Index

A
access 193
added-value services 116
agricultural based 231
air cargo 57
airline 57
archiving 265
Australia 253
automobile industry 71

B
bargaining 119
bookings 60
business information 62
business investments 133
business model 128
business networks 93, 109
business objectives 189
business planning 17
business process reengineering 254
business relationship 127
business transactions 131
business-to-business e-commerce 127, 129, 134

C
Caribbean 31
case study 187
cash-flow 114
Cisco Connection Online 131, 140
collaboration 211, 216
commitment 115
commodity-type products 7
Common Agricultural Policy 7
communication 107, 127
communication infrastructure 79
compatibility 190
competition 147, 165, 207
competitive advantage 72, 105, 159, 263
competitive edge 75
components 76
Computer Aided Design 79
Computer Aided Manufacturing 79
computer literacy 287
computer literacy rate 205
cost-benefit analysis 198
customer relationships 160
customer satisfaction 132
customer service 127
data processing services 277
data security 278
database management system 154, 285
databases 146, 255
datasets 149
decision-making 146
digital distribution 159
digital mobile network 234
distribution of goods 57
document exchange 253
document flows 265

E
e-banking 165
e-business 91, 98
e-business model 159
e-commerce 108, 129, 254, 276
e-forms 260
e-mail 96, 256
e-service projects 159
economic conditions 31
economies of scale 75
EDI 252, 267
Egypt's Regional IT Institute 203
electronic document exchange 252
electronic information exchange 252
electronic information system 62
electronic mail 213
electronic messages 65
electronic money 159
electronic trading services 109
employer-sponsored scheme 162
enterprise-wide electronic business 91
Equity Joint Venture 112
export 234
external suppliers 81

F
face-to-face meetings 158
face-to-face transactions 160
financial services 74
flexibility 92
flow of information 12
Ford 69
freight forwarders 60

G
geographical information systems 146
geographically remote 79
Global Applications Project 13
global business expansion 107
global capitalism 84
global companies 70
global development teams 53
global information system 1
global integration 69, 84
global learning 203
global marketplace 100
global networked business 130
Global System for Mobile Communications 234
global-capable suppliers 76
globalization 15, 207
government 285
graphics programming 42

H
high speed Internet access 47
human resource development 278
human resources 208, 283

I
industry scheme 162
information and communication technology 205
information flows 58, 62
information generation 278
information processing center 44
Information Server 33
information technology services 44
information-based society 220
infrastructure 253
innovation theories 188
Intellectual Property Rights 294
inter-organizational relationships 134
interactive voice 166
internationalization 70, 74
Internet 65, 83, 91, 92, 94, 104, 108, 127, 211, 267
Internet Service Providers 128, 280
intranet 83, 109
inventory control system 90
IT industries 226
IT planning 189
IT policy 294
IT use 278

J
Java 33
Java applet 40
K

key drivers 70
key enabler 80
KiwiCare 187
knowledge 203-204
knowledge-based economy 227

L

labor rates 49
large-scale enterprises 109
leverage knowledge 167
local area networks 279
long-distance communication 78
long-term impact 235

M

managing business technology 94
managing resources 93
Mandatory Provident Fund 169
manufacturing 3
market segments 147
market share 73
market sophistication 6
marketing center 70
mechanical engineering 41
medical journals 193
medical resources 188
medical services 185
medium-sized firms 91
Model T 69
Mondeo project 69
multinational corporations 70

N

network technology 279
networking 108, 127, 209
networks 111, 127

O

office automation 277
offshore programming 46, 51
one-to-one 195
online learning 204
online ordering 100
online ordering application 131
order-to-delivery cycle 5
outsourcing 265

P

paper products 257
paper-based transactions 158
passengers 60
PERL 33
problem-based approach 152
profitability 186
programming 42
project management 39
private sector 285

R

R&D 74
raw material 5
Reuters 62

S

seat belts 74
small to medium enterprises 253
SME 253
software development 280
sourcing network 77
standardization 284
strategic alliances 93, 104, 117, 166, 208
strategic objectives 95
strategic product development 43
strategic relationships 105
supply chain management 252, 253
systems designers 61

T

tariff 53
tax 53
TCP/IP 83
technology investments 94
telecommunications 44, 83, 116, 211, 232, 277
telemedicine 185, 186
telepsychiatry adoption 195
tiering 77
time-space management 96
tonnage 60
top-down implementation 264
trading partner 133, 136, 255, 259
training 46, 154, 193, 284, 287
training providers 291
trust 121

V
value chain 93-94, 160
value-added 231
vertical integration 2
video conferencing 185, 189
virtual alliance 92, 104
virtual alliance model 99
virtual management team 217
virtual organization 93, 121, 205

W
warehousing 3, 90, 97
Web-based applications 131
Web-based services 165
Web-based software 31
wide area network 130
World Bank, The 44
World Trade Organization 8
World Wide Web 210
WWW technology 65