Peer-to-Peer

Description: Facilitate a transaction among peers, i.e., two or more consumers, through products, processes, services, etc...

Examples: ebay, Napster, Airbnb

Standardization Licensing

**Description**: License or otherwise get paid for limited use of intangible assets.

Examples: Starbucks, Subway, McDonald's

Matchmaking

**Description**: Involves 3 or more actors (platfor owner, seller, buyer). The matchmaker create value by bringing buyer and seller together (saving effort and time).

Examples: ebay, Napster, Airbnb

Customization

**Description**: Customize a commodity product to the customers' specific preferences.

Examples: Dell, mymuesli

Retail

to consumers.

Examples: Walmart, Home Depot

Examples: Starbucks, Volkswagen

Hourly rates

**Description**: Charge for each hour a product o service is used.

**Examples:** Construction workers, consulti services

On-time up front charge plus maintenance

Franchise

**Description**: Chare a high up-front amount with the option to gain additional revenues through reoccurring maintenance..

mples: Volkswagen, Boeing

**Product** 

**Description**: Sell a tangible good. Only creates value if the customer is using it, e.g. driving a car.

 $\textbf{Examples}. \texttt{BMW}, \texttt{Philipps} \, \texttt{Sonicare}$ 

Self-service

**Description**: Delegate a part of the value chain to the client.

Examples: McDonald's, IKEA, BackWerk

Premium

Description: Price at a higher margin than competitors for a superior product, offering experience, service, or brand.

Examples: Lexu

Subscription

ners **Descrip** narge chargin feature

**Description**: Offer basic services for free, while charging a premium for advanced or special features.

Freemium

Examples: Skype, Dropbox, LinkedIn

Solution

**Description:** Customer directly engages together with the company in the value creation process.

Examples: Consulting, Restaurant, Hair salon

Direct sales

**Description**: Deliver a product or service that has traditionally gone through an intermediary directly to the customer.

Examples: Dell, Nespresso, WebMD

Long-tail

**Description:** Focus on selling a large number niche products, each of which sells relatively infrequently

Examples: Netflix, eBay, YouTub

**Transaction fee** 

**Description**: Refer customers to a third par and receive a commission for a specific transaction completed (e.g., click, give information, buy product).

Examples: Expedia com estate agents

Reselling data

**Description**: Collecting data and selling it interested parties.

Examples: Google, Faceboo

**Multi-sided** 

Description: Involves 3 or more actors (platform owner & 2 disconnected customer groups) Customer 1 receives a service below costs and the paying customer benefits from c1 using the product Examples: Metro, Google

Outsourcing

**Description:** Focus on core competencies and outsource/coordinate all other activities along the value chain.

**Examples:** Procter & Gamble, Nike, Li & Fung

Dial down

Description: Target less-demanding consumer with products or services that may not be superior but are adequate and perhaps more convenient, simple, etc..

Target the poor

Examples: Motofon

Consumables

**Description**: Offer a cheap or free basic and durable product together with consumables that are overpriced and thereby subsidize the basic product.

Examples: Gillette (razor and blade), HP

Advertising

**Description:** Provide customer with a service offer and use other sources such as advertising to generate revenues.

Examples: Metro (free paper), private TV stations. Google

Lean production

**Description**: Minimizing "waste" in the creation processes of products or services.

Examples: Toyota

**Shared savings** 

**Description**: Charge a fee only if the customer realized savings or benefits from the product service.

Examples: Ameresco

•••••

Description: .....

Examples: ..

Value chain integrator

Examples: Seven Eleven, Arm

**Description:** Charge a time-based payment to allow access to locations, offerings, or service

Membership

Examples: Costco, Metro

Pay per use

**Description**: Charge for each use of a product service.

**Examples:** Metered ISPs, Google, Zipcar





## Simple rules to use the Board

- Choose (at least) one pattern for each box.
- Mix and match patterns (2,160 possibilities). Colors need to match
- Create your own pattern if something is missing.

