Business and Management : Innovation/Technology Management

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Engineering Service Systems in the Digital Age

Publication in the field of economic sciences

Benedikt S. Höckmayr explores the unique characteristics of service systems in the digital age and provides generalizable guidelines for engineering these complex entities. The author contributes towards understanding the socio-technical mechanisms that lead to according novel digitally enabled service offerings, together with paving the way for the maturation of a body of design knowledge for their systematic and structured development. Grounded in the worldview of Design Science Research as a problem-solving paradigm, the knowledge contribution provides innovation and service managers with evidence-based design knowledge that is attuned to be applied in everyday business contexts.

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