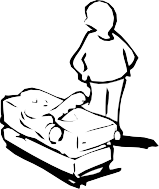
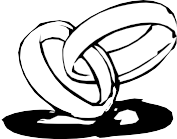
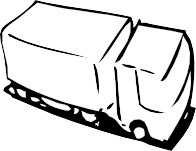
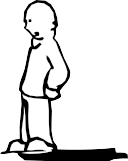
*The Business Model Canvas*

**Iteration:**

No.

***Designed by:***

***Designed for:***



|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Key Partners*  *-Server’s Group (Comparin Jacopo, Furri Geremia, Trentin Alessio)*  *- ITIS G.Marconi, Verona* | *Key Activities*  *-*  *-development of a chat client for communication with the server and between users* | *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* |
|  | *Key Resources* |  | | *Channels* |  |
|  | What Key Resources do our Value Propositions require? Our Distribution Channels? Customer Relationships?  Revenue Streams?  **types of resources**  *Physical*  *Intellectual (brand patents, copyrights, data) Human*  *Financial* |  | | 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?* |  |
| *Cost Structure* | | | *Revenue Streams* | | |
| What are the most important costs inherent in our business model? Which Key Resources are most expensive?  Which Key Activities are most expensive?  **is your business more:**  *Cost Driven (leanest cost structure, low price value proposition, maximum automation, extensive outsourcing) Value Driven ( focused on value creation, premium value proposition)* | | | 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? | | |
| **sample characteristics:**  *Fixed Costs (salaries, rents, utilities) Variable costs*  *Economies of scale Economies of scope* | | | **types: fixed pricing dynamic pricing**  *Asset sale List Price Negotiation( bargaining)*  *Usage fee Product feature dependent Yield Management*  *Subscription Fees Customer segment dependent Real-time-Market*  *Lending/Renting/Leasing Volume dependent Licensing*  *Brokerage fees Advertising* | | |

[***www.businessmodelgeneration.com***](http://www.businessmodelgeneration.com/)

This work is licensed under the Creative Commons Attribution-Share Alike 3.0 Unported License.

To view a copy of this license, visit <http://creativecommons.org/licenses/by-sa/3.0/> or send a letter to Creative Commons, 171 Second Street, Suite 300, San Francisco, California, 94105, USA.