

Authors

Alt, Rainer Dr.	Project Manager of Competence Center Business Networking, Institute of Information Management, University of St. Gallen, Switzerland
Bach, Volker Dr.	Project Manager of Competence Center Business Knowledge Management, Institute of Information Management, University of St. Gallen, Switzerland
Barak, Vladimir Dr.	Head of IM/IT Coordination EMEA, Pharma Informatics, F. Hoffmann-La Roche Ltd., Basel, Switzerland
Betts, Robert	Internet Integration Practice Executive, IBM Global Services, USA
Dolmetsch, Ralph Dr.	Project Leader eProcurement Business Processes, Corporate Supply Management, SAir Group, Zürich, Switzerland
Fleisch, Elgar Dr. PD	Vice Director, Institute of Information Management, University of St. Gallen, Switzerland
Grünauer, Karl Maria	Consulting Manager, Information Management Group (IMG) AG, Arlesheim, Switzerland
Huber, Thomas Dr.	IM/IT Coordination EMEA, Pharma Informatics, F. Hoffmann-La Roche Ltd., Basel, Switzerland
Kaltenmorgen, Norbert	Service Unit Software & Solutions, HiServ Hightech International Services GmbH, A Company of ThyssenKrupp Information Services, Frankfurt, Germany
Klüber, Roland	Business Development Manager, E-Business / Conextrade, Swisscom AG, Zürich, Switzerland
Lehmann, Günter	Department Manager SAP Coordination, IT Division, Robert Bosch GmbH, Stuttgart, Germany

Österle, Hubert Prof. Dr.	Professor and Director of the Institute of Information Management at the University of St. Gallen, Partner of Information Management Group (IMG AG), St. Gallen, Switzerland
Pfadenhauer, Andreas	Product Manager, SAP AG, Walldorf, Germany
Pohland, Sven Dr.	Vice President, Practice Portal Builder, Information Management Group (IMG) AG, St. Gallen, Switzerland
Puschmann, Thomas	Research Assistant in the Competence Center Business Networking, Institute of Information Management, University of St. Gallen, Switzerland
Reichmayr, Christian	Research Assistant in the Competence Center Business Networking, Institute of Information Management, University of St. Gallen, Switzerland
Reiss, Thomas Dr.	Vice President, CRM Component Integration, SAP AG, Walldorf, Germany
Schelhas, Karl-Heinz	SAP Management, Groupwide Overall Planning for Information Systems, Information and Innovation Management, Deutsche Telekom AG, Bonn, Germany
Schulze, Jens Dr.	Consultant, Customer Relationship Management and Enterprise Application Integration, Lufthansa Systems AG, Norderstedt, Germany
Thiesse, Frederic	Research Assistant in the Competence Center Business Knowledge Management, Institute of Information Management, University of St. Gallen, Switzerland
Zurmühlen, Rudolf Dr.	Head of Customer Service, ETA SA Fabriques d'Ebauches, Grenchen, Switzerland

