

Chiara Piancatelli

ASSOCIATE PROFESSOR OF PRACTICE

Digital Marketing

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Biography

Chiara Piancatelli, PhD, is Associate Professor of Practice at SDA Bocconi School of Management. She is Coordinator of the Master in Fashion, Experience & Design Management (MAFED), Program Director of the Open Executive Course Marketing Management and Adjunct Professor of Event Marketing at Bocconi University. She teaches Digital Marketing, Digital Communication & Advertising Strategy, Social Media & Influencer Marketing, Experiential Event Design and AI Marketing and Marketing Management.

Chiara's current research projects aims to determine how digital technologies and tools help marketing to become more precise and predictive in order to create an augmented value for target customers, mainly in the Fashion & Luxury Industry. She is research associate at Deakin University, Australia, where she spent a visiting period during her PhD in Management & Innovation.

She is the author of numerous articles, books and book chapters on the subject. Among others academic journals, her work has been published on Psychology & Marketing (P&M), Journal of Business Research (JBR) and Journal of Strategic Marketing (JSM). She presented at the American Marketing Association Winter Academic Conference (AMA 2023, Nashville), Global Marketing Conference (GMC 2023, Seoul), Academy of Marketing Science (AMS 2022, Monterey), European Academy of Management (EURAM 2018, Reykjavík) and during the International Conference of Arts and Cultural Management (AIMAC 2017 Beijing, 2019 Venice).

Chiara earned a MSc in Economics and Management from Bocconi University and a PhD in Management & Innovation from Cattolica del Sacro Cuore University.

Teaching domains

Omnichannel Customer Experience

Customer-Centric Digital Migration

Digital Communication

Social Media Communication

ARTICLES IN SCHOLARLY JOURNALS

PIANCATELLI C., MASSI M., ARBORE A.

Verso un nuovo paradigma di omnichannel in chiave phygital

Harvard Business Review Italia, September, 2023

MASSI M., PIANCATELLI C., VOCINO A.

Authentic omnichannel: Providing consumers with a seamless brand experience through authenticity

Psychology & Marketing, 2023, vol.40, no. 7, pp.1280-1298

MANDELLI A., ARBORE A., PIANCATELLI C.

Mercati e marketing al tempo dei social media

Micro & Macro Marketing, 2023, no. 1, pp.207-232

PIANCATELLI C., MASSI M., RACCAGNI D.

Battere la concorrenza con Metaverso e NFT. Come utilizzare strumenti innovativi per coinvolgere i clienti nel mondo digitale

Harvard Business Review Italia, October, 2022

MANDELLI A., PIANCATELLI C., ARBORE A.

Vibram: il marketing digitale come motore della digital transformation

Micro & Macro Marketing, 2022, vol.31, no. 1, pp.117-134

PIANCATELLI C., MASSI M., MANDELLI A.

Nuove logiche e traiettorie di crescita dell'advertising

Economia & Management, 2022, no. 1, pp.85-93

PIANCATELLI C., MASSI M., VOCINO A.

#artoninstagram: Engaging with art in the era of the selfie

International Journal of Market Research, 2021, vol.63, no. 2, pp.134-160

PIANCATELLI C., RACCAGNI D., MASSERINI S.

Il ruolo strategico dei social media nel mutato contesto degli eventi

Harvard Business Review Italia, March, 2021

PIANCATELLI C., MASSI M., VOCINO A.

The role of atmosphere in Italian museums: effects on brand perceptions and visitor behavioral intentions

Journal of Strategic Marketing, 2021, vol.29, no. 6, pp.546-566

PIANCATELLI C., MASSI M., HARRISON P.

Has Art Lost Its Aura? How Reintermediation and Decoupling Have Changed the Rules of the Art Game: The Case of Artvisor

International Journal of Arts Management, 2020, vol.22, no. 3, pp.34-54

EDITED BOOKS

MANDELLI A., ARBORE A., PIANCATELLI C. (EDS.)

Storie, Relazioni e Business: Social Media Marketing nell'era delle piattaforme

Egea, Milano, Italy, 2022

CONTRIBUTION TO CHAPTERS, BOOKS OR RESEARCH MONOGRAPHS

BUONGIORNO SOTTORIVA C., MEDA F., PIANCATELLI C.

L'accesso ai servizi e la selezione dell'utenza: il customer experience management a garanzia dell'equità in *Management della Cronicità: Logiche aziendali per gestire i nuovi setting sanitari finanziati dal PNRR*

F. Longo, V. Tozzi (Eds), Egea, chap. 3, pp.63-80, 2023

PIANCATELLI C., SOSCIA I.

Le ricerche per la definizione e il controllo della comunicazione di massa in *Ricerche di Marketing. Metodologie e tecniche per le decisioni strategiche e operative di marketing - II Ed.*

L. Molteni, G. Troilo (Eds), Egea, chap. 14, pp.549-586, 2022

PIANCATELLI C., RICCI A.

New business models for craft: the case of Artemest in *The Artisan Brand: Entrepreneurship and Marketing in Contemporary Craft Economies*

Jon Mulholland, Alessandra Ricci, Marta Massi (Eds), Edward Elgar Publishing, chap. 9, pp.136-155, 2022

CARÙ A., MION DALLE CARBONARE P., OSTILLIO M. C., PIANCATELLI C.

The Impact of Technology on Visitor Immersion in Art Exhibitions: Evidence from the Modigliani Art Experience exhibition in *Digital Transformation in the Cultural and Creative Industries. Production, Consumption and Entrepreneurship in the Digital and Sharing Economy*

Marta Massi, Marilena Vecco, Yi Lin (Eds), Routledge, chap. 2, pp.13-31, 2021

PIANCATELLI C., CUADRADO M., MION DALLE CARBONARE P.

Balenciaga, the Master of Haute Couture in *The Artification of Luxury Fashion Brands : Synergies, Contaminations, and Hybridizations*

Marta Massi, Alex Turrini (Eds), Palgrave Macmillan, chap. 6, pp.141-162, 2020

MASSI M., OLIVIERI M., PIANCATELLI C.

Cultura alta o cultura bassa bassa? Un'indagine sui consumi culturali degli immigrati in Italia in *Immigrati e consumi in Italia. I consumi come fattore di integrazione e acculturation*

R.Fiocca, C.Cantù (Eds), Franco Angeli, pp.154-168, 2020

PIANCATELLI C., MASSI M., RACCAGNI D.

Marketing Experiential Events Through New Media: The Ferragnez Wedding Case in *Handbook of Research on New Media Applications in Public Relations and Advertising*

Elif Esiyok (Eds), IGI Global, chap. 8, pp.133-148, 2020

MASSI M., PIANCATELLI C., PANCHERI S.

Art and Brand Contamination: How Brands Have Blurred the Distinction Between Low Culture and High Culture in *Handbook of Research on Consumption, Media, and Popular Culture in the Global Age*

Ozlen Ozgen (Eds), IGI Global, chap. 20, pp.339-354, 2019

MASSI M., PIANCATELLI C., MION DALLE CARBONARE P.

Boosting Football Club Brands Through Museums: The Experience of Mondo Milan in *Integrated Marketing Communications, Strategies, and Tactical Operations in Sports Organizations*

Manuel Alonso Dos Santos (Eds), IGI Global, chap. 6, pp.110-128, 2019

MASSI M., PIANCATELLI C., PANCHERI S.

Culture and the City: Rebranding "Tough Cities" through Arts and Culture - The Case of Matera 2019 in *Positioning and Branding Tourism Destinations for Global Competitiveness*

Rahmat Hashim, Mohd Hafiz Mohd Hanafiah, Mohd Raziff Jamaluddin (Eds), IGI Global, chap. 5, pp.100-123, 2019

MASSI M., PIANCATELLI C., RURALE A.

Il marketing come strumento di valorizzazione culturale nei Conservatori musicali. Il caso dell'istituto musicale "Claudio Monteverdi" di Cremona in *I conservatori di musica. Profili normativi, gestionali e contabili*

Carmela De Gennaro, Roberto De Leonardis, Giuseppe Mongelli (Eds), Aracne Editrice, pp.267-286, 2019

MASSI M., PIANCATELLI C., GHILARDI R.

Preserving Memory through Branding: Museums Brands as Vectors for Advocacy, Promotion and Public Programming in *Handbook of Research on Advocacy, Promotion, and Public Programming for Memory Institutions*

Patrick Ngulube (Eds), IGI Global, chap. 20, pp.366-389, 2019

MASSI M., PIANCATELLI C.

Tracing the Evolution of Marketing in Arts Organizations: From 'Third Wheel' to Protagonist of the Arts Scene in *The Routledge Companion to Arts Management*

CASES IN INTERNATIONAL CASE COLLECTIONS

MANDELLI A., PIANCATELLI C., ARBORE A.

Communication, Business and Digital Transformation: The Case of Burberry

2021, The Case Centre, Great Britain

MANDELLI A., SALVIOTTI G., PIANCATELLI C., ABBATEMARCO N.

Vibram: Customer Centricity at the Core of Digital Transformation and New Business Model

2020, The Case Centre, Great Britain

OTHER

PIANCATELLI C., DEVANI H., MEHROTRA R.

Leveraging Instagram Reels for impactful marketing

2022, MediaBrief

ARBORE A., PIANCATELLI C.

If Content is the King, Engagement is the Queen

2022, MediaBrief

PROCEEDINGS/PRESENTATIONS

MASSI M., PIANCATELLI C., PELLICELLI A. C.

From Direct-To-Consumer (D2C) to Direct-To-Metahuman (D2M): an Experimental Study on the Metaverse

2023 Global Marketing Conference, 20-22 July, 2023, Seoul, South Korea

PIANCATELLI C., MASSI M., CILLO P.

Empowering Consumers Through Blockchain: NFTs as a Means to Institutionalize Consumer Roles in The Metaverse

2023 AMA Winter Academic Conference, 6-12 February, 2023, Nashville TN, United States of America

MASSI M., VOCINO A., PIANCATELLI C.

Authentic Omnichannel: Providing Consumers with a Seamless Brand Experience through Authenticity

Academy of Marketing Science Annual Conference - May 25-27, 2022, Monterey, LA, United States of America

MASSI M., PIANCATELLI C., MIZZAU L., DI RADDIO E.

Culture and the City: Rebranding 'Tough' Cities through Arts and Culture. The Case of Matera 2019

AIMAC 2019 - 15th International Conference on Arts and Cultural Management, June 23-26 2019, Venezia, Italy

PIANCATELLI C., MASSI M., HARRISON P.

Engaging with arts in the era of the selfie: an ethnographic study

AIMAC 2019 - 15th International Conference on Arts and Cultural Management, June 23-26 2019, Venezia, Italy

MASSI M., PIANCATELLI C., RURALE A., MION DALLE CARBONARE P.

From Maecenas to Crowd: Democratizing Fundraising in the Arts and Culture. The case of BeArt

AIMAC 2019 - 15th International Conference on Arts and Cultural Management, June 23-26 2019, Venezia, Italy

PIANCATELLI C., MASSI M., TURRINI A.

Branding Museums: How Brand Trustworthiness, Perceived Quality and Satisfaction Impact Museum Visitors' Behavior

EURAM 2018, June 19-22, 2018, Reykjavík, Iceland

PIANCATELLI C., MASSI M., HARRISON P.

Has art lost its aura? How digital technology and decoupling have changed the rules of the art game: the 'Artvisor' case

14th International Conference on Arts and Cultural Management AIMAC - June 24-28 2017, Beijing, China (PRC)

Grants & Honors

Best Paper Award for the paper "Authentic Omnichannel: Providing Consumers with a Seamless Brand Experience through Authenticity" (co-Authors M.Massi, A.Vocino) – 2022 AMS Psychology and Marketing Special Awards, Omni-Channel and Supply Chain Management Tracks, Academy of Marketing Science Annual Conference in Monterey – May 25-27, 2022 , 2022
