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## Commentaries on the Sharing Economy: Advancing New Perspectives

*Martin P. Fritze, Martin Benkenstein, Russell Belk,  
Joann Peck, Jochen Wirtz, and Bart Claus*

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## This Business Analytics Tool Looks Nice, but... I am Still Happy Without It – Evidence from the Financial Services Industry

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*Stefan Trautwein, Jörg Lindenmeier, and Christian  
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## Antecedents of Frontline Employees' Customer Orientation: A Comprehensive Review

*Björn A. Hüttel*

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Further information on the conference and the program is available at [www.chimspas.de](http://www.chimspas.de).

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