Contents

Interculturality and Virtual Teams in IT Offshoring Context: A Social Regulation Theory Perspective .................................................. 1
Fedwa Jebli and Dragos Vieru

Exploring IT Outsourcing Governance with Vendor’s Interpersonal Networks: A Case Study .......................................................... 18
Tingting Lin and Riitta Hekkala

Cloud Challenges for an ERP Vendor: Business Model Implications ...... 35
Mads Rebsdorf and Jonas Hedman

How Collaboration Software Enables Globally Distributed Software Development Teams to Become Agile - An Effective Use Perspective ...... 49
Thomas Huber and Jens Dibbern

Fit in Cloud Sourcing Arrangements: An Ontological Perspective ........ 64
Jens Förderer, Thomas Kude, and Armin Heinzl

Governance of Multivendor Outsourcing Arrangements: A Coordination and Resource Dependency View ..................................... 78
Albert Plugge and Marijn Janssen

Capturing CSR: Doing Good Offshore ........................................... 98
Fay Davidson, John Wreford, Graham Pervan, and Kevan Penter

Reframing Outsourcing Through Social Networks: Evidence from Infocert’s Case Study ............................................................. 114
Giovanni Vaia and Anna Moretti

Transformation in the Dutch Non-life B2C Insurance Sector: Sourcing Implications ................................................................. 127
Erik Beulen and Tom Vollebergh

On the Attractiveness of the UK for Outsourcing Services .................. 142
Ilan Oshri and Mayasandra-Nagaraja Ravishankar

Global Service Market Trends in Hungarian Shared Service Centers ...... 175
Robert Marciniak

Author Index .................................................................................. 191
Governing Sourcing Relationships. A Collection of Studies at the Country, Sector and Firm Level
8th Global Sourcing Workshop 2014, Val d'Isere, France,
March 23–26, 2014, Revised Selected Papers
Kotlarzky, J.; Oshri, I.; Willcocks, L.P. (Eds.)
2014, IX, 191 p. 39 illus., Softcover
ISBN: 978-3-319-11366-1