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The drive to realise operational efficiencies, improve customer service, develop new markets and accelerate the introduction of new products has substantially increased the complexity of field service operations. To maximise the efficiency and effectiveness of these operations, organisations have embarked on a wide range of transformation programmes that have sought to introduce automation through the use of workforce management

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technologies. Despite the potential business value that can be provided by such transformation programmes, too often, the automation technologies have not been fully utilised and their expected benefits have as such not been realised.

Scholars of organisation change argue that the success of any transformation programme is a function of how well the technical, political, structural and social aspects of a specific project have been managed. The objective of this edited book is to provide insights into how organisations might successfully transform their field service operations with the help of workforce management technologies. Accordingly, the book is organised into four sections: Section A “ The Case for Transforming Service and Field Operations ” explains the rationale as to why organisations should actively consider transforming their service and field operations, while Section B presents various “ Methods, Models and Enabling Technologies for Transforming Service and Field Operations ” . In Section C, a number of “ Case Studies ” illustrate how new technologies can be applied to field and service operations to deliver concrete business benefits. Lastly, Section D considers “ Challenges, Outcomes and Future Directions ” . Overall, this book provides valuable insights into how to successfully transform field service operations with automated technologies. It draws on years of experience from different industries and from different perspectives on realising change. It is aimed at managers, technologists, change agents and scholars who are interested in field service operations in general and the use of advanced computing technologies in this area in particular.

The papers in this volume are the refereed papers presented at AI-2015, the Thirty-fifth SGAI International Conference on

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Innovative Techniques and Applications of Artificial Intelligence, held in Cambridge in December 2015 in both the technical and the application streams. They present new and innovative developments and applications, divided into technical stream sections on Knowledge Discovery and Data Mining, Machine Learning and Knowledge Acquisition, and AI in Action, followed by application stream sections on Applications of Genetic Algorithms, Applications of Intelligent Agents and Evolutionary Techniques, and AI Applications. The volume also includes the text of short papers presented as posters at the conference. This is the thirty-second volume in the Research and Development in Intelligent Systems series, which also incorporates the twenty-third volume in the Applications and Innovations in Intelligent Systems series. These series are essential reading for those who wish to keep up to date with developments in this important field.

This book constitutes the proceedings of the 37th SGAI International Conference on Innovative Techniques and Applications of Artificial Intelligence, AI 2017, held in Cambridge, UK, in December 2017. The 25 full papers and 12 short papers presented in this volume were carefully reviewed and selected from 55 submissions. There are technical and application papers which were organized in topical sections named: machine learning and neural networks; machine learning, speech and vision and fuzzy logic; short technical papers; AI for healthcare; applications of machine learning; applications of neural networks and fuzzy logic; case-based reasoning; AI techniques; and short applications papers.

This landmark book begins with the premise that an organization must often fundamentally transform its

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business practices and organizational culture to fully align with and realize the value of product and process innovations. The methods and practices that are set forth give readers the tools to create the essential organizational transformations needed to meet the challenges of a complex, rapidly evolving global economy. Enterprise Transformation is organized into four parts: \* Introduction to Transformation begins with an introduction and overview of the book. It then features a systems-oriented view of transformation as well as a theoretical perspective on the forces that propel transformation and the nature in which transformation is pursued. \* Elements of Transformation addresses issues of transformational leadership and organizational and cultural change. Next, it examines transformation principles and case studies relevant to manufacturing, logistics, services, research and development, enterprise computing, and quality management. \* Transformation Practices focuses on transformation planning and execution, financing, bankruptcy, tax issues, public relations, and the lessons learned from a variety of transformation experiences. \* Transformation Case Studies features detailed studies of Newell Rubbermaid, Reebok, Lockheed Martin, and Interface. This part also considers transformation in academia with an overview of fundamental change at Georgia Tech. These case studies demonstrate the application of principles and practices and their results. The authors of this contributed work are senior executives, leading consultants, and respected academics. Their experience in leading enterprise transformation and supporting management teams is unparalleled. Managers and executives from all industries, as well as business students, will learn about the critical tools needed to transform their organizations to keep pace with market demands and surpass competitors.

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The two-volume set LNCS 10273 and 10274 constitutes the refereed proceedings of the thematic track on Human Interface and the Management of Information, held as part of the 19th HCI International 2017, in Vancouver, BC, Canada, in July 2017. HCII 2017 received a total of 4340 submissions, of which 1228 papers were accepted for publication after a careful reviewing process. The 102 papers presented in these volumes were organized in topical sections as follows: Part I: Visualization Methods and Tools; Information and Interaction Design; Knowledge and Service Management; Multimodal and Embodied Interaction. Part II: Information and Learning; Information in Virtual and Augmented Reality; Recommender and Decision Support Systems; Intelligent Systems; Supporting Collaboration and User Communities; Case Studies.

This book will help in understanding the end to end process of digitization of an Industry. Readers will know how to select the right software and hardware. They will be able to identify and address the roadblocks of implementation, to get the best results of digitization. It will work as manual for digitization of green field industries . It will help Industries in doing GAP analysis, guiding them step by step to achieve seamless digitization. It is a complete system design of ERP for developers. It will serve as SOP for Software Implementors. It provides detailed department wise digitization understanding, roadblocks and solutions. Key Takeaways Ø Scope of Computerization Ø Choosing the Correct ERP / CRM / Software for your industry Ø Getting the Software Implemented on your Organization Floor Ø Upgrading at the right time

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This textbook covers how to leverage the behavior data provided by the rise of technology and eCommerce. Students shall learn how to the buying behavior of consumers can be captured and measured to strengthen marketing campaigns and infuse operational processes into their traditional workflows; proving their impact to revenue to all stakeholders.

This is the ground-breaking new book for aspiring purchasing and supply chain leaders and anyone with a keen interest in this rapidly evolving field. For too long business has focused on short-term cost advantages through low-cost country sourcing with little regard for the longer-term implications of global sustainability. As the first book to fully address the environmental, social and economic challenges of how companies manage purchasing and supply chains, it aims to inspire the development of current and future purchasing and supply chain leaders. In addition to explaining the basic principles and processes of both purchasing and supply chain management, the book evaluates how to develop strategic and sustainable purchasing and supply chain management. A key message is that purchasing and supply chain management needs to focus on value creation rather than cost cutting. This requires the development of completely new purchasing and supply chain models that involve closed-loop supply structures, supply chain transparency and collaboration with new stakeholders in traditional sourcing and supply chain processes. Aimed at students, educators and practitioners the book integrates sustainability into each chapter as a core element of purchasing and supply chain management. Incorporating case studies from industry into each chapter, the book strikes a balance between theoretical frameworks and guidelines for implementation in practice.

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