

# Rainer Alt

## List of Publications by Year in descending order

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Version: 2024-02-01

128  
papers

2,083  
citations

394421

19  
h-index

302126

39  
g-index

149  
all docs

149  
docs citations

149  
times ranked

1281  
citing authors

#	ARTICLE	IF	CITATIONS
1	Sharing Economy. Business and Information Systems Engineering, 2016, 58, 93-99.	6.1	284
2	FinTech and the transformation of the financial industry. Electronic Markets, 2018, 28, 235-243.	8.1	196
3	Successful use of e-procurement in supply chains. Supply Chain Management, 2005, 10, 122-133.	6.4	158
4	Preface: Introduction to Special Section " Business Models. Electronic Markets, 2001, 11, 3-9.	8.1	90
5	Preface: Introduction to Special Section - Business Models. Electronic Markets, 2001, 11, 3-9.	8.1	80
6	Twenty years of electronic markets research"looking backwards towards the future. Electronic Markets, 2011, 21, 41-51.	8.1	69
7	The rise of customer-oriented banking - electronic markets are paving the way for change in the financial industry. Electronic Markets, 2012, 22, 203-215.	8.1	65
8	Digitalisierung der Finanzindustrie. , 2016, , .		56
9	Business Networking. , 2001, , .		50
10	AI and robotics in the European restaurant sector: Assessing potentials for process innovation in a high-contact service industry. Electronic Markets, 2021, 31, 529-551.	8.1	49
11	Enterprise application integration systems and architecture " the case of the Robert Bosch Group. Journal of Enterprise Information Management, 2004, 17, 105-116.	7.5	42
12	Hybrid Customer Interaction. Business and Information Systems Engineering, 2015, 57, 73-78.	6.1	41
13	Banking in the Internet and mobile era. Electronic Markets, 2012, 22, 197-202.	8.1	33
14	Editorial 24/3: Electronic Markets and general research. Electronic Markets, 2014, 24, 161-164.	8.1	31
15	Towards customer-induced service orchestration - requirements for the next step of customer orientation. Electronic Markets, 2019, 29, 79-91.	8.1	29
16	Developing an integration architecture for process portals. European Journal of Information Systems, 2005, 14, 121-134.	9.2	28
17	Social Customer Relationship Management (Social CRM). Business and Information Systems Engineering, 2012, 4, 287-291.	6.1	27
18	Electronic Markets and current general research. Electronic Markets, 2018, 28, 123-128.	8.1	27

#	ARTICLE	IF	CITATIONS
19	Electronic Markets on platform competition. <i>Electronic Markets</i> , 2019, 29, 143-149.	8.1	27
20	Evolution and perspectives of electronic markets. <i>Electronic Markets</i> , 2020, 30, 1-13.	8.1	26
21	Business Networking Systems: Characteristics and Lessons Learned. <i>International Journal of Electronic Commerce</i> , 2000, 5, 7-27.	3.0	25
22	Electronic Markets on blockchain markets. <i>Electronic Markets</i> , 2020, 30, 181-188.	8.1	21
23	Increasing Intranet Usage through Gamification – Insights from an Experiment in the Banking Industry. , 2015, , .		20
24	Software-Defined Business. <i>Business and Information Systems Engineering</i> , 2020, 62, 609-621.	6.1	20
25	Digital Transformation in the Restaurant Industry: Current Developments and Implications. <i>Journal of Smart Tourism</i> , 2021, 1, 69-74.	2.6	20
26	Smart services: The move to customer orientation. <i>Electronic Markets</i> , 2019, 29, 1-6.	8.1	19
27	Electronic Markets on digitalization. <i>Electronic Markets</i> , 2018, 28, 397-402.	8.1	18
28	It Takes More than Two to Tango: Identifying Roles and Patterns in Multi-Actor Smart Service Innovation. <i>Schmalenbach Business Review</i> , 2020, 72, 599-634.	0.9	15
29	Editorial 24/4: Electronic markets and business models. <i>Electronic Markets</i> , 2014, 24, 231-234.	8.1	13
30	Editorial 25/3: Electronic Markets on ecosystems and tourism. <i>Electronic Markets</i> , 2015, 25, 169-174.	8.1	13
31	Electronic Markets on self-archiving. <i>Electronic Markets</i> , 2016, 26, 1-5.	8.1	13
32	Electronic Markets on digital transformation methodologies. <i>Electronic Markets</i> , 2019, 29, 307-313.	8.1	13
33	Customer relationship management in the pharmaceutical industry. , 0, , .		12
34	Current Applications of Machine Learning Techniques in CRM: A Literature Review and Practical Implications. , 2018, , .		12
35	Service-orientation in electronic markets. <i>Electronic Markets</i> , 2010, 20, 177-180.	8.1	11
36	Status of business model and electronic market research: An interview with Alexander Osterwalder. <i>Electronic Markets</i> , 2014, 24, 243-249.	8.1	11

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37	Electronic Markets on customer-orientation. <i>Electronic Markets</i> , 2016, 26, 195-198.	8.1	11
38	Electronic Markets on the media industry. <i>Electronic Markets</i> , 2017, 27, 1-5.	8.1	11
39	Blockchain technology in energy markets – An interview with the European Energy Exchange. <i>Electronic Markets</i> , 2020, 30, 325-330.	8.1	11
40	Electronic Markets on the next convergence. <i>Electronic Markets</i> , 2021, 31, 1-9.	8.1	11
41	Life Engineering. <i>Business and Information Systems Engineering</i> , 2021, 63, 191-205.	6.1	11
42	Collaborative order management: toward standard solutions for interorganisational order management. <i>International Journal of Technology Management</i> , 2005, 31, 78.	0.5	10
43	Developing customer process orientation: the case of Pharma Corp.. <i>Business Process Management Journal</i> , 2005, 11, 297-315.	4.2	10
44	Campus Management System. <i>Business and Information Systems Engineering</i> , 2010, 2, 187-190.	6.1	10
45	Service Lifecycle Management. <i>Business and Information Systems Engineering</i> , 2013, 5, 45-49.	6.1	10
46	Editorial 25/1: 25 years of electronic markets. <i>Electronic Markets</i> , 2015, 25, 1-5.	8.1	10
47	Social Customer Relationship Management. <i>Management for Professionals</i> , 2020, , .	0.5	9
48	A literature review of the current applications of machine learning and their practical implications. <i>Web Intelligence</i> , 2020, 18, 69-83.	0.2	9
49	Electronic Markets on digital platforms and AI. <i>Electronic Markets</i> , 2021, 31, 233-241.	8.1	9
50	Preface: Introduction to Special Section – Business Models. <i>Electronic Markets</i> , 2001, 11, 3-9.	8.1	9
51	Editorial 24/1: Electronic Markets and practice-orientation. <i>Electronic Markets</i> , 2014, 24, 1-3.	8.1	8
52	Improving relationship management in universities with sentiment analysis and topic modeling of social media channels. , 2017, , .		8
53	Transformation of Consulting for Software-Defined Businesses: Lessons from a DevOps Case Study in a German IT Company. <i>Contributions To Management Science</i> , 2019, , 385-403.	0.5	8
54	Electronic Markets on business model development. <i>Electronic Markets</i> , 2020, 30, 405-411.	8.1	7

#	ARTICLE	IF	CITATIONS
55	Electronic Markets on sustainability. Electronic Markets, 2020, 30, 667-674.	8.1	7
56	Assessing the Business Impact of Artificial Intelligence. , 2020, , .		7
57	Customer relationship management architecture in the pharmaceutical industry. International Journal of Healthcare Technology and Management, 2003, 5, 296.	0.1	6
58	Aligning Service Maps - A Methodological Approach from the Financial Industry. , 2009, , .		6
59	Editorial 25/4: Electronic Markets on reviewing. Electronic Markets, 2015, 25, 255-261.	8.1	6
60	Electronic markets on transaction costs. Electronic Markets, 2017, 27, 297-301.	8.1	6
61	Social CRM in Digital Marketing Agencies: An Extensive Classification of Services. , 2018, , .		6
62	Electronic Markets on networked media. Electronic Markets, 2018, 28, 1-6.	8.1	6
63	Lessons in Electronic Commerce: The Case of Electronic Transportation Markets. Failure and Lessons Learned in Information Technology Management, 1999, 3, 81-93.	0.1	5
64	Editorial 25/2: Electronic Markets and privacy. Electronic Markets, 2015, 25, 87-90.	8.1	5
65	Electronic Markets on the impact factor. Electronic Markets, 2016, 26, 95-101.	8.1	5
66	Electronic Markets on electronic markets in education. Electronic Markets, 2016, 26, 311-314.	8.1	5
67	A Conceptual Model for Assistant Platforms. , 0, , .		5
68	Implementing Collaborative Process Management. International Journal of Cases on Electronic Commerce, 2005, 1, 1-18.	0.1	5
69	Electronic Markets on platform dualities. Electronic Markets, 2022, 32, 1-10.	8.1	5
70	Business Networking in the Swatch Group. Electronic Markets, 1999, 9, 169-173.	8.1	4
71	Redesigning business networks. , 2008, , .		4
72	Gamifizierung mit BPMN. Hmd, 2015, 52, 840-850.	0.3	4

#	ARTICLE	IF	CITATIONS
73	The digital transformation of healthcare - An interview with Werner Dorfmeister. Electronic Markets, 2021, 31, 895.	8.1	4
74	Defining and Delimitating Distributed Ledger Technology: Results of a Structured Literature Analysis. Lecture Notes in Business Information Processing, 2019, , 43-54.	1.0	4
75	The Role of Cross-Domain Use Cases in IoT – A Case Analysis. , 2019, , .		4
76	Editorial 22/1. Electronic Markets, 2012, 22, 1-3.	8.1	3
77	Editorial 23/1. Electronic Markets, 2013, 23, 1-1.	8.1	3
78	Electronic Markets on Internet marketing. Electronic Markets, 2013, 23, 173-174.	8.1	3
79	Editorial 24/2: Electronic Markets and journal sections. Electronic Markets, 2014, 24, 77-79.	8.1	3
80	Design options for supply chain visibility services: learnings from three EPCIS implementations. Electronic Markets, 2017, 27, 141-156.	8.1	3
81	An Approach for Customer-Centered Smart Service Innovation Based on Customer Data Management. Lecture Notes in Business Information Processing, 2018, , 45-58.	1.0	3
82	Customer Context and Social CRM: A Literature Review and Research Agenda. , 0, , .		3
83	Towards AI application marketplaces - an interview with Dorian Selz. Electronic Markets, 2022, 32, 139-143.	8.1	3
84	Functional Analysis of Open Source Erp Systems - An Exploratory Analysis. SSRN Electronic Journal, 2008, , .	0.4	2
85	Ä¼berbetriebliches Service Lifecycle Management. Hmd, 2011, 48, 58-67.	0.3	2
86	Electronic Markets and conference contributions. Electronic Markets, 2013, 23, 267-268.	8.1	2
87	Status of business model and electronic market research:An interview with Paul Timmers. Electronic Markets, 2014, 24, 235.	8.1	2
88	Network Management and Service Systems. Information Resources Management Journal, 2015, 28, 38-56.	1.1	2
89	Electronic Markets on academic supply chains. Electronic Markets, 2017, 27, 91-96.	8.1	2
90	Electronic Markets on big data services. Electronic Markets, 2017, 27, 191-195.	8.1	2

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91	A Semantic BI Process for Detecting and Analyzing Mentions of Interest for a Domain in Tweets. , 2018, , .		2
92	How IT-Related Financial Innovation Influences Bank Risk-Taking: Results from an Empirical Analysis of Patent Applications. , 2019, , .		2
93	Configuration Approach for Analytical Service Models â€œ Development and Evaluation. , 2020, , .		2
94	Internet-of-Things Marketplaces: State-of-the-Art and the Role of Distributed Ledger Technology. Lecture Notes in Business Information Processing, 2020, , 337-350.	1.0	2
95	Gain in Transparency versus Investment in the EPC Network â€œ Analysis and Results of a Discrete Event Simulation Based on a Case Study in the Fashion Industry. Lecture Notes in Computer Science, 2010, , 145-155.	1.3	2
96	How to organize for AI?ÂAn interview with Yao-Hua Tan. Electronic Markets, 2021, 31, 639-642.	8.1	2
97	Social CRM: Tools and Functionalities. Management for Professionals, 2020, , 57-80.	0.5	2
98	Datenschutz im Callcenter. Hmd, 2011, 48, 71-79.	0.3	1
99	Editorial 21/1. Electronic Markets, 2011, 21, 1-3.	8.1	1
100	Editorial 22/2. Electronic Markets, 2012, 22, 69-70.	8.1	1
101	Electronic market research and the impact of consumerization: An interview with Hubert Ã–sterle. Electronic Markets, 2014, 24, 251-253.	8.1	1
102	Capturing customer context from social media. , 2017, , .		1
103	Continuous Innovation with DevOps at T-Systems MMS. SpringerBriefs in Information Systems, 2021, , 37-58.	0.4	1
104	Exploring Context from the Consumer Perspective: Insights from eBusiness and Health Care. Lecture Notes in Business Information Processing, 2017, , 340-346.	1.0	1
105	Integration of Electronic Services in the Execution of Business Transactions. IFIP Advances in Information and Communication Technology, 2003, , 717-732.	0.7	1
106	Social Media Analytics Using Business Intelligence and Social Media Tools â€œ Differences and Implications. Lecture Notes in Business Information Processing, 2017, , 252-259.	1.0	1
107	Social CRM Services in Digital Marketing Agencies: A Preliminary Study on Service Offerings in Germany. Lecture Notes in Business Information Processing, 2019, , 383-395.	1.0	1
108	Outsourcing of Social CRM Services in German SMEs. Lecture Notes in Business Information Processing, 2020, , 215-228.	1.0	1

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109	Electronic Markets on platform complexity. <i>Electronic Markets</i> , 2021, 31, 737-742.	8.1	1
110	An Engineering Approach to Develop Business Networks. , 2001, , 208-228.		0
111	Editorial 21/2. <i>Electronic Markets</i> , 2011, 21, 77-77.	8.1	0
112	Editorial 22/3. <i>Electronic Markets</i> , 2012, 22, 129-130.	8.1	0
113	Editorial 22/4. <i>Electronic Markets</i> , 2012, 22, 195-196.	8.1	0
114	Editorial 23/2. <i>Electronic Markets</i> , 2013, 23, 85-87.	8.1	0
115	Social CRM from the Customer Perspective: A Preliminary Analysis of Differences between Brazilian and German Users. , 2018, , .		0
116	Continuous Innovation and IT Management. <i>SpringerBriefs in Information Systems</i> , 2021, , 5-16.	0.4	0
117	Digital Transformation and Software-Defined Business. <i>SpringerBriefs in Information Systems</i> , 2021, , 1-4.	0.4	0
118	Electronic Markets on robotics. <i>Electronic Markets</i> , 2021, 31, 465-471.	8.1	0
119	Instruments for an Integrated Business Network Redesign in the Financial Industry. <i>Lecture Notes in Business Information Processing</i> , 2008, , 136-150.	1.0	0
120	Smart.NRWâ€”RFID as Enabler for an Intelligent FMCG Supply Chain. <i>Lecture Notes in Logistics</i> , 2016, , 325-337.	0.8	0
121	Risk-Aware Pricing of B2B Services: Approach, Realization and Application to a Payments Transaction Processing Service. <i>Lecture Notes in Business Information Processing</i> , 2016, , 341-355.	1.0	0
122	The Role of Social CRM in Social Information Systems: Findings from Four Case Studies. , 2019, , .		0
123	Learnings for an Integrated Social CRM. <i>Management for Professionals</i> , 2020, , 103-109.	0.5	0
124	Social CRM: Evolution and Building Blocks. <i>Management for Professionals</i> , 2020, , 1-19.	0.5	0
125	Social CRM Tools: A Systematic Mapping Study. <i>Lecture Notes in Business Information Processing</i> , 2020, , 250-261.	1.0	0
126	Nâ€”R. Contributions To Finance and Accounting, 2022, , 137-170.	0.4	0



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127	Ä“D. Contributions To Finance and Accounting, 2022, , 1-78.	0.4	0
128	EÄ“H. Contributions To Finance and Accounting, 2022, , 79-109.	0.4	0