

# Case study: Blockbuster vs Netflix

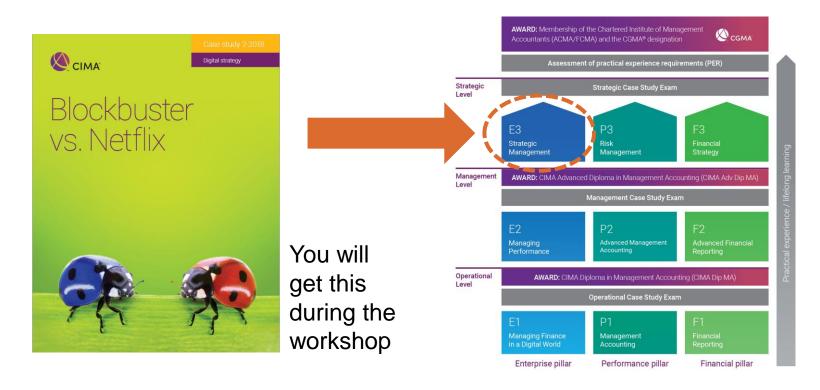
Background information and reading resources

# Downloadable links

- All resources found in this document can be shared with faculty members and students.
- Each resource has a link to the webpage for ease of access. Just click on these icons when you see them in the following slides:



# Business game on digital strategy



# Background information on case

# Netflix's background



# Core strategy:

- To grow streaming subscription business globally.
- Continuously improving the customer experience.
- Focus on expanding streaming content, enhance user interface & extend service to internetconnected devices.



### Blockbuster's demise



109,416 views | Nov 8, 2013, 07:00am

# The Internet Didn't Kill Blockbuster, The Company Did It To Itself



Jonathan Salem Baskin Contributor ①
CMO Network I explore how public companies innovate.





## **About Blockbuster**



474,531 views | Sep 5, 2014, 11:38pm

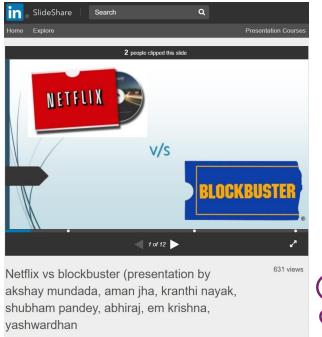
# A Look Back At Why Blockbuster Really Failed And Why It Didn't Have To



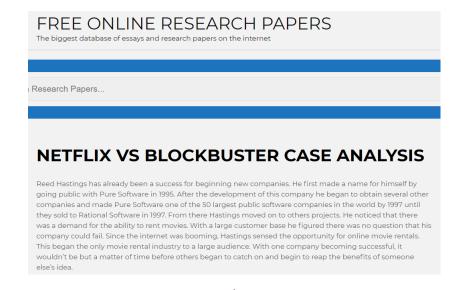




# Short introduction of Netflix and Blockbuster







# What is their strategy?



BEST PRODUCTS V REVIEWS V NEWS V VIDEO V HOW TO V SMART HOME V CARS V DEALS V ( )

CULTURE

# Netflix vs. Blockbuster: What's the best service for streaming and DVDs?

Netflix and Blockbuster are still the only major services that offer discs by mail and online streaming. How do they compare? And what about competitors like Vudu, iTunes, and Hulu Plus?

BY JOHN FALCONE U | SEPTEMBER 2, 2011 2:06 PM PDT



# What can we learn from Netflix and Blockbuster?

# 3 Things Marketers Can Learn From The Rise Of Netflix (And The Fall Of Blockbuster)







I hope you enjoyed reading about Netflix and Blockbuster. Now, it's time to play the business game!

The following are questions you will need to provide answers to. Please explain your answers like you would in an essay exam.

What is the business model that made Netflix superior to Blockbuster?

Did the new business model create any opportunities for Blockbuster?

Do you think TiVo and YouTube could emerge as potential threats? Why?

# Resource list

# Role of CFO's and CEO's in digital transformation

# **The Boston Consulting Group Jan 2018**

The CFO's vital role in corporate transformation

The Most Innovative Companies 2018: Innovators go all in on digital

Read (h

Read



McKinsey Digital Feb 2017

The seven decisions that matter in a digital transformation: A CEO's guide to reinvention

Read (



# Digital future and leadership

**Aligning the Organization for Its Digital Future MIT Sloan Management Report July 2016** In collaboration with Deloitte **University Press** Read Read Additional Highlights **Decoding Digital Leadership Deloitte 2016** 

# Digital transformation

Industry X.0
Combine and
Conquer:
Unlocking the
Power of Digital

Accenture
October 2018

Read



Digital Transformation Initiative: in collaboration with Accenture
World Economic Forum

Jan 2016

Digital Transformation of Industries: Demystifying Digital and Securing \$100 Trillion for Society and Industry by 2025 May 2018

Unlocking \$100 Trillion for Business and Society from Digital Transformation

Read (h)

Read (

# Agile organizations – McKinsey survey and report

How to create an agile organization

Oct 2017

Survey

Read







# Digital strategies

The economic essentials of digital strategy

**McKinsey** 

March 2016

Read

Watch Video

Why digital strategies fail

McKinsey Quarterly

**Jan 2018** 

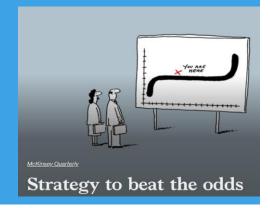
Read (M)

Strategy to beat the odds

**McKinsey Quarterly** 

Feb 2018





# Digital enterprise

### World Economic Forum

Digital enterprise: how to survive disruption and thrive in the digital age

**June 2016** 

Read & Watch Video



**Digital Enterprise** 

White paper

Jan 2016



# Digital consumption

### **World Economic Forum**

Digital consumption: the race to meet customer expectations

**June 2016** 



Customer expectations are evolving fast, in step with rapid technological innovation. Companies will need to reinvent their offerings to keep up.

**Digital Consumption** 

White paper

Jan 2016

View Slides & Watch Video





# How artificial intelligence and data add value to businesses



Video

How can AI create value for business right now?

McKinsey & Company

March 2018

Read & Watch Video

Additional reading:

An executive's guide to Al

2017



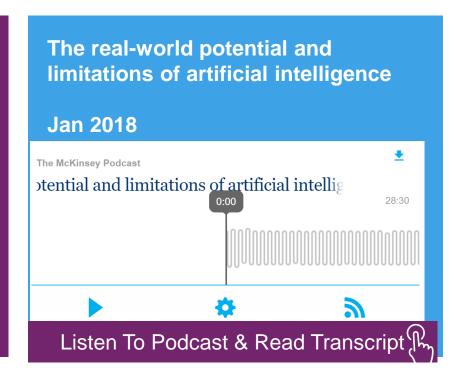
# Artificial intelligence - McKinsey

Notes from the Al Frontier: Insights from hundreds of use cases

**April 2018** 

Discussion paper

Read (h)



What AI can and can't do (yet) for your business

**Jan 2018** 

**Article** 

Read

# McKinsey Quarterly reports

Accelerating the diffusion of technology-enabled business practices

Feb 2018

Read

Organizing for the age of urgency

2018

Read (h)

How to build a data-first culture for a digital transformation

2018

Read Interview & Case Study

Advanced analytics: Nine insights from the C-suite

2017



# Other relevant reports

10 killer visuals that every Scrum Master needs

2016

Read

Achieving business impact with data

**McKinsey** 

2018

Read (h)

Valuing
Information
Technology
Related
Intangible
Assets

MIS Quarterly March 2016

Read



The age of analytics:
Competing in a data-driven world

McKinsey Dec 2016

Read (m)



# Thank you



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