

1. Record Nr.	UNINA9910298166603321
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Titolo	Collaboration, Learning and Innovation Across Outsourced Services Value Networks : Software Services Outsourcing in China / / by Pamela Abbott, Yingqin Zheng, Rong Du
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2014
ISBN	3-319-14421-9
Edizione	[1st ed. 2014.]
Descrizione fisica	1 online resource (66 p.)
Collana	SpringerBriefs in Digital Spaces, , 2193-5890
Disciplina	005.74 330 381 650 658.5 658514
Soggetti	Information technology Business—Data processing Globalization Markets Management information systems Computer science Management Industrial management Production management IT in Business Emerging Markets/Globalization Management of Computing and Information Systems Innovation/Technology Management Operations Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Introduction -- Collaboration as a Process of Creolization of Vance Info

Sommario/riassunto

This book collects and reports on the results of a study conducted on the Chinese Software and Services Outsourcing (SSO) industry, focusing on one of its main players as a key case study. Two sets of research findings are presented: first, the knowledge management and communication processes inherent within a highly collaborative software development project between the case study company and one of its long-term UK clients are explored and distilled into specific practices; second, at the organizational level, the strategies used by the company to build and exploit capabilities and to dynamically configure resources to promote specific value positions along its outsourced services value networks are identified and discussed. The significance of these findings for similar China-based global high-tech firms and the value of this organizational form in moving closer to the goals of the 2020 enterprise vision are both discussed, along with the implications of the findings for EU/UK businesses operating in similar digital domains.