# Collaboration, Learning and Innovation Across Outsourced Services Value Networks: Software Services Outsourcing in China (SpringerBriefs in Digital Spaces)

*By Pamela Abbott, Yingqin Zheng, Rong Du*



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This book collects and reports on the results of a study conducted on the Chinese Software and Services Outsourcing (SSO) industry, focusing on one of its main players as a key case study. Two sets of research findings are presented: first, the knowledge management and communication processes inherent within a highly collaborative software development project between the case study company and one of its long-term UK clients are explored and distilled into specific practices; second, at the organizational level, the strategies used by the company to build and exploit capabilities and to dynamically configure resources to promote specific value positions along its outsourced services value networks are identified and discussed. The significance of these findings for similar China-based global high-tech firms and the value of this organizational form in moving closer to the goals of the 2020 enterprise vision are both discussed, along with the implications of the findings for EU/UK businesses operating in similar digital domains.

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**Collaboration, Learning and Innovation Across Outsourced Services Value Networks: Software Services Outsourcing in China (SpringerBriefs in Digital Spaces) By Pamela Abbott, Yingqin Zheng, Rong Du Bibliography**

- Published on: 2015-02-02
- Released on: 2015-02-02
- Original language: English
- Number of items: 1
- Dimensions: 9.25" h x .16" w x 6.10" l, .0 pounds
- Binding: Paperback
- 61 pages

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## Editorial Review

About the Author

Pamela Abbott is a lecturer in Information Systems at Brunel University, London. She obtained her PhD at the Judge Business School, University of Cambridge, UK, in research done on nearshore models of offshore software outsourcing. Her research interests include the suitability of locations for software and services outsourcing, strategies for software and services export in developing countries, the role that distance plays in managing offshore working arrangements and the relationship between context and the development of client-supplier relationships.

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