

Cross Enterprise Collaboration in Multi-Sourcing Service Engagements

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Abstract. This talk discusses the challenges of enabling and supporting cross enterprise collaboration (CEC) from a technology perspective. We use the collaboration requirements of multiple service providers in the context of multi-sourcing service engagements as an exemplary scenario to study this problem. We provide a conceptual model for examining CEC from various stakeholders' perspectives, collaboration at the business process level and technology enablement requirements at different level of the stack. Finally, we present a vision and technical architecture for offering the technology support to facilitate cross enterprise collaboration, offered as a service (called CEC as a Service).

Keywords: Cross Enterprise Collaboration, CEC as a Service.

1 Summary

Collaboration of different business entities to achieve a common goal (e.g., deliver a product or a service to a customer jointly) is becoming a necessity. This is attributed not only to customer demands but also to businesses looking to achieve business agility and competitiveness and to acquire complementary portfolio or expertise. The collaboration requires people-level interactions and execution, and also technology support to enable and facilitate the collaboration. Offering the technology support for CEC is challenging today mainly due to the current setup of the technology and IT support in the organizations that treat them as guarded castles to protect data, intellectual property and other business advantages. In this talk, we use a scenario in the domain of service outsourcing, and in particular multi-sourcing services in which multiple providers need to collaboratively offer a single service experience to a customer. We study the technological issues that hinder cross enterprise collaboration including data and process interoperability, secure data sharing and support for people collaboration at the collaborating entities to frame and drive the collaboration.

We provide a conceptual framework for understanding the CEC issues, and present an overview of the state of the art using this framework. We then provide a vision and technical architecture for a technology solution to support CEC, which is offered as a service (we refer to it as CEC as a Service). This solution could be offered by a new role in the service outsourcing world, namely a multi-sourcing service integrator (MSI).