

Smart Services Summit

Building Resilience in a Changing World

This book presents up-to-date descriptions of Smart Services Innovations in industry, supported by new scientific approaches. It summarizes the outcomes of the fifth Smart Services Summit, held in Zurich in October 2023, which primarily focused on the ability of Smart Service Systems to support resilience and build sustainability.

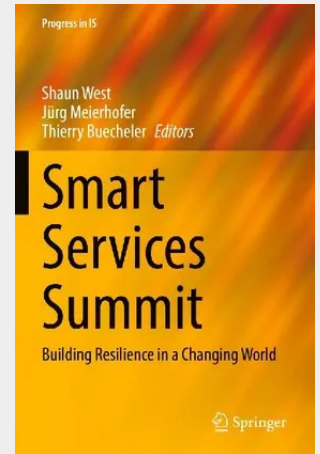
As the evolution of Smart Services accelerates, new technologies can be leveraged to create new value propositions and business models that deliver tangible sustainability outcomes. This book addresses social, economic, and environmental aspects of sustainability in connection with new technologies and includes papers on how these technologies can help achieve resilience and sustainability. In this context, topics such as sustainability and resilience in supply chains, X-as-a-Service, large language models for service automation, and location-based systems are discussed.

Given its scope, the book represents an indispensable guide for practitioners and advanced students alike.

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