

Contents

| | |
|--|----|
| ABSTRACT..... | 3 |
| ABSTRAKT | 4 |
| 1. INTRODUCTION | 6 |
| 2. LITERATURE REVIEW AND THE CURRENT STATE OF THE RESEARCHED TOPIC | 7 |
| 2.1 Information Technology and Information Infrastructure | 7 |
| 2.2 Knowledge and competitive advantage..... | 8 |
| 2.3 Knowledge across networks | 11 |
| 3. RESEARCH QUESTIONS AND GOALS | 12 |
| 3.1 Research questions | 12 |
| 3.2 Goals | 12 |
| 3.3 The sequence of the study | 13 |
| 4. RESEARCH METHODOLOGY | 13 |
| 4.1 Methodology design | 13 |
| 4.2 Benefits and limitations of the study | 14 |
| 5. TOWARDS INTEGRATION | 14 |
| 5.1 Companies and suppliers | 14 |
| 5.2 Companies and customers | 15 |
| 5.3 A framework for integration..... | 16 |
| 5.3.1 Integrating the activities | 17 |
| 5.3.2 The diagram of activities' integration | 18 |
| 5.3.3 Integrating the operations | 20 |
| 5.3.4 The diagram of operations' integration | 21 |
| 5.3.5 A complete integration diagram | 23 |
| 5.4 An integrated management support system..... | 25 |
| 6. CASE STUDIES..... | 27 |
| 6.1 Discussion and analysis | 27 |
| 7. CONCLUSION..... | 29 |
| 8. REFERENCES | 31 |
| List of publications | 33 |
| Curriculum vitae | 34 |