Philip Kotler 17th edition is widely regarded as one of the most comprehensive and authoritative texts in the field of marketing. Authored by the legendary marketing scholar Philip Kotler, this edition continues to serve as a vital resource for students, educators, and marketing professionals seeking to understand the core principles, strategies, and latest trends in marketing management. As the 17th edition, it reflects the latest developments in the rapidly evolving marketing landscape, incorporating new concepts such as digital transformation, customer-centric strategies, and sustainability. This article provides an in-depth overview of the key concepts, frameworks, and insights offered in Kotler's 17th edition, optimized for SEO to serve as a valuable resource for those interested in mastering modern marketing management.

Overview of Marketing Management by Philip Kotler 17th Edition

Since its first publication, Philip Kotler's "Marketing Management" has established itself as the definitive guide for understanding marketing principles and practices. The 17th edition builds on this legacy by integrating contemporary issues and technological advancements that influence marketing strategies today. This edition emphasizes a customer-centric approach, digital marketing, data-driven decision making, and sustainability as core components of effective marketing management.

Core Themes and Objectives of the 17th Edition

The 17th edition of "Marketing Management" aims to equip readers with the tools necessary to analyze markets, develop effective marketing strategies, and implement them efficiently. The core themes include:

1. Understanding customer needs and delivering superior value
2. Developing integrated marketing strategies that align with organizational goals
3. Leveraging technology and data analytics for better decision-making
4. Adapting to digital transformation and omnichannel marketing
5. Embedding sustainability and social responsibility into marketing practices

Key Concepts and Frameworks in Philip Kotler's 17th Edition

1. The Marketing Mix (4Ps and 7Ps)

The foundation of marketing strategy remains rooted in the marketing mix, traditionally encompassing the 4Ps: Product, Price, Place, and Promotion. The 17th edition expands this framework to include the 7Ps, especially relevant for service marketing:

1. Product – Creating offerings that meet customer needs

2. Price – Setting appropriate pricing strategies
3. Place – Distribution channels and logistics
4. Promotion – Communication and advertising strategies
5. People – Customer service and staff interactions
6. Process – Service delivery processes
7. Physical Evidence – Tangible cues of service quality

2. Customer Value and Satisfaction

Central to Kotler's marketing philosophy is the concept of delivering superior customer value. This involves understanding customer needs, preferences, and expectations, then designing offerings that satisfy or exceed them. Customer satisfaction leads to loyalty, advocacy, and long-term profitability.

3. Segmentation, Targeting, and Positioning (STP)

The STP framework remains crucial for effective marketing:

1. **Segmentation:** Dividing the market into distinct groups based on demographics, psychographics, behaviors, etc.
2. **Targeting:** Selecting the most attractive segments to serve.
3. **Positioning:** Crafting a unique value proposition to occupy a distinct place in the minds of the target audience.

4. Digital Marketing and Data Analytics

Recognizing the digital revolution, the 17th edition emphasizes the importance of online channels, social media, content marketing, and data analytics. Marketers are encouraged to harness big data and AI to personalize offerings, improve customer engagement, and optimize campaigns.

5. Marketing Strategy and Planning

Effective marketing management requires strategic planning, including:

1. Conducting situational analysis (SWOT analysis)
2. Setting SMART objectives
3. Developing marketing strategies aligned with organizational goals
4. Implementing tactical marketing actions
5. Monitoring and controlling performance

The Role of Branding and Customer Engagement

Building Strong Brands

Branding plays a pivotal role in differentiating products and building customer loyalty. Kotler highlights the importance of brand equity, brand positioning, and consistent brand messaging in creating a competitive advantage.

Customer Engagement and Relationship Marketing

The 17th edition underscores the shift from transactional marketing to relationship marketing. Building long-term relationships through personalized communication, loyalty programs, and customer service enhances customer lifetime value.

Sustainable Marketing and Corporate Social Responsibility (CSR)

In response to global challenges, Kotler emphasizes integrating sustainability into marketing strategies. This involves:

1. Promoting environmentally friendly products
2. Practicing ethical marketing
3. Supporting social causes
4. Ensuring transparency and accountability

Emerging Trends in Marketing Management (Based on 17th Edition)

1. Digital Transformation

Marketers must embrace digital tools, e-commerce, and automation to stay competitive.

2. Personalization and Data-Driven Marketing

Using data analytics to deliver customized experiences and offers enhances customer satisfaction and loyalty.

3. Omnichannel Marketing

Providing a seamless customer experience across all channels, including online, offline, mobile, and social media platforms.

4. Ethical and Responsible Marketing

Building trust through honest communication, data privacy, and social responsibility.

Practical Applications of Philip Kotler's Marketing Management Principles

Developing a Marketing Plan

A typical marketing plan based on Kotler's principles involves:

1. Market research and analysis
2. Defining target segments and positioning
3. Setting marketing objectives
4. Designing marketing strategies and tactics
5. Budgeting and resource allocation
6. Implementation and evaluation

Case Studies and Real-World Examples

Throughout the 17th edition, Kotler includes numerous case studies illustrating successful marketing strategies from global brands like Apple, Nike, Amazon, and Tesla. These examples demonstrate how theoretical concepts are applied in practice, emphasizing innovation, customer focus, and strategic agility.

Conclusion: Why Philip Kotler's 17th Edition is Essential for Modern Marketers

The 17th edition of "Marketing Management" by Philip Kotler remains an essential resource for understanding the fundamentals and latest trends in marketing. Its comprehensive coverage, strategic frameworks, and emphasis on digital and sustainable marketing make it an invaluable guide for anyone aiming to excel in the dynamic field of marketing management. By integrating timeless principles with contemporary practices, this edition helps marketers develop innovative strategies that deliver value to customers while achieving organizational success.

SEO Keywords for Optimization

1. Marketing management by Philip Kotler 17th edition
2. Philip Kotler marketing strategies
3. Digital marketing trends in Kotler's 17th edition
4. Customer-centric marketing principles
5. Sustainable marketing practices
6. Marketing frameworks and models
7. Branding and customer engagement
8. Omnichannel marketing strategies
9. Marketing planning and analysis
10. Case studies in marketing management

Marketing Management by Philip Kotler, 17th Edition: A Comprehensive Review *Marketing management* remains at the core of strategic business success, and Philip Kotler's Marketing Management, 17th Edition continues to serve as a seminal text in this domain. Celebrated for its analytical depth, practical insights, and historical perspective, this edition cements Kotler's position as a thought leader in marketing. As organizations navigate the rapidly evolving digital landscape, understanding the principles and frameworks laid out in this book becomes all the more crucial. This review aims to dissect the key themes, innovations, and pedagogical strengths of the 17th edition, offering a detailed analysis for students, practitioners, and academics alike.

Introduction to the 17th Edition: Context and Significance

Marketing management as a discipline has undergone profound transformation over recent decades—shaped by technological advancements, shifting consumer behaviors, and increased global interconnectedness. Philip Kotler's 17th edition, published in 2017, reflects these changes, emphasizing a strategic, customer-centric, and data-driven approach. The book is not merely an update but a comprehensive reimagining tailored to contemporary challenges, including digital marketing, big data, and ethical considerations. Its significance lies in its balanced integration of foundational principles with emerging trends, making it a vital resource for understanding modern marketing ecosystems.

Core Frameworks and Theoretical Foundations

1. The Strategic Marketing Process

Kotler's model begins with the fundamental premise that effective marketing management hinges on a strategic process. This process involves five key steps: - Defining the company mission and goals: Establishing a clear purpose and vision. - Situation analysis (SWOT): Evaluating internal strengths and weaknesses, external opportunities and threats. - Setting objectives: Developing specific, measurable, achievable, relevant, and time-bound (SMART) goals. - Segmentation, targeting, and positioning (STP): Identifying market segments, selecting target audiences, and establishing a compelling value proposition. - Developing marketing mix strategies: Crafting the 4 Ps (Product, Price, Place, Promotion) aligned with strategic goals. This framework underscores the importance of a deliberate, data-informed approach that integrates both internal capabilities and external market dynamics.

2. The Marketing Mix and Beyond

While the traditional 4 Ps remain central, Kotler's 17th edition expands on this foundation by integrating additional elements: - People: Recognizing the role of employees and customers as co-creators of value. - Processes: Emphasizing seamless service delivery and customer experience. - Physical evidence: Highlighting tangible cues that influence perceptions. The book advocates for a holistic view of marketing, shifting focus from transactional tactics to relationship-building and experiential marketing.

Digital Transformation and Data-Driven Marketing

1. Embracing Digital Channels

The 17th edition dedicates significant attention to the digital revolution. Kotler explores how organizations leverage online platforms—social media, content marketing, e-commerce, and mobile apps—to connect with consumers. He emphasizes that digital channels enable: - Real-time customer engagement. - Enhanced personalization through data analytics. - Cost-effective reach and segmentation. The book discusses case studies illustrating successful digital strategies, such as Amazon's personalization algorithms and Nike's integrated mobile campaigns.

2. Big Data and Marketing Analytics

A notable feature of this edition is its focus on big data's transformative potential. Kotler argues that data analytics allows marketers to: - Understand customer behavior at granular levels. - Predict future trends. - Optimize marketing campaigns dynamically. The book provides frameworks for integrating analytics into decision-making, including customer lifetime value calculations, predictive modeling, and ROI measurement.

3. Challenges of Digital Marketing

Despite its benefits, digital marketing introduces challenges: - Privacy concerns and data security. - Information overload for consumers. - Rapid technological changes requiring agility. Kotler stresses ethical considerations and the importance of building trust in digital interactions.

Customer-Centric Marketing and Relationship Management

1. Customer Experience (CX) and Journey Mapping

The 17th edition underscores the shift from product-centric to customer-centric marketing. Kotler advocates for understanding and enhancing the entire customer journey, from awareness to post-purchase. Techniques like journey mapping help identify pain points and opportunities for delight.

2. Building Customer Relationships

Long-term relationships are emphasized over short-term sales. Strategies include: - Personalization and customization. - Loyalty programs. - Community building through social media. The book highlights the importance of engaging customers emotionally and fostering advocacy.

3. Value Co-Creation

Kotler explores how modern marketing involves customers as active participants in product development and branding, leading to more relevant offerings and increased loyalty.

Sustainable Marketing and Ethical Practices

1. Green Marketing

The 17th edition integrates sustainability into core marketing strategies. Kotler advocates for environmentally responsible practices, such as eco-friendly packaging, sustainable sourcing, and transparent communication about environmental impact.

2. Ethical Marketing

Ethical considerations are vital in avoiding manipulative practices, respecting consumer privacy, and ensuring truthful advertising. Kotler discusses the importance of corporate social responsibility (CSR) and stakeholder engagement.

3. Challenges and Opportunities

Integrating sustainability and ethics can enhance brand reputation but also involves trade-offs. The book encourages firms to view these efforts as strategic differentiators.

Global Marketing Strategies

1. Navigating Cultural Differences

Kotler emphasizes the importance of cultural intelligence. Successful global marketing involves adapting messages, products, and channels to local contexts without compromising brand integrity.

2. International Market Entry Strategies

The book discusses modes such as exporting, joint ventures, franchising, and wholly owned subsidiaries, weighing their risks and rewards.

3. Managing Global Supply Chains

Efficient and ethical supply chain management is highlighted as a critical factor in delivering consistent quality and sustainability across borders.

Innovations in Teaching and Learning

Kotler's Marketing Management, 17th Edition is renowned not only for its content but also for its pedagogical innovations. Features include: - Case studies from diverse industries. - End-of-chapter discussion questions. - Real-world applications and exercises. - Supplementary digital resources, including online quizzes and simulations. This approach facilitates active learning and helps students grasp complex concepts through practical examples.

Critical Analysis and Perspectives

The 17th edition of Kotler's seminal work is both comprehensive and adaptable, reflecting the dynamic nature of modern marketing. Its strengths include: - Depth and Breadth: Covering foundational principles alongside contemporary issues. - Practical Relevance: Case studies, real-world examples, and frameworks that practitioners can readily apply. - Forward-Looking Focus: Incorporation of digital transformation, sustainability, and ethical marketing. However, some critics argue that: - The volume of content may be overwhelming for beginners. - Rapid technological changes may outpace some of the strategies presented. - There is an ongoing debate about balancing global standardization versus local adaptation. Despite these challenges, the book remains a vital resource for understanding the strategic imperatives of marketing management today.

Conclusion: The Legacy and Future of Kotler's Marketing

Management

Philip Kotler's Marketing Management, 17th Edition continues to shape marketing education and practice. Its blend of timeless principles and innovative insights makes it a cornerstone text that adapts to the evolving landscape of marketing. As digital and societal shifts accelerate, the book's emphasis on strategic thinking, ethical practices, and customer-centricity provides invaluable guidance. For students and professionals committed to mastering marketing in the 21st century, Kotler's work remains an indispensable reference—an authoritative compass navigating the complex terrain of modern marketing management. In summary, the 17th edition of Philip Kotler's Marketing Management is a comprehensive, insightful, and practical guide that addresses the multifaceted challenges and opportunities in contemporary marketing. Its integration of traditional frameworks with cutting-edge trends ensures that readers are well-equipped to develop innovative, ethical, and sustainable marketing strategies in an increasingly digital and globalized world.

Discovering **Marketing Management By Philip Kotler 17th Edition** often begins with a need: a topic to understand, a problem to solve, or a skill to improve. What happens next depends on access. When information is available instantly, learning flows naturally instead of being delayed or abandoned.

Having **Marketing Management By Philip Kotler 17th Edition** available in PDF format creates a sense of readiness. The material is there when questions arise, when deadlines approach, or when curiosity strikes unexpectedly. This immediate availability removes friction and keeps momentum alive.

Readers no longer have to plan extensively just to begin. There is no waiting, no searching through physical shelves, and no concern about availability. With a few clicks, the content becomes part of the reader's environment, ready to be explored at their own pace.

Flexibility plays a central role in this experience. Whether opened on a laptop during focused study or on a mobile device during brief moments of reflection, the content adapts to the reader's routine. Learning becomes something that fits into life, not something that competes with it.

The structure of a well-prepared PDF supports clarity. Chapters are easy to navigate, sections remain consistent, and visual elements reinforce understanding. This stability is especially valuable for educational and professional materials where precision matters.

Interaction deepens engagement. Highlighting important ideas, adding personal notes, and bookmarking key sections allow readers to shape the material according to their goals. Over time, **Marketing Management By Philip Kotler 17th Edition** becomes more than a document; it turns into a personalized reference.

Efficiency matters in a world filled with distractions. Search tools allow readers to locate exact terms or concepts within seconds. This makes the book useful not only for reading from start to finish, but also for quick consultation whenever specific information is needed.

Accessing **Marketing Management By Philip Kotler 17th Edition** through trusted platforms ensures confidence. Legal sources protect both readers and creators, offering peace of mind alongside quality

content. Knowing that the material is reliable allows full focus on comprehension rather than concern.

Affordability expands opportunity. When high-quality resources are available without excessive cost, readers feel encouraged to explore more freely. Learning becomes driven by interest rather than limitation.

Students benefit from this openness. Study sessions can happen anywhere, notes remain organized, and revision becomes less stressful. The ability to revisit content repeatedly supports long-term retention rather than short-term memorization.

For professionals, **Marketing Management By Philip Kotler 17th Edition** becomes a practical asset. It can be consulted during projects, referenced during decision-making, and revisited as experience grows. This ongoing usefulness transforms reading into a long-term investment.

Independent learners often value autonomy. Being able to choose when, how, and how deeply to engage with a subject strengthens motivation. Learning feels self-directed rather than imposed.

Accessibility features extend inclusion. Adjustable display settings and compatibility with assistive tools allow more readers to engage comfortably, reinforcing equal access to information.

Organization enhances continuity. Digital storage keeps the material safe, searchable, and easy to retrieve. Even after long breaks, readers can return without losing context or progress.

Global access creates shared understanding. Readers from different regions encounter the same material, often bringing unique perspectives that enrich interpretation. This shared access supports collaboration and collective growth.

Revisiting familiar sections often reveals new insights. As experience grows, the same content can feel different, more relevant, or more nuanced. This layered understanding is a sign of meaningful learning.

With **Marketing Management By Philip Kotler 17th Edition** always within reach, learning becomes less about completion and more about engagement. The material remains available whenever attention returns to it.

This availability supports calm, thoughtful exploration. There is no urgency to finish quickly. Progress happens naturally, guided by curiosity and purpose.

Rather than feeling like a one-time download, **Marketing Management By Philip Kotler 17th Edition** becomes a companion resource. It waits patiently, adapts to changing needs, and continues to offer value over time.

Choosing to access **Marketing Management By Philip Kotler 17th Edition** in this way reflects a commitment to growth, clarity, and informed decision-making. The journey does not end with the final page; it continues through reflection, application, and renewed understanding whenever the material is

revisited.

Questions & Answers About marketing management by philip kotler 17th edition

No	Question	Answer
1	What are the key updates in 'Marketing Management' 17th edition by Philip Kotler compared to previous editions?	The 17th edition emphasizes digital transformation, data-driven marketing, sustainability, and social responsibility, integrating new technologies like AI and emphasizing the importance of customer engagement and experiential marketing.
2	How does the 17th edition of 'Marketing Management' address digital marketing strategies?	It provides comprehensive coverage of digital marketing channels, social media strategies, content marketing, e-commerce, and the integration of digital tools to create personalized customer experiences.
3	What is the concept of 'Value Creation' in the 17th edition of Kotler's Marketing Management?	Value creation involves understanding customer needs and delivering superior value through innovative products, services, and experiences, fostering long-term customer relationships and competitive advantage.
4	How does the 17th edition approach sustainable marketing practices?	It emphasizes integrating sustainability into marketing strategies, promoting environmentally responsible practices, ethical marketing, and aligning corporate social responsibility with business goals.
5	What are the new insights on customer engagement in the 17th edition?	The book discusses the importance of building interactive, personalized, and ongoing relationships with customers through multichannel communication and experiential marketing to enhance loyalty.
6	How does the 17th edition of 'Marketing Management' incorporate the concept of marketing analytics?	It highlights the use of big data, analytics tools, and AI to understand customer behavior, measure marketing performance, and optimize marketing strategies for better decision-making.
7	What role does branding play according to the 17th edition of Kotler's 'Marketing Management'?	Branding is emphasized as a strategic tool to create strong brand equity, differentiate offerings, and build emotional connections with consumers for sustained competitive advantage.
8	How does the 17th edition address global marketing challenges?	It discusses managing cultural differences, adapting marketing strategies for diverse markets, and leveraging global trends like digitalization and sustainability to succeed internationally.
9	What is the significance of 'Customer-Centric Marketing' in the 17th edition?	Customer-centric marketing focuses on understanding customer needs, delivering personalized value, and fostering loyalty by placing the customer at the core of all marketing activities.

marketing management, philip kotler, 17th edition, marketing strategy, market segmentation, consumer behavior, marketing mix, branding, advertising, market research

Marketing Management By Philip Kotler

17th Edition eBook Resource

Marketing Management By Philip Kotler 17th Edition eBooks provide structured digital knowledge.

Core Discussion

Digital books help readers maintain productivity.

Practical Use

Marketing Management By Philip Kotler 17th Edition eBooks support consistent study routines.

Conclusion

Digital reading improves access to information.

Learners using Marketing Management By Philip Kotler 17th Edition eBooks often report improved focus due to the organized presentation of information.

Ultimately, Marketing Management By Philip Kotler 17th Edition eBooks represent an efficient, scalable, and sustainable approach to continuous learning.

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without carrying physical materials.

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PDF is the most universally supported format for Marketing Management By Philip Kotler 17th Edition. Almost all computers, tablets, and smartphones can open PDF files using built-in viewers or free applications. This universal compatibility makes PDF an ideal choice for users who access content across multiple devices or operating systems. PDFs also preserve layout and formatting, ensuring a consistent reading experience regardless of screen size.

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Keeping reading applications and operating systems up to date improves compatibility. Updates often include bug fixes, performance improvements, and support for newer file standards. Regular maintenance ensures that Marketing Management By Philip Kotler 17th Edition files open correctly and that advanced features such as annotations or interactive elements function as intended.

Optimizing compatibility across devices

For users who switch between multiple devices, synchronizing reading apps and cloud accounts enhances compatibility. Progress, bookmarks, and annotations can be shared seamlessly, creating a consistent experience. Choosing widely supported formats and reliable reading software reduces technical friction and improves long-term usability.

Security Tips

Security is an essential consideration when downloading and managing Marketing Management By Philip Kotler 17th Edition files. Digital documents obtained from unreliable sources may pose risks such as malware, corrupted files, or unauthorized content. Prioritizing security protects both your devices and personal data.

Avoiding pirated files is one of the most effective security measures. Unauthorized copies often lack quality control and may contain hidden threats. Legal and reputable sources provide verified files that are safe to download and use. Respecting copyright also supports creators and publishers, contributing to a sustainable content ecosystem.

Before downloading Marketing Management By Philip Kotler 17th Edition, users should verify the credibility of the source. Official publishers, academic libraries, and well-known platforms typically provide secure downloads. Checking website reputation, reading user reviews, and confirming licensing information help reduce risks.

Using antivirus or security software adds an additional layer of protection. Scanning downloaded files ensures that potential threats are detected early. Many modern security tools operate in real time, monitoring downloads and alerting users to suspicious activity. Keeping antivirus software updated enhances effectiveness against emerging threats.

Safe handling of digital documents

In addition to secure downloading, safe handling practices further reduce risk. Avoid enabling macros or scripts in PDF files unless necessary and trusted. Be cautious with files that request excessive permissions or prompt unexpected actions. These precautions help maintain device integrity and user privacy.

File Management

Effective file management ensures that your collection of Marketing Management By Philip Kotler 17th Edition remains organized, accessible, and easy to maintain. As digital libraries grow, poor organization can lead to confusion, duplicate files, and wasted time searching for documents.

Clear and consistent file naming is a fundamental aspect of file management. Including key details such as title, author, edition, or date in file names helps identify documents quickly. Consistency across all Marketing Management By Philip Kotler 17th Edition files prevents ambiguity and simplifies retrieval.

Using folders organized by topic, volume, subject, or date further improves clarity. For example, academic users may categorize files by course or discipline, while personal users may organize by interest or purpose. Logical folder structures make navigation intuitive and scalable as collections expand.

Tagging and labeling provide additional organizational flexibility. Many operating systems and cloud platforms support tags that allow files to be grouped across multiple categories. A single Marketing Management By Philip Kotler 17th Edition document can be tagged as reference, study material, or important, enabling faster searches without duplicating files.

Version control is particularly important when managing multiple editions or updates. Maintaining clear version identifiers prevents accidental use of outdated content. Archiving older versions separately ensures historical reference while keeping current materials easily accessible.

Maintaining an efficient digital library

Regularly reviewing and cleaning your library helps maintain efficiency. Removing obsolete files, merging duplicates, and updating folder structures keep your Marketing Management By Philip Kotler 17th Edition collection streamlined. Periodic maintenance ensures that file management systems remain effective over time.

Archiving

Archiving Marketing Management By Philip Kotler 17th Edition files ensures long-term access and protects valuable information from loss. Digital documents can be vulnerable to accidental deletion, hardware failure, or software issues. Implementing reliable archiving strategies safeguards your collection for future use.

Cloud storage is a popular archiving solution due to its accessibility and automatic backup features. Storing Marketing Management By Philip Kotler 17th Edition files in reputable cloud services allows access from multiple devices while reducing the risk of data loss. Many platforms offer version history, enabling recovery of previous file states if needed.

External drives provide an additional layer of security for archiving. Storing backup copies on external hard drives or USB devices protects against cloud service disruptions or account issues. Keeping these drives in secure locations further enhances data protection.

A comprehensive archiving strategy often combines cloud and physical backups. Redundant storage ensures that Marketing Management By Philip Kotler 17th Edition remains accessible even if one storage method fails. Periodic verification of backup integrity confirms that archived files remain readable and complete.

Best practices for long-term archiving

- Use widely supported file formats such as PDF for longevity.
- Label archived files clearly with dates and version information.
- Maintain multiple backup locations.
- Review archives periodically to ensure accessibility.
- Update storage media as technology evolves.

Future-proofing your Marketing Management By Philip Kotler 17th Edition collection

Technology evolves over time, and file formats or storage methods may change. Choosing standard formats, maintaining backups, and staying informed about digital preservation practices help future-proof your Marketing Management By Philip Kotler 17th Edition collection. These steps ensure that documents

remain usable and accessible for years to come.

Final thoughts on compatibility, security, and archiving

Managing Marketing Management By Philip Kotler 17th Edition effectively requires attention to compatibility, security, file organization, and archiving. By ensuring device support, downloading from trusted sources, organizing files systematically, and maintaining reliable backups, users can protect their digital libraries and maximize long-term value. These best practices create a safe, efficient, and sustainable environment for accessing and preserving Marketing Management By Philip Kotler 17th Edition in the digital age.