

# Four strategies for the age of smart services

Harvard Business Review  
83, 131-4, 136, 138 passim

Citation Report

#	ARTICLE	IF	CITATIONS
1	Information sharing and supply chain performance: the role of connectivity and willingness. Supply Chain Management, 2007, 12, 358-368.	3.7	355
2	Marketing of competence: Exploring the resource-based content of value-for-customers through a case study analysis. Industrial Marketing Management, 2007, 36, 784-798.	3.7	51
4	Value delivery and value-based pricing in industrial markets. Advances in Business Marketing and Purchasing, 2008, , 381-448.	0.3	27
5	Critical Incidents and the Impact of Satisfaction on Customer Share. Journal of Marketing, 2008, 72, 123-142.	7.0	149
6	Cross-cultural comparison of customer satisfaction research: USA vs Japan. Asia Pacific Journal of Marketing and Logistics, 2009, 21, 376-396.	1.8	9
7	Supply chain information-sharing: benchmarking a proven path. Benchmarking, 2009, 16, 222-246.	2.9	103
8	Preface to the focus theme section: "Internet of things". Electronic Markets, 2009, 19, 99-102.	4.4	14
9	Framing research for service orientation of manufacturers through PSS approaches. Journal of Manufacturing Technology Management, 2009, 20, 754-778.	3.3	91
10	Customer Loyalty in Clusters: Perceived Value and Satisfaction as Antecedents. Journal of Business-to-Business Marketing, 2009, 16, 276-316.	0.8	65
11	Niche firms and marketing strategy. European Journal of Marketing, 2009, 43, 1378-1391.	1.7	51
13	Customer Experiences, Interactions, Relationships and Corporate Reputation: A Conceptual Approach. Journal of General Management, 2009, 35, 5-17.	0.8	23
14	Proactive Maintenance in the Context of Integrated Operations Generation 2. , 2010, , .		0
15	Services growth options for B2B product-centric businesses. Industrial Marketing Management, 2010, 39, 1334-1345.	3.7	148
16	User-centered Systems Engineering & Knowledge Management Framework for Design & Modeling of Future Smart Cities. Proceedings of the Human Factors and Ergonomics Society, 2010, 54, 1752-1756.	0.2	3
17	Biased Tariff Choices: Exploring Role Effects in B to B Settings. Journal of Business-to-Business Marketing, 2011, 18, 357-379.	0.8	3
18	The sites and practices of business models. Industrial Marketing Management, 2011, 40, 1032-1041.	3.7	195
19	Organizational Buying Behavior: Where We Have Been and Where We Need to Go. SSRN Electronic Journal, 2011, , .	0.4	0
20	The impact of degenerative episodes on the sponsorship B2B relationship: Implications for brand management. Industrial Marketing Management, 2011, 40, 603-611.	3.7	34

#	ARTICLE	IF	CITATIONS
21	Collaborative systems engineering and social-networking approach to design and modelling of smarter products. Behaviour and Information Technology, 2011, 30, 13-26.	2.5	26
22	Service quality in supply chain: empirical evidence from Indian automotive industry. Supply Chain Management, 2011, 16, 362-378.	3.7	38
23	Market-facing strategic alliances in the fashion sector. Journal of Fashion Marketing and Management, 2011, 15, 141-162.	1.5	14
24	Aligning industrial services with strategies and sources of market differentiation. Journal of Business and Industrial Marketing, 2011, 26, 332-343.	1.8	35
25	Achieving benefits with business analytics systems: an evolutionary process perspective. Journal of Decision Systems, 2012, 21, 231-244.	2.2	36
26	An empirical analysis of the role of industrial brands for industrial distributors. Journal of Strategy and Management, 2012, 5, 252-265.	1.9	9
27	Value creation and firm sales performance: The mediating roles of strategic account management and relationship perception. Industrial Marketing Management, 2012, 41, 166-173.	3.7	62
28	Communication practices in a business relationship: Creating, relating and adapting communication artifacts through time. Industrial Marketing Management, 2012, 41, 319-332.	3.7	44
29	Antecedents of customer loyalty: An empirical synthesis and reexamination. Journal of Retailing and Consumer Services, 2012, 19, 150-158.	5.3	189
32	Describing service systems. Human Factors and Ergonomics in Manufacturing, 2013, 23, 11-18.	1.4	9
33	Evaluation and aggregation of pay-as-you-drive insurance rate factors: A classification analysis approach. Decision Support Systems, 2013, 56, 192-201.	3.5	60
34	Reversed servitization paths: a case analysis of two manufacturers. Service Business, 2013, 7, 513-537.	2.2	94
35	High Tech and High Touch. Journal of Service Research, 2013, 16, 3-20.	7.8	269
36	Take it or leave it: Using regulatory fit theory to understand reward redemption in channel reward programs. Industrial Marketing Management, 2013, 42, 1345-1356.	3.7	21
37	Competitive strategy: the link between service characteristics and customer satisfaction. International Journal of Quality and Service Sciences, 2013, 5, 395-414.	1.4	12
38	Service Separation and Customer Satisfaction. Journal of Service Research, 2013, 16, 415-427.	7.8	45
39	Assessing the value of an installed base information management system: a simulation-based case study. IFAC Postprint Volumes IPPV / International Federation of Automatic Control, 2013, 46, 2051-2056.	0.4	0
40	QoS in the internal supply chain: the next lever of competitive advantage and organisational performance. Production Planning and Control, 2014, 25, 572-591.	5.8	25

#	ARTICLE	IF	CITATIONS
41	A Reconceptualization of Manufacturers' Service Strategies. <i>Journal of Business-to-Business Marketing</i> , 2014, 21, 19-34.	0.8	82
42	Servitization and remote monitoring technology. <i>Journal of Manufacturing Technology Management</i> , 2014, 25, 100-124.	3.3	113
43	Configuration Design of Product Service System for CNC Machine Tools. <i>Advances in Mechanical Engineering</i> , 2015, 7, 971720.	0.8	3
44	Developing the concept of life-cycle service offering. <i>Industrial Marketing Management</i> , 2015, 49, 53-66.	3.7	117
45	The Importance of Attribution. <i>Cornell Hospitality Quarterly</i> , 2015, 56, 285-297.	2.2	14
46	Innovative and networked business functions: customer-driven procurement. <i>Journal of Business and Industrial Marketing</i> , 2015, 30, 302-311.	1.8	13
47	“Futurizing” smart service: implications for service researchers and managers. <i>Journal of Services Marketing</i> , 2015, 29, 442-447.	1.7	260
48	A Dashboard to Support Management of Business Analytics Capabilities. <i>Journal of Decision Systems</i> , 2015, 24, 73-86.	2.2	27
49	Resource configurations for services success in manufacturing companies. <i>Journal of Service Management</i> , 2015, 26, 97-116.	4.4	66
50	Firm self-service technology readiness. <i>Journal of Service Management</i> , 2015, 26, 751-776.	4.4	20
51	Business Models for After Sales Services—Current State and Future Directions. <i>Lecture Notes in Mechanical Engineering</i> , 2016, , 333-346.	0.3	2
52	Business Model Development Towards Service Management 4.0. <i>Procedia CIRP</i> , 2016, 47, 489-494.	1.0	43
53	Does anthropomorphism influence customers’ switching intentions in the self-service technology failure context?. <i>Journal of Services Marketing</i> , 2016, 30, 713-723.	1.7	101
54	Developing new smart services using integrated morphological analysis: integration of the market-pull and technology-push approach. <i>Service Business</i> , 2016, 10, 531-555.	2.2	60
55	Contrasting risk perceptions of technology-based service innovations in inter-organizational settings. <i>Journal of Business Research</i> , 2016, 69, 2424-2431.	5.8	62
56	Divided attitudinal loyalty and customer value: role of dealers in an indirect channel. <i>Journal of the Academy of Marketing Science</i> , 2016, 44, 770-790.	7.2	17
57	Servitized manufacturing firms competing through remote monitoring technology. <i>Journal of Manufacturing Technology Management</i> , 2016, 27, 154-184.	3.3	74
58	The influence of customer loyalty on small island economies: an empirical and exploratory study. <i>Journal of Strategic Marketing</i> , 2016, 24, 447-469.	3.7	48

#	ARTICLE	IF	CITATIONS
59	Determinant Factors of Cloud-Sourcing Decisions: Reflecting on the IT Outsourcing Literature in the Era of Cloud Computing. <i>Journal of Information Technology</i> , 2016, 31, 1-31.	2.5	180
60	Management science in the era of smart consumer products: challenges and research perspectives. <i>Central European Journal of Operations Research</i> , 2017, 25, 203-230.	1.1	66
61	The identification of new service opportunities: a case-based morphological analysis. <i>Service Business</i> , 2017, 11, 191-206.	2.2	9
62	Critical meta-analysis of servitization research: Constructing a model-narrative to reveal paradigmatic assumptions. <i>Industrial Marketing Management</i> , 2017, 60, 89-100.	3.7	90
63	Servitization and advanced business services as levers for competitiveness. <i>Industrial Marketing Management</i> , 2017, 60, 11-16.	3.7	77
64	Using gamification to transform the adoption of servitization. <i>Industrial Marketing Management</i> , 2017, 63, 82-91.	3.7	45
65	Organisational change towards servitization: a theoretical framework. <i>Competitiveness Review</i> , 2017, 27, 12-39.	1.8	39
66	Technology-driven service strategy. <i>Journal of the Academy of Marketing Science</i> , 2017, 45, 906-924.	7.2	162
67	Collaborative process design. <i>International Journal of Logistics Management</i> , 2017, 28, 571-599.	4.1	23
68	Organizational capabilities for pay-per-use services in product-oriented companies. <i>International Journal of Production Economics</i> , 2017, 192, 157-168.	5.1	82
69	Competing in business-to-business sectors through pay-per-use services. <i>Journal of Service Management</i> , 2017, 28, 914-935.	4.4	28
70	Social influence in the adoption of a B2B loyalty program: The role of elite status members. <i>International Journal of Research in Marketing</i> , 2017, 34, 901-918.	2.4	25
71	Information systems for smart services. <i>Information Systems and E-Business Management</i> , 2017, 15, 781-787.	2.2	49
72	Challenges of smart business process management: An introduction to the special issue. <i>Decision Support Systems</i> , 2017, 100, 1-5.	3.5	40
73	Product biographies in servitization and the circular economy. <i>Industrial Marketing Management</i> , 2017, 60, 126-137.	3.7	129
74	Towards a Broader Value Discourse: Understanding Sustainable and Public Value Potential. <i>Journal of Creating Value</i> , 2017, 3, 193-199.	0.3	13
75	An Approach to Efficiency Evaluation of Services with Smart Attributes. <i>International Journal of Embedded and Real-Time Communication Systems</i> , 2017, 8, 64-83.	0.3	5
76	Research vs. Practice on Manufacturing Firms' Servitization Strategies: A Gap Analysis and Research Agenda. <i>Systems</i> , 2017, 5, 19.	1.2	16

#	ARTICLE	IF	CITATIONS
77	Exploring the impact of product service quality on buyer commitment and loyalty in B TO B relationships. Journal of Business-to-Business Marketing, 2018, 25, 91-117.	0.8	11
78	The role of digital technologies for the service transformation of industrial companies. International Journal of Production Research, 2018, 56, 2116-2132.	4.9	406
79	Remote monitoring technology and servitised strategies factors characterising the organisational application. International Journal of Production Research, 2018, 56, 2133-2149.	4.9	54
80	Mapping the landscape of strategy tools: A review on strategy tools published in leading journals within the past 25 years. Long Range Planning, 2018, 51, 586-605.	2.9	34
81	Measuring and Managing Customer Engagement Value Through the Customer Journey. , 2018, , 53-74.		11
82	A SERVICIZAAÇÃO E O DESEMPENHO ORGANIZACIONAL NO SETOR DE MÁQUINAS E EQUIPAMENTOS. RAE Revista De Administracao De Empresas, 2018, 58, 475-493.	0.1	2
83	The future of industrial robot business: Product or performance based?. Procedia Manufacturing, 2018, 25, 495-502.	1.9	9
84	Building blocks for planning and implementation of smart services based on existing products. Procedia CIRP, 2018, 73, 102-107.	1.0	18
85	A perspective on value co-creation-oriented framework for smart product-service system. Procedia CIRP, 2018, 73, 155-160.	1.0	62
86	Chapter 11 Expanding International Business via Smart Services: Insights from "Hidden Champions"™ in the Machine Tool Industry. Progress in International Business Research, 2018, , 273-293.	0.3	9
87	Material intelligence as a driver for value creation in IoT-enabled business ecosystems. Journal of Business and Industrial Marketing, 2018, 33, 857-867.	1.8	39
88	Service quality and attitudinal loyalty: Consumers'™ perception of two major telecommunication companies in Oman. Arab Economic and Business Journal, 2018, 13, 197-208.	0.1	23
89	Towards Managing Smart Service Innovation: A Literature Review. Lecture Notes in Business Information Processing, 2018, , 101-111.	0.8	4
90	Contemporary perspectives on the strategic role of information in internet of things-driven industrial services. Journal of Business and Industrial Marketing, 2018, 33, 837-845.	1.8	21
91	DAQUA-MASS: An ISO 8000-61 Based Data Quality Management Methodology for Sensor Data. Sensors, 2018, 18, 3105.	2.1	13
92	Do outcome-based contracts exist? The investigation of power-by-the-hour and similar result-oriented cases. International Journal of Production Economics, 2018, 206, 209-219.	5.1	43
93	Adoption of the Internet of Things technologies in business procurement: impact on organizational buying behavior. Journal of Business and Industrial Marketing, 2018, 33, 781-791.	1.8	51
94	An Approach for Customer-Centered Smart Service Innovation Based on Customer Data Management. Lecture Notes in Business Information Processing, 2018, , 45-58.	0.8	3

#	ARTICLE	IF	CITATIONS
95	Barriers to smart services for manufacturing companies – an exploratory study in the capital goods industry. <i>Journal of Business and Industrial Marketing</i> , 2018, 33, 846-856.	1.8	61
96	Modeling manufacturer’s capabilities for the Internet of Things. <i>Journal of Business and Industrial Marketing</i> , 2018, 33, 822-836.	1.8	87
97	Practices in Servitization. , 2018, , 1-21.		3
98	Remote monitoring technology and servitization: Exploring the relationship. <i>Computers in Industry</i> , 2018, 100, 148-158.	5.7	66
99	Aligning the Mindset and Capabilities within a Business Network for Successful Adoption of Smart Services. <i>Journal of Product Innovation Management</i> , 2018, 35, 763-779.	5.2	70
100	Giving Form to Smart Objects: Exploring Intelligence as an Interaction Design Material. <i>Human-computer Interaction Series</i> , 2018, , 25-42.	0.4	4
101	Exploring How Usage-Focused Business Models Enable Circular Economy through Digital Technologies. <i>Sustainability</i> , 2018, 10, 639.	1.6	328
103	The perceived value and perceived benefits experienced by customers using travel agents. <i>South African Journal of Business Management</i> , 2018, 49, .	0.3	7
105	Smart service systems: An interdisciplinary perspective. <i>Information Systems Journal</i> , 2019, 29, 1201-1206.	4.1	24
106	Configuration in smart service systems: A practice-based inquiry. <i>Information Systems Journal</i> , 2019, 29, 1256-1292.	4.1	19
107	The rise of smart consumers: role of smart servicescape and smart consumer experience co-creation. <i>Journal of Marketing Management</i> , 2019, 35, 1480-1513.	1.2	79
108	A method to design Smart Services based on information categorization of industrial use cases. <i>Procedia CIRP</i> , 2019, 83, 77-82.	1.0	5
109	Smart Service Canvas – A tool for analyzing and designing smart product-service systems. <i>Procedia CIRP</i> , 2019, 83, 324-329.	1.0	25
110	Research opportunities in PSS design focusing on the potentials of agile approaches. <i>Procedia CIRP</i> , 2019, 84, 832-837.	1.0	8
111	Smart service experience in hospitality and tourism services. <i>Journal of Service Management</i> , 2019, 30, 326-348.	4.4	121
113	A Perspective on Methodological Framework Integrating Revised Rough-DEMATEL to Co-generate and Analyze Requirements for Smart Product-Service System. , 2019, , .		1
115	Servitization: A contemporary thematic review of four major research streams. <i>Industrial Marketing Management</i> , 2019, 83, 207-223.	3.7	270
116	Technology in use – characterizing customer self-service devices (SSDS). <i>Journal of Services Marketing</i> , 2019, 33, 44-56.	1.7	35

#	ARTICLE	IF	CITATIONS
117	Enabling the human in the loop: Linked data and knowledge in industrial cyber-physical systems. <i>Annual Reviews in Control</i> , 2019, 47, 249-265.	4.4	81
118	Perspective: a review of lifecycle management research on complex products in smart-connected environments. <i>International Journal of Production Research</i> , 2019, 57, 6758-6779.	4.9	22
119	Understanding Market Environment. , 2019, , 67-97.		0
120	Focusing the customer through smart services: a literature review. <i>Electronic Markets</i> , 2019, 29, 55-78.	4.4	56
121	Towards the "Homo Deus" excellence perspective?. <i>International Journal of Quality and Service Sciences</i> , 2019, 11, 542-558.	1.4	1
122	Trust in humanoid robots: implications for services marketing. <i>Journal of Services Marketing</i> , 2019, 33, 507-518.	1.7	249
123	Understanding interactive user behavior in smart media content service: An integration of TAM and smart service belief factors. <i>Heliyon</i> , 2019, 5, e02983.	1.4	22
124	The Smart Servicescape Framework in Smart Home Healthcare Service Experience. <i>Design Management Journal</i> , 2019, 14, 50-59.	0.4	5
125	Capturing smart service systems: Development of a domain-specific modelling language. <i>Information Systems Journal</i> , 2019, 29, 1207-1255.	4.1	26
126	A framework integrating interval-valued hesitant fuzzy DEMATEL method to capture and evaluate co-creative value propositions for smart PSS. <i>Journal of Cleaner Production</i> , 2019, 215, 611-625.	4.6	76
127	Clarifying the Concept of Smart Service System. <i>Service Science: Research and Innovations in the Service Economy</i> , 2019, , 349-376.	1.1	14
128	How to be successful with servitization " Guidelines for research and management. <i>Industrial Marketing Management</i> , 2019, 78, 58-75.	3.7	64
129	Smart services in healthcare: A risk-benefit-analysis of pay-as-you-live services from customer perspective in Germany. <i>Electronic Markets</i> , 2019, 29, 107-123.	4.4	41
130	Enabling crowdsensing-based road condition monitoring service by intermediary. <i>Electronic Markets</i> , 2019, 29, 125-140.	4.4	12
131	Supply chain coordination of incomplete preventive maintenance service based on multimedia remote monitoring. <i>Multimedia Tools and Applications</i> , 2019, 78, 4463-4479.	2.6	2
132	CSR disclosure against boycotts: evidence from Korea. <i>Asian Business and Management</i> , 2020, 19, 311-343.	1.7	9
133	A framework with hybrid approach to analyse system requirements of smart PSS toward customer needs and co-creative value propositions. <i>Computers and Industrial Engineering</i> , 2020, 139, 105776.	3.4	30
134	Industrial internet of things business models in the machine-to-machine context. <i>Industrial Marketing Management</i> , 2020, 84, 298-311.	3.7	74



#	ARTICLE	IF	CITATIONS
135	Limitless personalisation: the role of Big Data in unveiling service opportunities. <i>Technology Analysis and Strategic Management</i> , 2020, 32, 58-70.	2.0	23
136	Barriers and Benefits Towards Sustainability Driven Business Models. , 2020, , 318-327.		1
137	Telling stories that sell: The role of storytelling and big data analytics in smart service sales. <i>Industrial Marketing Management</i> , 2020, 86, 122-134.	3.7	29
138	The impact of the Internet of Things (IoT) on servitization: an exploration of changing supply relationships. <i>Production Planning and Control</i> , 2020, 31, 203-219.	5.8	37
139	Understanding the customer experience with smart services. <i>Journal of Service Management</i> , 2020, 31, 723-744.	4.4	44
140	The smart circular economy: A digital-enabled circular strategies framework for manufacturing companies. <i>Journal of Business Research</i> , 2020, 120, 241-261.	5.8	321
141	Enabling servitization by retrofitting legacy equipment for Industry 4.0 applications: benefits and barriers for OEMs. <i>Procedia Manufacturing</i> , 2020, 48, 1047-1053.	1.9	20
142	AI and robotics in the European restaurant sector: Assessing potentials for process innovation in a high-contact service industry. <i>Electronic Markets</i> , 2021, 31, 529-551.	4.4	49
143	Smart Products: Conceptual Review, Synthesis, and Research Directions*. <i>Journal of Product Innovation Management</i> , 2020, 37, 379-404.	5.2	92
144	The impact of augmented reality on overall service satisfaction in elaborate servicescapes. <i>Journal of Service Management</i> , 2020, 31, 227-246.	4.4	21
145	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
146	Transforming into a platform provider: strategic options for industrial smart service providers. <i>Journal of Service Management</i> , 2021, 32, 507-532.	4.4	36
147	Framework and Functionality Patterns for Smart Service Innovation. <i>Procedia CIRP</i> , 2020, 91, 851-857.	1.0	7
148	How institutional pressures and systems characteristics shape customer acceptance of smart product-service systems. <i>Industrial Marketing Management</i> , 2020, 91, 468-482.	3.7	28
149	Transforming provider-customer relationships in digital servitization: A relational view on digitalization. <i>Industrial Marketing Management</i> , 2020, 89, 306-325.	3.7	204
150	Hidden costs in different stages of advanced services – A multi-actor perspective of performance based contracts. <i>Journal of Business Research</i> , 2020, 121, 667-685.	5.8	11
151	Smart Products value creation in SMEs innovation ecosystems. <i>Technological Forecasting and Social Change</i> , 2020, 156, 120024.	6.2	69
152	Managing your most loyal customer relationships. <i>Business Horizons</i> , 2021, 64, 141-147.	3.4	4

#	ARTICLE	IF	CITATIONS
153	Developing firms' growth approaches as a multidimensional decision to enhance key stakeholders' wellbeing. <i>International Journal of Research in Marketing</i> , 2021, 38, 402-424.	2.4	15
154	Industry 4.0 in services: challenges and opportunities for value co-creation. <i>Journal of Services Marketing</i> , 2021, 35, 412-427.	1.7	20
155	Lean, Agile and Service-oriented performers: templates of organising in a global production field. <i>Total Quality Management and Business Excellence</i> , 2021, 32, 1122-1146.	2.4	5
156	Uncovering the business value of the internet of things in the energy domain – a review of smart energy business models. <i>Electronic Markets</i> , 2021, 31, 51-66.	4.4	15
157	(Re-)Engineering smarter Produkte – Mit dem digitalen Freiheitsgrad zu flexiblen Leistungsangeboten. <i>Edition HMD</i> , 2021, , 293-305.	0.1	0
158	No conversion, no conversation: consequences of retail salespeople disengaging from unpromising prospects. <i>Journal of the Academy of Marketing Science</i> , 2021, 49, 502-520.	7.2	16
159	Digital servitization and competence development: A case-study research. <i>CIRP Journal of Manufacturing Science and Technology</i> , 2021, 32, 447-460.	2.3	24
160	Entwicklung von Smart Service-Leistungen mit Einsatz neuer Technologien. <i>Forum Dienstleistungsmanagement</i> , 2021, , 205-229.	1.0	6
161	Study of SMEs from electrical engineering industry providing smart services in the Czech Republic. <i>SHS Web of Conferences</i> , 2021, 92, 05013.	0.1	0
162	The Importance of Supply Chain Management Practices in Increasing Customer Satisfaction and Customer Retention: Evidence from Saudi Arabia. <i>International Journal of Scientific Research and Management</i> , 2021, 9, 2136-2151.	0.0	3
163	Erfolgsgründe datengetriebener Geschäftsmodelle. <i>ZWF Zeitschrift fuer Wirtschaftlichen Fabrikbetrieb</i> , 2021, 116, 289-293.	0.2	0
164	The smarter, the better?! Customer well-being, engagement, and perceptions in smart service systems. <i>International Journal of Research in Marketing</i> , 2021, 38, 425-447.	2.4	55
165	Conceptualizing Industry 4.0 readiness model dimensions: an exploratory sequential mixed-method study. <i>TQM Journal</i> , 2023, 35, 577-596.	2.1	35
166	Smartere Produkte durch analysebasierte Dienstleistungen – Ein methodisches Werkzeug zur strukturierten Entwicklung. <i>Edition HMD</i> , 2021, , 277-292.	0.1	0
171	Implication of Predictive Maintenance for Industrial Marketing. <i>Advances in Computer and Electrical Engineering Book Series</i> , 2021, , 231-243.	0.2	2
172	Seven Contexts for Service System Design. <i>Service Science: Research and Innovations in the Service Economy</i> , 2010, , 219-249.	1.1	58
173	Structure, Structure, Structure? Designing and Managing Smart Service Systems as Socio-Technical Structures. , 2019, , 361-372.		5
174	Engineering of Data-Driven Service Systems for Smart Living: Application and Challenges. <i>IFIP Advances in Information and Communication Technology</i> , 2020, , 291-298.	0.5	2

#	ARTICLE	IF	CITATIONS
176	Supporting Evolving Organizations: IS Development Methodology Goals. Lecture Notes in Business Information Processing, 2014, , 158-171.	0.8	5
177	Industrial Data Sharing with Data Access Policy. Lecture Notes in Computer Science, 2017, , 215-219.	1.0	1
178	Social Networking Applications: Smarter Product Design for Complex Human Behaviour Modeling. Lecture Notes in Computer Science, 2011, , 471-480.	1.0	4
179	Power and Energy Management: A User-Centered System-of-Systems Engineering Approach. Lecture Notes in Computer Science, 2013, , 3-12.	1.0	3
180	Geschäftsmodelle im Internet der Dinge. , 2017, , 159-178.		9
181	Dienstleistungen 4.0. , 2020, , 1091-1125.		8
182	Smart Services â€“ Chancen und Herausforderungen digitalisierter Dienstleistungssysteme f¼r Unternehmen. , 2017, , 97-120.		43
183	Service Transition in the Context of Digitized Service Ecosystems. , 2017, , 241-267.		6
184	Design von Smart Services â€“ Eine explorative Studie im Business-to-Business-Sektor. , 2017, , 335-361.		8
185	Lernen aus Anwendung: Transfer-orientierte Entwicklung von Methoden f¼r das Smart Service Engineering. , 2018, , 91-107.		4
186	K¼nstliche Intelligenz in Smart-Service-Systemen â€“ Eine Qualit¼tsbetrachtung. Forum Dienstleistungsmanagement, 2020, , 207-233.	1.0	10
188	Smarter Products User-Centered Systems Engineering. The Ergonomics Design & Mgmtory & Applications, 2011, , 83-94.	0.2	5
189	An Ecological Approach to Smart Homes for Health Care Services: Conceptual Framework of a Smart Servicescape Wheel. JMIR MHealth and UHealth, 2019, 7, e12425.	1.8	12
190	Systematische Entwicklung von Normstrategien f¼r Smart Services. ZWF Zeitschrift Fuer Wirtschaftlichen Fabrikbetrieb, 2020, 115, 524-528.	0.2	4
191	Future Smart Products Systems Engineering. Advances in Information Quality and Management, 2014, , 3806-3817.	0.3	1
192	Branding Impetus for Start-Ups. Advances in Business Strategy and Competitive Advantage Book Series, 2018, , 54-74.	0.2	1
193	A Literature Review on Intelligent Services Applied to Distance Learning. Education Sciences, 2021, 11, 666.	1.4	8
194	Strategy, Structure, and Channel of Industrial Service Leaders. SSRN Electronic Journal, 0, , .	0.4	0

#	ARTICLE	IF	CITATIONS
195	Die Vermessung der Welt: Neue Informationstechnologien und das Management globaler Unternehmen. , 2009, , 233-261.		0
196	Kundenbindungsmanagement von B2B-Lösungen. , 2010, , 109-130.		1
197	Preisfindung für hybride Leistungsmodelle – Modellbasierte Integration von Ansätzen zur Entscheidungsunterstützung. , 2010, , 144-166.		0
198	Customer Relationship Management in Professional Service Organizations. International Journal of Customer Relationship Marketing and Management, 2011, 2, 1-15.	0.2	0
199	Concept of the Need Coexistence Model for Finding ICT Convergence Business Opportunities. Lecture Notes in Electrical Engineering, 2012, , 269-274.	0.3	0
200	Intelligente Objekte und Softwaredienste als Beitrag für ein nachhaltigeres Lieferkettenmanagement. , 2012, , 153-169.		0
201	Customer Relationship Management in Professional Service Organizations. , 2013, , 91-105.		0
202	How Advances of ICT will Impact on Service Systems and on the Delivering of Product-Related Services. IFIP Advances in Information and Communication Technology, 2013, , 57-64.	0.5	1
203	The Human Factors. , 2014, , 225-249.		2
204	B2B-Dienstleistungen im Kontext von Industrie 4.0 – Neue Formen der Interaktion im Maschinen- und Anlagenbau. , 2015, , 517-539.		1
205	æ...â±é€šä;æš€è;“ã«ã,ã,ãfžãf¼ã,±ãf†ã,£ãf³ã,°ã®é€²ã€–ã•æ–°ãŸã•ç”ç©¶ã•ã. Japan Marketing Journal, 2016, 135, 26-44.		0
206	The New Frontiers of Insurance Distribution. , 2018, , 51-73.		2
207	Zur Relevanz von Permissions für smarte E-Services. , 2018, , 265-287.		0
208	COLLABORATION IN SMART SERVICES – THE RIGHT WAY TO GO?. , 2018, , .		1
209	Kritische Erfolgsfaktoren für die Einführung von Smart Services: Eine Anbietersicht. Edition HMD, 2019, , 25-38.	0.1	3
210	Dienstleistungen 4.0. Springer Reference Wirtschaft, 2019, , 1-33.	0.1	0
211	An Approach to Efficiency Evaluation of Services With Smart Attributes. , 2019, , 1305-1326.		0
212	Datenfreigabe als Grundlage für erfolgreiche Smart Services im Business-to-Business-Kontext: Herausforderungen und erste Lösungsansätze. , 2019, , 479-501.		1

#	ARTICLE	IF	CITATIONS
213	Smart Services und ihr Einfluss auf die Wertschöpfung und Geschäftsmodelle von Unternehmen. Springer Reference Wirtschaft, 2019, , 1-21.	0.1	2
214	Bewertung von Anreizen zum Teilen von Daten für digitale Geschäftsmodelle am Beispiel von Usage-based Insurance. Edition HMD, 2019, , 119-143.	0.1	0
215	Innovation and Technology Generations. , 2020, , 71-101.		0
216	Digitales und Services. , 2020, , 43-75.		0
217	A Study on Relative Importance and Priority of the Competency of B2B Salesperson Using AHP : Gap in Perception between Suppliers and Buyers. Journal of Society of Korea Industrial and Systems Engineering, 2020, 43, 191-203.	0.0	0
218	Research on the Reform of Higher Engineering Education from the Perspective of Smart Service Management—Based on the Program Comparison Between USA's MIT and China's Tianjin University. Advances in Intelligent Systems and Computing, 2020, , 99-105.	0.5	0
219	Adaptive und kontextspezifische technische Handlungsanweisungen. ZWF Zeitschrift Fuer Wirtschaftlichen Fabrikbetrieb, 2020, 115, 934-937.	0.2	2
220	Kundenintegration und Individualisierung bei digitalen Dienstleistungsinnovationen— Entwicklung eines Methodenbaukastens und Strategietoolkits. , 2020, , 3-47.		0
221	Strategies for Smart Service Prototypes - Implications for the Requirements Elicitation in the Early Development Stages. Lecture Notes in Computer Science, 2020, , 331-351.	1.0	0
222	Dienstleistungen 4.0. Springer Reference Wirtschaft, 2020, , 1-35.	0.1	0
223	Trends und Entwicklungen. , 2020, , 285-394.		0
224	Smart Services und ihr Einfluss auf die Wertschöpfung und Geschäftsmodelle von Unternehmen. , 2020, , 1015-1035.		4
225	Branding Impetus for Start-Ups. , 0, , 138-156.		0
226	Wollen, Können und dürfen der Kunden — Digitale Souveränität durch Kundenentwicklung. , 2021, , 74-85.		2
227	Digital finance innovation in green manufacturing: a bibliometric approach. Environmental Science and Pollution Research, 2023, 30, 61340-61368.	2.7	16
228	Las condiciones explicativas de la lealtad del cliente en las relaciones comerciales B2B. Innovar, 2022, 32, 49-66.	0.1	0
229	Moving toward autonomous solutions: Exploring the spatial and temporal dimensions of business ecosystems. Industrial Marketing Management, 2022, 103, 13-29.	3.7	8
230	Patterns of business model innovation for advancing IoT platforms. Journal of Service Management, 2022, 33, 70-96.	4.4	18

#	ARTICLE	IF	CITATIONS
231	Creating value in servitization through digital service innovations. <i>Industrial Marketing Management</i> , 2022, 104, 1-13.	3.7	43
235	Relevance of Green Manufacturing and IoT in Industrial Transformation and Marketing Management. <i>Green Energy and Technology</i> , 2022, , 395-419.	0.4	10
236	Transforming the Business Object Model in a Web Services Model: Evolutionary strategy. , 2022, 2, 51-59.		0
237	Smart Services in Smart Cities: Insights from Science Mapping Analysis. <i>Sustainability</i> , 2022, 14, 6506.	1.6	13
238	The Degito-Financial Movement's Impact of Digital Transformation on Financial Services. <i>Advances in Finance, Accounting, and Economics</i> , 2022, , 1-12.	0.3	0
239	Digital transformation of the value proposition: A single case study in the media industry. <i>Journal of Business Research</i> , 2022, 150, 311-325.	5.8	23
241	Implikationen von Smart Services für Geschäftsmodelle und Preissysteme. <i>Forum Dienstleistungsmanagement</i> , 2022, , 231-253.	1.0	2
247	Smart Services im Dienstleistungsmanagement – Erscheinungsformen, Gestaltungsoptionen und Innovationspotenziale. <i>Forum Dienstleistungsmanagement</i> , 2022, , 3-60.	1.0	2
252	Die Value-Irritant-Matrix als mögliches Instrument zur empirischen Klassifikation von Potenzialen und Grenzen von Smart Services – Ein Anwendungsversuch mit kritischer Diskussion. <i>Forum Dienstleistungsmanagement</i> , 2022, , 273-290.	1.0	2
256	Improving customer satisfaction in proactive service design. <i>Electronic Markets</i> , 2022, 32, 1399-1418.	4.4	7
257	Contextualized Acceptance Model for Proactive Smart Services. <i>Schmalenbachs Zeitschrift Für Betriebswirtschaftliche Forschung</i> , 2022, 74, 345-387.	0.5	2
258	The design of B2B customer references: A signaling theory perspective. <i>Journal of the Academy of Marketing Science</i> , 0, , .	7.2	1
259	A Study on the Effect of Salesperson's Adaptive Selling Behavior on Customer Equity and Customer Loyalty in the Distribution Channel of Industrial Goods - Focused on the Moderating Effects of Consultative Selling Competency. <i>Journal of Channel and Retailing</i> , 2022, 27, 39-61.	0.2	1
260	Lean, Agile, and Service-Oriented Performers: The Characteristics and Compatibility of Templates of Organizing. <i>Contributions To Management Science</i> , 2023, , 13-46.	0.4	0
261	Pathways to Service System Smartness for Firms. <i>Journal of Service Research</i> , 0, , 109467052211325.	7.8	1
262	Transforming data into information for smart services: integration of morphological analysis and text mining. <i>Service Business</i> , 2023, 17, 257-280.	2.2	1