

KSRI is a hub for service research, with a worldwide network of partners from industry and academia. If you are interested in cooperating with KSRI, please do not hesitate to contact us.

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## Karlsruhe Service Research Institute Overview and Information

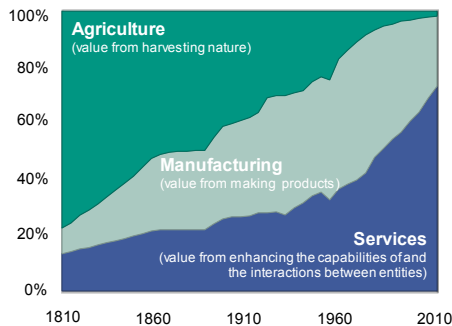
KARLSRUHE SERVICE RESEARCH INSTITUTE (KSRI)



## About the Karlsruhe Service Research Institute (KSRI)

In industrialized countries, services play an important role: In Germany, for instance, 71% of the gross national product are derived from the service sector. Information and communication technologies are key to this development. Service Research investigates complex service systems where economic value is created jointly by multiple independent parties, acting together efficiently through the systematic use of information and communication technologies from different perspectives and in different domains.

Services drive the economies of developed countries  
Historical development of GDP contribution of industrial sectors in Germany



In this context, KSRI develops concepts, methods, and technologies relevant for innovators and decision-makers to analyze and design such service systems.

Founded in 2008, KSRI is an innovative public-private-partnership of IBM and the Karlsruhe Institute of Technology (KIT). As an interdepartmental institute, KSRI brings together key research areas in particular computer science, economics, and operations research. Further core activities comprise driving service innovation and teaching.



Service Analytics  
Service Innovation  
**Service Innovation & Management**  
Prof. Dr.-Ing. Hansjörg Fromm  
Service Relationships  
Industrial Services



Data and Text Mining  
Semantic Technologies  
**Knowledge Management**  
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Intelligent Management of  
Services and Processes



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Autonomic and  
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Service-Oriented Architectures  
Software and Service Quality



Territory Design  
Online Optimization  
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**Discrete Optimization & Logistics**  
Prof. Dr. Stefan Nickel  
Health Care Logistics  
Supply Chain Planning  
and Design

## Research and Teaching at KSRI

In interdisciplinary research teams, KSRI works on public and industry funded projects. The focus of these projects is to analyze complex service systems from different perspectives. Important domains such as health care, ICT, logistics and industrial services provide striking challenges for service research. These challenges are scrutinized by applying research methods from areas like supply chain management, market pricing, data or knowledge management, autonomic computing or service innovation. The institute also offers the interdisciplinary graduate program "Service Research" with focus on Service Value Networks in close collaboration with associated industry partners.

Professional and leadership positions in industry and academia increasingly require an integrated interdisciplinary profile. In this context, KSRI offers a focused education, thereby providing a unique profile. Gaining practical experience in collaboration with industry partners is a central aspect of this market-oriented education. KSRI addresses this prerequisite within various BSc and MSc programs at KIT, such as Business Engineering, Information Engineering and Management, and Economics Engineering. KSRI lectures regularly occupy top ranked positions among all lectures at the department of economics.