

# The Business Model Canvas

Designed for:

Designed by:

Date:

Version:

## Key Partners



Who are our Key Partners?  
Who are our suppliers?  
Which Key Resources are we acquiring from partners?  
Which Key Activities do partners perform?

### MOTIVATIONS FOR PARTNERSHIPS

Optimization and economy  
Reduction of risk and uncertainty  
Acquisition of particular resources and activities

## Key Activities



What Key Activities do our Value Propositions require?  
Our Distribution Channels?  
Customer Relationships?  
Revenue Streams?

### CATEGORIES

Production  
Problem solving  
Platform/Network

## Key Resources



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

## Value Proposition



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 Value Proposition to customers?
5. After sales – How do we provide post-purchase customer support?

## Cost Structure



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 proposition, maximum automation, extensive outsourcing)  
Value Driven (focused on value creation, premium value proposition)

### SAMPLE CHARACTERISTICS

Fixed costs (salaries, rents, utilities)  
Variable costs  
Economies of scale  
Economies of scope

## Revenue Streams



For what value are our customers 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  
Licensing  
Brokerage fees  
Advertising  
Lending/Renting/Leasing

### FIXED PRICING

List price  
Product feature dependent  
Customer segment dependent  
Volume dependent

### DYNAMIC PRICING

Negotiation (bargaining)  
Yield management  
Real-time market