# BIG DATA IN PRACTICE

HOW 45 SUCCESSFUL
COMPANIES USED BIG DATA
ANALYTICS TO DELIVER
EXTRAORDINARY RESULTS

## BERNARD MARR

## WILEY

# **CONTENTS**

	Introduction	1
1	Walmart: How Big Data Is Used To Drive Supermarket	
	Performance	5
2	<b>CERN:</b> Unravelling The Secrets Of The Universe	
	With Big Data	11
3	Netflix: How Netflix Used Big Data To Give Us The	
	Programmes We Want	17
4	Rolls-Royce: How Big Data Is Used To Drive Success In	
	Manufacturing	25
5	Shell: How Big Oil Uses Big Data	31
6	Apixio: How Big Data Is Transforming Healthcare	37
7	Lotus F1 Team: How Big Data Is Essential To The	
	Success Of Motorsport Teams	45
8	Pendleton & Son Butchers: Big Data For Small Business	51
9	US Olympic Women's Cycling Team: How Big Data	
	Analytics Is Used To Optimize Athletes' Performance	57
10	ZSL: Big Data In The Zoo And To Protect Animals	63
11	Facebook: How Facebook Use Big Data To Understand	
	Customers	69
12	John Deere: How Big Data Can Be Applied On Farms	75
13	Royal Bank of Scotland: Using Big Data To Make	
	Customer Service More Personal	81
14	Linkedln: How Big Data Is Used To Fuel Social	
	Media Success	87
15	Microsoft: Bringing Big Data To The Masses	95
16	Acxiom: Fuelling Marketing With Big Data	103

### CONTENTS

17	US Immigration And Customs: How Big Data Is Used	
	To Keep Passengers Safe And Prevent Terrorism	111
18	Nest: Bringing The Internet of Things Into The Home	117
19	<b>GE:</b> How Big Data Is Fuelling The Industrial Internet	125
20	Etsy: How Big Data Is Used In A Crafty Way	131
21	Narrative Science: How Big Data Is Used To Tell Stories	137
22	BBC: How Big Data Is Used In The Media	143
23	Milton Keynes: How Big Data Is Used To Create	
	Smarter Cities	149
24	Palantir: How Big Data Is Used To Help The CIA And	
	To Detect Bombs In Afghanistan	157
25	Airbnb: How Big Data Is Used To Disrupt The	
	Hospitality Industry	163
<b>26</b>	<b>Sprint:</b> Profiling Audiences Using Mobile Network Data	169
27	Dickey's Barbecue Pit: How Big Data Is Used To Gain	
	Performance Insights Into One Of Americas Most	
	Successful Restaurant Chains	175
28	Caesars: Big Data At The Casino	181
<b>29</b>	Fitbit: Big Data In The Personal Fitness Arena	189
<b>30</b>	Ralph Lauren: Big Data In The Fashion Industry	195
31	Zynga: Big Data In The Gaming Industry	199
<b>32</b>	Autodesk: How Big Data Is Transforming The	
	Software Industry	205
33	Walt Disney Parks and Resorts: How Big Data Is	
	Transforming Our Family Holidays	211
34	Experian: Using Big Data To Make Lending Decisions	
	And To Crack Down On Identity Fraud	217
35	<b>Transport for London:</b> How Big Data Is Used To	
	Improve And Manage Public Transport In London	223
<b>36</b>	The US Government: Using Big Data To Run A Country	229
37	IBM Watson: Teaching Computers To Understand	
	And Learn	237
38	Google: How Big Data Is At The Heart Of Google's	
	Business Model	243

### CONTENTS

39	Terra Seismic: Using Big Data To Predict Earthquakes	251
<b>40</b>	Apple: How Big Data Is At The Centre Of Their Business	255
41	Twitter: How Twitter And IBM Deliver Customer	
	Insights From Big Data	261
42	Uber: How Big Data Is At The Centre Of Ubers	
	Transportation Business	267
43	Electronic Arts: Big Data In Video Gaming	273
44	Kaggle: Crowdsourcing Your Data Scientist	281
45	Amazon: How Predictive Analytics Are Used To Get A	
	360-Degree View Of Consumers	287
	Final Thoughts	293
	About the Author	297
	Acknowledgements	299
	Index	301