

Bernd Kuhlin • Heinz Thielman Green | Green |

## The Practical Real-Time Enterprise

Facts and Perspectives

With 127 Figures

## Content

Facts, practices and prospects1		
I.	Business processes in modern companies	
	Dieter Spath, Thomas Renner, Anette Weisbecker Inter-company business processes and e-collaboration	
	Amold Picot, Thomas Hess Business process management in real-time companies	
	Michael Meyer Real value in real time	
	Tom Davies, Barry Gilbert, Jeff Swartz  Competitive response: anew lens for evaluating company performance	
II.Typical examples from industries		
	Susan J. Unger Building the Real-Time Enterprise at DaimlerChrysler	
	Bernd Voigt Real-time-oriented service architectures in the airline sector	
	Claus E. Heinrich, Alexander Zeier The Extended Enterprise - Economic integration in real-time	
	Michael-W. Hartmann ' . Strategic perspectives for the hotel industry	

III. Technological networking: 123
Ral-f Steinmetz, Manuel Gortz, Harald Miiller Technical networking
Bernd Kuhlin Designing more productive business processes with convergent networks
Jorg Eberspacher, Josef Glasmann  • •• ' . • • *  QoS Architectures and Resource Management in the Intranet
IV. Technical process support
Shai Agassi , ; Business process evolution in real-time
Friedrich Kopitsch '•'•*••  I&C Technologies for a Real-Time Enterprise (RTE)
V. Enterprise security 237
Claudia Eckert  • "''•'  Secure mobile business solutions for real-time enterprises*
Walter Fumy, Jorg Sauerbrey Identity & Access Management' Faster ROI and improved security through efficient assignment of rights and access control
Martin Schallbruch
Real-time business requires security, trust and availability275
VI. Outsourcing
Clemens Jochum Intelligent IT sourcing in the financial industry: background, preconditions and requirements of future IT organization design

	Jiirgen Frischmuth, Christian Oecking  Outsourcing as a strategic management decision	17	
	Johann Csecsinovits • , • . • • ,		
	Less costs, more functionality	. 1	
VII. Challenges facing qualification and management 319			
	Dieter Spath, Rita Nestdal, Martina Gohring Visual management	21	
	Ferri.Abolhassan. From CIO to Chief Process Officer	33	
	Rob House. •, • How to be switched on - without being switched off	13	
VIII. The steps in evolving into an "E-Enterprise"; 349			
	Steve Blood	51	
	Wolfgang Konig, Tim Weitzel Towards the E-Enterprise: standards, networks and co-operation strategies	59	
	Andreas Pfeifer The evolution to real-time architecture	85	
	Ralf Reichwald, Christof M. Stotko, Frank T. Piller Distributed mini-factory networks as a form of real-time enterprise: concept, flexibility potential and case studies	03	
	Frank E. Gillett, Thomas Mendel Organic IT: cut IT costs, speed up business	35	
	Jorg Luther Living and working in a global network	53	
	Andy Mattes Delivering the promise. Making it pervasive	67	

## XIV Content

IX. The visions •
Claus Weyrich Knowledge-based companies - objectives and requirements• 481
Hans-Jorg Biillinger, Rolf Ilg Living and working in a networked world: . • : , ten trends
Andreas Neef, Klaus Burmeister . • . • " ' Swarm organization - a new paradigm for the E-enterprise of the future
Juniors Group Young professionals look to the, communication of tomorrow, '519
Georg Berner Information and communication in 20XX'
List of authors