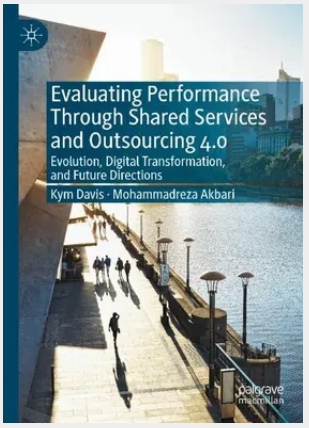
Davis / Akbari

Evaluating Performance Through Shared Services and Outsourcing 4.0

Evolution, Digital Transformation, and Future Directions



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This book explores the evolution of shared services in the context of Industry 4.0 and the emerging landscape of Industry 5.0, where digital transformation, artificial intelligence, automation, and sustainability are reshaping organizations. It examines how these technological and organizational developments strengthen the connection between shared services and the Outsourcing 4.0 paradigm, enabling organizations to create more resilient, innovative, and human-centred service models. The book begins by examining the foundations and evolution of shared services before exploring digital technologies, governance, workforce transformation, cybersecurity, risk management, sustainability, and emerging service delivery models. It then demonstrates how these developments align shared services with the principles of Outsourcing 4.0, supported by practical frameworks, real-world case studies, and future directions. Bringing together academic research and industry perspectives, the book provides valuable insights for business leaders, policymakers, researchers, and students seeking to design agile, technology-enabled, and future-ready organizations.

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