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By Richard Cunningham

Customer Loyalty in the Technology Industry

by: **Richard Cunningham**

According to recent customer studies, this translates into a demand for improved customer support.

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Richard Cunningham is a principal of What's Working in Biz,

<http://www.whatsworking.biz>

, a publisher

Using Technology to Manage Customer Loyalty

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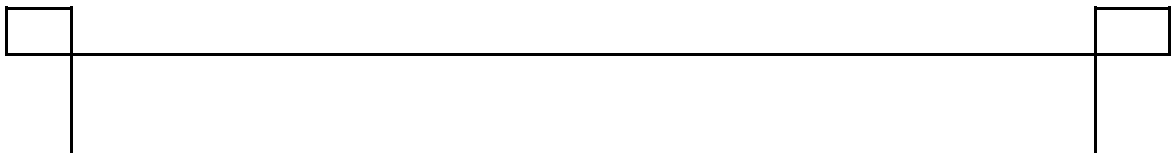
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