



New Directions
in Theory and Practice

edited by
Roland T. Rust and
P.K. Kannan

E Service New Directions In Theory And Practice

Manfred Bruhn, Bernd Stauss



E Service New Directions In Theory And Practice:

E-Service: New Directions in Theory and Practice Roland T. Rust, P.K. Kannan, 2016-09-16 The advent of the era of e Service the provision of services over electronic networks like the internet is one of the dominant business themes of the new millennium It reflects the fundamental shift in the economy from goods to services and the explosive expansion of information technology This book provides a collection of different perspectives on e Service and a unified framework to understand it even as the business community grapples with the concept It features contributions from key researchers and practitioners from both the private and public sectors as well leading scholars from the fields of marketing information systems and computer science They focus on three key areas the customer technology interface e Service business opportunities and strategies and public sector e Service opportunities The insights they offer will be equally useful to students scholars and practitioners

E-Service Rust & Kannan (eds.), 2003

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Dienstleistungsengineering und -management Jan Marco Leimeister, 2012-06-02 Dieses Lehrbuch besch ftigt sich mit den Grundlagen zentralen Prozessen und Methoden sowie Anwendungsbeispielen f r die systematische Entwicklung neuer Dienstleistungen Dienstleistungsengineering sowie deren Management ber den Lebenszyklus Dienstleistungsmanagement Ein Schwerpunkt liegt hierbei auf der Rolle von Informations und Kommunikationstechnologien IT f r die Gestaltung und Erbringung von Dienstleistungen Das Buch bereitet den aktuellen Stand in Forschung und Praxis ber das Dienstleistungsengineering und management lerngerecht auf und gibt Studenten wie Praktikern Theorien Methoden und Werkzeuge an die Hand um Dienstleistungen durch den Einsatz von IT systematisch zu gestalten und effizient zu erbringen und neue Formen der Arbeitsteilung und Wertsch pfung f r sich nutzbar zu machen

Dienstleistungsnetzwerke Manfred Bruhn, Bernd Stauss, 2013-03-09 Das Jahrbuch 2003 beantwortet vielf ltige Fragen zum Themenbereich Dienstleistungsnetzwerke Wie kann die komplexe Aufgabe der Gestaltung von Netzwerken im Dienstleistungsbereich optimal gel st werden Welche Gestaltungsfaktoren wie z B Strukturen von Netzwerken Kommunikationssysteme Informationssysteme bieten sich an Wie sehen ein Management von Netzwerken und die Gestaltungen von Beziehungen in Netzwerken aus Nach welchen Kriterien

erfolgt die Auswahl von Netzwerkpartnern und wie gestaltet sich eine Markenpolitik in Netzwerken U a m Dar ber hinaus wird wieder ein umfassender Service Teil rund um das Thema Dienstleistungen geboten **Kollaborative Wertschöpfung**

Martin Huber,2013-03-07 Martin Huber untersucht wie Kunden in die Neukonzeption und Weiterentwicklung von elektronisch erbrachten Dienstleistungen einbezogen werden k nnen Er zeigt dass sich Konstellationen schaffen lassen in denen es durch Kundenaktivit ten zu einer nebenl ufigen Wertsch pfung kommt d h zu unintendierten positiven Nutzenver nderungen die bei anderen konomischen Akteuren ausgel st werden *Advances in Computers* Marvin Zelkowitz,2005-06-14 *Advances in Computers* covers new developments in computer technology Most chapters present an overview of a current subfield within computer science with many citations and often include new developments in the field by the authors of the individual chapters Topics include hardware software theoretical underpinnings of computing and novel applications of computers This current volume emphasizes the role of the internet the world wide web and other aspects of a distributed computing environment Open source development as well as computing for the handicapped are additional important topics Key Features In depth surveys and tutorials on new computer technology Well known authors are researchers in the field Extensive bibliographies with most chapters Important chapters on new technologies for software development open source development and the technology needed to use the web for electronic commerce In depth surveys and tutorials on new computer technology Well known authors are researchers in the field Extensive bibliographies with most chapters Important chapters on new technologies for software development open source development and the technology needed to use the web for electronic commerce *Werbewirkungsmessung im Internet* Uta Meeder,2007-11-08 Uta Meeder entwickelt ein verst ndliches Instrument zur Messung der Wahrnehmung der Sitegestaltung Auf dieser Basis analysiert sie die Effekte der Gestaltung auf die mit dem Siteauftritt verfolgten Kommunikationsziele Schl ssel zur Aussch pfung des Potenzials des Internets ist das Verst ndnis der Motive der Internetnutzung und der relevanten produktbezogenen Merkmale sowie deren Auswirkung auf die kommunikativen Zusammenh nge *E-Service Intelligence* Jie Lu, Da Ruan, Guangquan Zhang,2007-03-09 Business organizations and governments are nowadays developing and providing internet based electronic services e services featuring various intelligent functions This book offers a thorough introduction and systematic overview of the new field e service intelligence It covers the state of the art of e service intelligence including both theorems and applications and a broad range of topics are discussed Optimizing Current Practices in E-Services and Mobile Applications Khosrow-Pour, Mehdi,2018-01-05 In the modern world of mobile applications the expansion of e services self services and mobile communication constantly allows for new multidisciplinary developments in academia and industry Optimizing Current Practices in E Services and Mobile Applications is a critical scholarly resource that examines issues in the production management delivery and consumption of e services Featuring coverage on a broad range of topics such as marketing management social media and entrepreneurship this book is an ideal resource for professionals researchers

academicians and industry consultants with an interest in the emergence of e services **Zeitungswebsites** Marc Löffel, 2015-06-10 Marc Löffel entwickelt ein Untersuchungsmodell das das Instrument zur Usability und Design Wahrnehmung von Zeitungswebsites explorativ erfasst Basierend auf den methodischen Grundlagen Operationalisierung von Konstrukten Eye Tracking und Thinking Aloud analysiert der Autor die Wahrnehmung von Zeitungswebsites mit Hilfe der Methoden Faktorenanalyse sowie Blickverlaufsmessung und zeigt auf dass die verhaltenswissenschaftlichen Theorien und Ansätze auch auf das Internet übertragbar sind Die User gehen primär auf die Zeitungswebsite um das Bedürfnis nach Informationsbefriedigung zu stillen und es wird deutlich dass der User verschiedenste Wege nutzt um seinem Ziel der Befriedigung seiner Bedürfnisse nachzugehen und diese zu erfüllen **Performance Measurement für das Customer Relationship Management** Christoph Auer, 2013-03-09 Christoph Auer stellt mit dem CRM Performance Model CPM einen Ansatz zur systematischen Messung der ökonomischen Auswirkungen von CRM Aktivitäten vor der die Kunden und die Unternehmenssicht sowie schwer quantifizierbare Erfolgsgrößen die intangible assets berücksichtigt und mit Hilfe von acht Dimensionen alle relevanten Einflussgrößen und Auswirkungen des CRM misst **Entwicklung IT-basierter Dienstleistungen** Klaus-Peter Fährnrich, Christian van Husen, 2007-11-21 Egal ob es um multimediale Lernangebote per Internet moderne Logistikdienstleistungen oder komplexe Versicherungsangebote geht Die passende Software wird für Dienstleister zunehmend zum Erfolgsfaktor Dies gilt sowohl für Unterstützungssysteme im Back Office Bereich als auch für die Interaktion mit dem Kunden im Front Office Bereich Wachsender Zeit und Kostendruck sowie hohe Qualitätsanforderungen unterstreichen zusätzlich die Notwendigkeit einer integrierten Entwicklung von Software und Services Dennoch fehlten bisher in der Dienstleistungswirtschaft exemplarische Vorgehensweisen Methoden und Werkzeuge Diese Problematik aufgreifend präsentieren die Autoren das im Forschungsprojekt ServCASE entstandene Referenzmodell für das Co Design von Software und Services Insbesondere umfasst das Referenzmodell Vorgehensweisen Methoden und die Beschreibung einer werkzeugunterstützten Entwicklungsplattform So vermittelt das Buch neben den theoretischen Grundlagen die praktische Anwendung der Methode *E-Services* Heiner Evanschitzky, Gopalkrishnan R. Iyer, 2007-11-18 The volume presents the best papers of the special issue E Services of the Journal of Value Chain Management A group of well known authors from around the world discuss the state of the art of the research and development in various aspects of E Services including E Commerce international aspects of electronic services growth through E Services satisfaction and loyalty in electronic markets and service engineering E-Services Adoption Mohammed Quaddus, Arch G. Woodside, 2015-10-28 Volume 23B includes two chapters covering problems and implementations of solutions in e services adoption processes in developing nations These are exciting and useful chapters for executives and researchers seeking knowledge and theory of how to influence e service adoptions in developing nations *Föderative Unternehmensprozesse* Johann Wagner, Kurt Schwarzenbacher, 2007-06-27 Das Buch gibt IT Managern Beratern Projektmanagern Systemarchitekten und Studenten

einen umfassenden Überblick über die technischen Voraussetzungen zur Automatisierung globaler betriebswirtschaftlicher Prozesse. In enger Zusammenarbeit mit Produktherstellern entstanden bietet es einen kompetenten Einstieg in die Kernkonzepte der neuen Technologien und Standards zur Modellierung und Implementierung sowie dem Überwachen und der Adaption von Prozessabläufen. Die Entwicklung betriebswirtschaftlicher Prozesse setzt reibungslose Informationsflüsse über technische und organisatorische Grenzen hinweg voraus. Dem stehen bisher oft heterogene IT-Systeme ohne standardisierte Schnittstellen entgegen, die nur mit beträchtlichem Aufwand Daten untereinander austauschen können. Knüpfend hingegen werden Standards das Verbinden von IT-Systemen einfach gestalten. Die Autoren geben Einblick in die Zusammenhänge einer standardisierten Technologie, die zu einer enormen Kosteneinsparung und gleichzeitig zur Flexibilität betriebswirtschaftlicher Anwendungen und Verfahren führen wird auf dem Weg zum Realtime Enterprise.

Empfehlungssysteme für Gruppen André Marchand, 2012

Business Intelligence erfolgreich umsetzen Frank Bensberg, Rüdiger Buchkremer, Robert Franke, Alexander Fraß, Holger Frietsch, Oliver Gehlert, Jörg Igelbrink, Johannes Nikolaus Kasper, Andrea Kennel, Ulrich Kramer, André Landefeld, Reinhard Mense, Oliver Mießner, Jürgen Noe, Daniel Piatkowski, Christian Ruschak, Nicole Schirm, Klaus-Peter Schoeneberg, Thomas Strehlow, Serdar Süzen, Christopher Zerres, Mario Zillmann, 2016-01-04

Der Markt für Business Intelligence boomt. Die Auswahl verfügbarer Business Intelligence Software wächst ebenso schnell wie die Menge möglicher Einsatzszenarien. Doch warum haben die meisten Unternehmen noch nicht den gewünschten Erfolg mit Business Intelligence? Die Antwort ist einfach: Die Nutzung von BI-Technologien allein führt nicht automatisch zu den gewünschten Ergebnissen. Vielmehr erfordert erfolgreiches Business Intelligence die Auswahl der für das Unternehmen geeigneten Technologien, die systematische Einbettung in die IT-Landschaft des Unternehmens und eine zukunftsfröhliche Gestaltung der BI-Architekturen. Das heißt: Erst der richtige Einsatz von Business Intelligence-Technologien führt zum Geschäftserfolg. In diesem Buch erfahren Sie daher, welche vielversprechenden Trends es aktuell am BI-Markt gibt, welche BI-Technologien und Architekturen besonders geeignet sind und wie Sie innovative BI-Einsatzszenarien Self-Service BI, Cloud BI, Mobile BI, Big Data Co erfolgreich in Ihrem Unternehmen umsetzen. Ein lesenswertes Buch für BI-Experten, BI-Entscheider, BI-Anwender, BI-Berater, Chief Data Officers und CIOs.

Collaboration in a Data-Rich World Luis M. Camarinha-Matos, Hamideh Afsarmanesh, Rosanna Fornasiero, 2017-09-06

This book constitutes the refereed proceedings of the 18th IFIP WG 5.5 Working Conference on Virtual Enterprises (PRO-VE 2017) held in Vicenza, Italy, in September 2017. The 68 revised full papers were carefully reviewed and selected from 159 submissions. They provide a comprehensive overview of identified challenges and recent advances in various collaborative network (CN) domains and their applications, with a strong focus on the following areas: collaborative models, platforms and systems for data-rich worlds, manufacturing ecosystem and collaboration in Industry 4.0, big data analytics and intelligence, risk performance and uncertainty in collaborative data-rich systems, semantic data service discovery, retrieval and composition in a collaborative data-rich world, trust and sustainability analysis in

collaborative networks value creation and social impact of collaboration in data rich worlds technology development platforms supporting collaborative systems collective intelligence and collaboration in advanced emerging applications collaborative manufacturing and factories of the future e health and care food and agribusiness and crisis disaster management

Structural Equation Modeling Approaches to E-Service Adoption Akgül, Yakup, 2019-04-19 With the modernization of services offered through the internet many traditional face to face services have adopted new e service phenomena Especially prevalent among the younger generations this change in service has promoted many industries to rethink how to best reach their consumers using modern technology Structural Equation Modeling Approaches to E Service Adoption is a pivotal reference source that aims to share the latest empirical research findings within technology acceptance information systems information technology human computer interaction and management information systems While highlighting topics such as e commerce internet banking and technology acceptance this publication explores the understanding of today s e services in a dynamic and complex environment as well as the methods within the field of information systems and information technologies This book is ideally designed for academics students managers and scholars interested in the up and coming research surrounding the field of information technology

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