

Contents

<i>List of figures</i>	vii
<i>List of tables</i>	viii
<i>List of contributors</i>	x
<i>Acknowledgements</i>	xi
1 Knowledge intensive business services: understanding organizational forms and the role of country institutions <i>Damian Grimshaw and Marcela Miozzo</i>	1
PART I KNOWLEDGE INTENSIVE BUSINESS SERVICES AND ORGANIZATIONAL FORMS	27
2 Principles of inter-organizational relationships: an integrated survey <i>Bart Nooteboom</i>	29
3 Outsourcing for innovation: systems of innovation and the role of knowledge intermediaries <i>Jeremy Howells</i>	61
4 Modularity and innovation in knowledge intensive business services: IT outsourcing in Germany and the UK <i>Marcela Miozzo and Damian Grimshaw</i>	82
5 Make and/or buy of IT-enabled services innovation: the case of the US express delivery industry <i>Volker Mahnke, Mikkel Lucas Overby and Serden Özcan</i>	121
PART II KNOWLEDGE INTENSIVE BUSINESS SERVICES IN DIVERSE NATIONAL CONTEXTS	
6 Institutional effects on the market for IT outsourcing: analysing clients, suppliers and staff transfer in Germany and the UK <i>Damian Grimshaw and Marcela Miozzo</i>	151
7 Two types of organizational modularity: SAP, ERP product architecture and the German tipping point in the make/buy decision for IT services <i>Mark Lehrer</i>	187

8	Managing competencies within entrepreneurial technologies: a comparative institutional analysis of software firms in Germany and the UK	205
	<i>Steven Casper and Sigurt Vitols</i>	
9	The globalization of management consultancy firms: constraints and limitations	236
	<i>Glenn Morgan, Andrew Sturdy and Sigrid Quack</i>	
	<i>Index</i>	265