



1st ed. 2020, VIII, 403 p. 120 illus., 92 illus. in color.

Printed book

Hardcover

169,99 € | £149.99 | \$219.99

^[1]181,89 € (D) | 186,99 € (A) | CHF 200,50

Softcover

119,99 € | £109.99 | \$149.99

^[1]128,39 € (D) | 131,99 € (A) | CHF 141,50

eBook

139,99 € | £119.50 | \$169.00

^[2]139,99 € (D) | 139,99 € (A) | CHF 160,00

Available from your library or springer.com/shop

MyCopy ^[3]

Printed eBook for just

€ | \$ 24.99

springer.com/mycopy

Hui Yang, Robin Qiu, Weiwei Chen (Eds.)

Smart Service Systems, Operations Management, and Analytics

Proceedings of the 2019 INFORMS International Conference on Service Science

Series: Springer Proceedings in Business and Economics

- Presents recent advances in using smart service systems, operations management, and/or analytics in service science research
- Highlights emerging technology and state-of-the-art applications for service science
- Includes service case studies written by scholars and practitioners worldwide

This volume offers state-of-the-art research in service science and its related research, education and practice areas. It showcases recent developments in smart service systems, operations management and analytics and their impact in complex service systems. The papers included in this volume highlight emerging technology and applications in fields including healthcare, energy, finance, information technology, transportation, sports, logistics, and public services. Regardless of size and service, a service organization is a service system. Because of the socio-technical nature of a service system, a systems approach must be adopted to design, develop, and deliver services, aimed at meeting end users' both utilitarian and socio-psychological needs. Effective understanding of service and service systems often requires combining multiple methods to consider how interactions of people, technology, organizations, and information create value under various conditions. The papers in this volume present methods to approach such technical challenges in service science and are based on top papers from the 2019 INFORMS International Conference on Service Science.

Order online at springer.com / or for the Americas call (toll free) 1-800-SPRINGER / or email us at: customerservice@springernature.com. / For outside the Americas call +49 (0) 6221-345-4301 / or email us at: customerservice@springernature.com.

The first € price and the £ and \$ price are net prices, subject to local VAT. Prices indicated with [1] include VAT for books; the €(D) includes 7% for Germany, the €(A) includes 10% for Austria. Prices indicated with [2] include VAT for electronic products; 19% for Germany, 20% for Austria. All prices exclusive of carriage charges. Prices and other details are subject to change without notice. All errors and omissions excepted. [3] No discount for MyCopy.

