**The Right Side of the Business Model Canvas**

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| ***Value Propositions***  What value do we deliver to the customer?  Which one of our customer’s problems are we helping to solve?  What bundles of products and services are we offering to each Customer Segment?  Which customer needs are we satisfying?  **Characteristics**  *Newness*  *Performance*  *Customization*  *“Getting the Job Done”*  *Design*  *Brand/Status*  *Price*  *Cost Reduction*  *Risk Reduction*  *Accessibility*  *Convenience/Usability* | ***Customer Relationships***  What type of relationship does each of our Customer  Segments expect us to establish and maintain with them?  Which ones have we established?  How are they integrated with the rest of our business model?  How costly are they?  **examples**  *Personal assistance*  *Dedicated Personal Assistance*  *Self-Service*  *Automated Services*  *Communities*  *Co-creation* | ***Customer Segments***  For whom are we creating value?  Who are our most important customers?  *Mass Market*  *Niche Market*  *Segmented*  *Diversified*  *Multi-sided Platform* |
| ***Channels***  Through which Channels do our Customer Segments want to be reached?  How are we reaching them now?  How are our Channels integrated?  Which ones work best?  Which ones are most cost-efficient?  How are we integrating them with customer routines?  **channel phases:**  *1. Awareness*  *How do we raise awareness about our company’s products and services?*  *2. Evaluation*  *How do we help customers evaluate our organization’s Value Proposition?*  *3. Purchase*  *How do we allow customers to purchase specific products and services?*  *4. Delivery*  *How do we deliver a Value Proposition to customers?*  *5. After sales How do we provide post-purchase customer support?* |
| ***Revenue Streams***  For what value are our customers really willing to pay?  For what do they currently pay?  How are they currently paying?  How would they prefer to pay?  How much does each Revenue Stream contribute to overall revenues?   |  |  |  | | --- | --- | --- | | **types:**  *Asset sale*  *Usage fee*  *Subscription Fees*  *Lending/Renting/Leasing*  *Licensing*  *Brokerage fees*  *Advertising* | **fixed pricing**  *List Price*  *Product feature dependent*  *Customer segment dependent*  *Volume dependent* | **dynamic pricing**  *Negotiation( bargaining)*  *Yield Management*  *Real-time-Market* | | | |

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