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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*

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

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Kettenbohrer*

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*Stefan Trautwein, Jörg Lindenmeier, and Christian
Arnold*

Antecedents of Frontline Employees' Customer Orientation: A Comprehensive Review

Björn A. Hüttel

Volume 5

1/2021

C.H.BECK · Vahlen · Munich

www.journal-smr.de



Q650202101



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Smart products and services are about to transform both markets and companies. In 2019, researchers discussed corresponding managerial issues during the first Conference on Challenges in Managing Smart Products and Services (CHIMSPAS). Motivated by this fruitful conference, we invite colleagues to join us for a follow-up conference in 2021.

We would like to invite researchers from diverse management fields such as service management, strategic management, marketing, innovation and technology management, entrepreneurship, as well as colleagues from engineering and practitioners to attend CHIMSPAS and stimulate the discussion at the conference. ■

The CHIMSPAS 2021 conference will take place **in any case**, either in-person, virtually or as a hybrid event.

Further information on the conference and the program is available at www.chimspas.de.

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