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This book constitutes the proceedings of the 21st International Conference on Business Information Systems, BIS 2018, held in Berlin, Germany, in July 2018. The BIS conference follows popular research trends, both in the academic and the business domain. Thus the theme of BIS 2018 was "Digital Transformation - An Imperative in Today's Business Markets". The 30 papers presented in this volume were carefully reviewed and selected from 96 submissions. They were organized in topical sections named: big and smart data and artificial intelligence; business and enterprise modeling; ICT project management; process management; smart infrastructures; social media and Web-based business information systems; applications, evaluations, and experiences.

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