
Index

- Abbate, Janet, 15–16, 81
- Access time, 10
- Address, IP, 14
- Advanced Research Projects Agency (ARPA), 15–16
- Advertising, 412–419
- Afghanistan, 467
- Akamai, 81, 103
- Alando.de, 94
- Alcatel, 162, 237
- Altavista, 86
- Alternative dispute resolution (ADR), 400
- Amazon.com, 30, 96–99, 284, 439
- American Bell Company, 113
- Andhra Pradesh (AP), 207
- Andresen, Marc, 4, 22, 83, 88
- Antitrust law, 72, 76
 - Covisint, 359
 - technical collaboration, 142
- AOL, 28, 85, 388, 440
- Apache, 464
- APAX, 34
- Appropriability, 253, 257
- Ariba, 103
- ARPANET, 16–20, 82
- Ascend, 238
- Asian Crisis, 268–270, 286
- Asset recycling, 231
- AT&T, 56, 82, 113
 - deregulation, 74–77
 - UNIX, 463
- ATM (asynchronous transfer mode), 237
- ATOSS Software, 255
- Auctions, 278, 279, 286
 - automobile industry, 351–353
 - consortia exchanges, 375
 - Covisint, 359, 364–368
 - and design, 344–345
 - procurement, 336–337, 339
 - supplier investment, 340
- Australia, 94, 419
- Automobile industry, 333–334, 338–373
 - auctions, 351–353
 - B2B savings, 357
 - collaborative planning and design, 345–347, 353–357, 368
 - Covisint, 333, 358–368
 - exit/voice mode, 334, 338–346, 354, 356, 361–362, 366–373
 - Internet usage, 355–356
 - Japan, 338–339, 341–347, 457–458
 - product architecture, 371–373
 - regulation, 425–426
 - software, 363–368, 370–371
 - standardization, 339–340, 342–343, 349–351, 364–368
 - United States, 338–341, 345–347
- Automobile safety systems, 133
- AXE, 114
- Back-office operations, 443
- Bandwidth, 204–205, 237
- Bangemann, Martin, 21, 396
- Banking system, 32, 34–35
 - vs. equity system, 52
- Japanese, 60, 322
- Sweden, 127–128
- Bankruptcy law, 58
- Baran, Paul, 16
- Barnes & Noble, 439

- Bechtel, 198
 Becker, William, 361
 Benghozi, Pierre-Jean, 55, 65, 153–190,
 441, 444, 447, 453, 472
 Berger, Suzanne, 45
 Berners-Lee, Timothy, 20–22, 83
 Bertelsmann, 462
 Bezos, Jeff, 4, 96
 Billaut, Jean Michel, 172
 Bina, Eric, 83
 Biotechnology industry, 70
 Bit Valley, 309
 BITNET, 82
Blown to Bits, 459
 BMW, 361
 Bolt, Beranek, and Newman, 18
 Bonnier, 147
 Boo.com, 31–32
 Bosch, 238, 249
 Boston, 51–52, 79
 Bourdieu, Pierre, 460
 Boyer, Robert, 45, 49
 Branding, 220
 Britain. *See* United Kingdom
 British Telecom, 387, 389–390
 Broadband, 11–12
 Germany, 227–228
 Japan, 304–305, 309
 Korea, 266
 Brokat, 256
 Browser, 14, 21–22, 35, 88, 350
 Browser phone, 297
 Business-to-Business (B2B) e-commerce, 24–
 26, 32, 70, 440–442. *See also* Automobile
 industry
 Europe vs. U.S., 167, 403
 France, 155
 Germany, 226–227
 India, 194–195
 Japan, 299–301
 Korea, 280–281
 modes of exchange, 332–338, 373–379
 national differences, 331–332, 346
 Sweden, 128
 and trust, 347, 354, 356–357
 United Kingdom, 396–397
 United States, 100–102, 441
 and venture capital, 100–102
 Business-to-Consumer (B2C) e-commerce,
 24, 26–31, 440
 Europe vs. U.S., 167, 403
 France, 155, 184–187, 442
 Germany, 227, 256, 442
 India, 194–196
 Japan, 299–300
 Korea, 277–280, 442
 Sweden, 128, 442
 United States, 95–100, 442
 Cable & Wireless IDC, 302
 Cable modem, 11–12, 228
 California, 79
 Canada, 94
 Capitalism, 458
 Carnegie Mellon University (CMU), 205
 Carterphone ruling, 76
 Casper, Steven, 65, 104, 150, 223–262,
 364, 447, 451–452
 Castells, Manuel, 7, 40, 179–181, 188
 Castilla, Emilio, 39, 51
 Causality, 46–47, 50, 52
 C-commerce, 367
 CDMA (code divisional multiple access),
 265–266, 287
 Cellular phones. *See* Mobile phone services
 Cerf, Vinton, 18
 CERN, 18, 20
 Chaebols, 263, 267–269, 276, 281–288
 Chandler, Alfred, 45
 Chang, Sea-Jin, 65–66, 96, 263–290, 441,
 447, 450, 452
 Chemcross, 281
 Chemdex, 101, 374
 Chemround, 281
 Choi, Jong-Hyun, 284
 Choi, Taewon, 284
 Chollian, 265
 Chrysler, 360–362, 369
 Circuit switching, 121–122
 Cisco Systems, 19, 86–87, 198, 236, 238
 Clark, Jim, 22, 88
 Collaborative planning, 338, 345–347,
 353–357, 368
 Collaborative Planning, Forecasting, and
 Replenishment (CPFR), 375–376
 Comity principle, 429–430
 CommerceOne, 103, 257, 352, 359, 362–
 366
 Commercialization, 23–33, 437, 459–460.
See also E-commerce
 and communities, 26–30
 comparison shopping, 31
 foreign markets, 31–32
 and Internet penetration, 441
 network externality, 27–28
 in U.S., 69–70, 83–86, 91
 Communities, Internet, 26–30, 465, 471
 virtual communities, 28–30, 149

- Commuted access, 171
- Compaq, 86–87
- Competency development, 229–234
 - competency destruction, 254–255, 260–261
 - high-risk finance, 230, 233
 - human resource development, 230–231, 233–234
 - motivational incentives, 231–232, 234
- Competition, 74–77
 - pockets of, 444–445, 454
 - policy, 385, 388–394, 404, 409
- Computer-aided design (CAD), 340, 356
- Computer-aided manufacturing (CAM), 340
- Computer-numerically controlled machine tools (CNC), 343–344
- Condat, 249
- Consortia
 - exchanges, 374–378
 - standards, 138, 142–143, 149
- Consulting companies, 34
- Consumer protection, 411, 419–421
 - EU Privacy Directive, 429–433
 - FTC, 409–410
 - privacy, 422–424
- Consumer-to-consumer (C2C) e-commerce, 24, 94–95
- Convenience stores, 300
- Cookies, 14
- Cooperation, 53–54
- Copyleft, 20
- Copyrights, 400–401
- Co-regulation, 385, 416, 418
- Cosmetic stores, 98
- Country suffix, 14, 36
- Covisint, 333, 358–359
 - mega-suppliers, 370
 - and proprietary exchanges, 365–366
- Credit card usage, 71, 105
- Credit information, 422
- Credit transaction, 30
- CSNET, 82
- Cultural prototyping, 57–59
- Customer service, 443
- Cyberspace, 4
- Cybersquatting, 37
- Cyclades* network, 16–18, 155

- DACOM, 265, 277
- DaimlerChrysler, 360–362, 369
- Data communications, 76
 - Sweden, 117–118, 121
 - telecom deregulation, 227–228
- Database, 186–187
- DATEX network, 122
- Daum, 278–279
- David, Paul, 15, 136
- Davies, Donald, 16, 17
- DEC, 72, 86
- Dell, 86–87
- Demographics, user, 23–24
- Denmark, 402
- Department of Electronics (DOE), 202
- Deregulation, telecom. *See also* Regulation
 - European Union, 160, 329
 - Germany, 227–228
 - India, 204–205
 - and institutional change, 56–57
 - and Internet penetration, 443–444
 - Korea, 264–266
 - Sweden, 109–110, 113–115, 118–120, 148
 - U.S., 73–77, 104–105, 425
- Deutsche Bundespost, 228
- Deutsche Telecom, 227–228, 239, 389
- Development pairs, 134
- Diffusion, 1, 33–34, 47–50
 - and cultural change, 60
 - multinational corporations, 48
 - opposition to, 49
- Digital certification, 37
- Digital Chosun, 279
- Digital convergence, 176
- Digital ID, 420
- Digital Millennium Copyright Act, 461
- Digital signal processing (DSP), 220
- Digital signature, 427, 466–467
- Digital subscriber line (DSL), 11
- DiMaggio, Paul, 67
- Dimensional space, 59
- Direct Marketing Association (DMA), 417
- Disbanded network, 113–114, 124, 148
- Disintermediation, 330
- Distance Selling, 395–396
- Distributed model, 19–20, 72
- Diversified quality production, 232
- Document management, 248, 348
- Documentation conversion, 25
- Domain Name, 14, 35–37, 73, 393–394, 471
- Dore, Ronald, 45, 292
- Dosi, Giovanni, 45, 47, 72, 107
- Dumez, Hervé, 329, 381–406, 418, 434, 456, 457

- E2open, 300
- eBay, 30, 89, 94, 100, 279, 286

- EBIT (earnings before interest and taxation), 249–252
- Ebone, 123
- E-chaebols, 281–284
- E-commerce. *See also* Business-to-Business (B2B) e-commerce; Business-to-Consumer (B2C) e-commerce; Commercialization
- C2C, 24, 94–95
- Europe vs. U.S., 167, 403
- France, 155, 181, 184–187
- Germany, 226–227, 255–261, 441
- India, 191–192, 194–196, 442
- Japan, 299–301, 441–442
- Korea, 271–272, 277–281, 286–287, 441–442
- market ecology, 411–412
- product misrepresentations, 414–415
- regulation, 385, 415–421, 424–432
- software development, 218, 248, 255–261
- Sweden, 128, 441–442
- United States, 69–70, 83–86, 91, 94–102, 424–426, 441–442
- Economic sociology, 54
- EDI (electronic data interchange), 87, 105
- automobile industry, 340, 349, 351
- Korea, 280–281
- Edmonds, David A., 390
- e-Envoy, 385–386
- E-Hand, 141
- EIN, 16
- Electronic documentation, 25
- Ellemtel, 114
- Ellison, Larry, 363, 454
- E-mail, 19, 82, 196, 403
- Employment policy, 235, 240
- England. *See* United Kingdom
- English-language market, 91–92, 93–95
- Enterprise software, 247–248, 252–255
- Entrepreneurship
- competency development, 229–232
- France, 164–165
- Germany, 232–234, 240–241, 244–246
- India, 213–214
- Korea, 274–276, 287
- E.piphany, 103
- Epoch, 139
- Equity financing, 52, 230, 246
- Ericsson, 64, 114, 130, 443
- employment policy, 235
- and Microsoft, 134
- mobile telephony, 117
- and PipeChain Inc., 376–377
- standardization, 133, 139, 141
- Ericsson, Björn, 123
- cToys, 100
- ETRI (Electronics and Telecommunications Research Institute), 265
- Europe, 16–17
- B2B, 167, 403
- government policy, 401–403
- Internet penetration, 382, 387
- mobile phones, 404
- telecom sector, 75, 104, 329, 387–390, 401–404
- and U.S., 167, 382, 401–402, 430–433
- European Commission, 386, 403–405
- competitive policy, 388–394
- e-Europe initiative, 382
- facilitation, 399–401
- European Union (EU)
- co-regulation model, 416
- deregulation, 160, 329
- domain names, 36
- Privacy Directive, 430–433
- Evans, Phillip, 459
- Excite, 81, 89
- Exit mode, 334, 338–341, 346
- Covisint, 361–362, 366, 368
- industry strategies, 369
- supplier responsibility, 354, 372–373
- Eyeball count, 29
- Fabmart, 196
- Facilitation, 403–405
- European Commission, 399–401
- France, 399
- United Kingdom, 394–397
- Fanning, Shawn, 462
- Federal Express, 87
- Federal Trade Commission (FTC), 409–410, 418–419, 433
- Fiber optics, 120–121, 205
- File sharing, peer-to-peer, 462–463
- Filo, David, 4
- Financing. *See* Venture capital
- Finland, 402
- First Tuesday, 34–35
- Fishround.com, 282
- FOMA, 298
- Ford, 358, 360–361
- France, 153–189. *See also* Minitel
- biotechnology in, 58
- Breton report, 179
- components, 164
- Concurrence case, 393–394
- e-commerce, 155, 184–187, 442

- entrepreneurship, 164–165
 France Telecom, 168–173, 182–184
 government policy, 382, 397–399, 405, 453
 ICT sector, 157–159
 information technology, 163
 Internet penetration and usage, 155–157, 169–170
 kiosks, 398
 Lorentz report, 177, 397–398
 national Web sites, 167
 R&D, 182–184
 regulation, 386
 start-ups, 450
 telecom sector, 159–162
 Thierry Carcenac report, 399
 university network, 155
 venture capital, 166–167, 447
 Yahoo!, 92–93, 421
 Yolin report, 177
 Free services, 28
 FreeMarkets.com, 352
 FRIACO (Flat Rate Internet Access Call Origination), 389–390

 Games, 140, 296, 305–306
 Gandhi, Indira, 201
 Gated community, 30, 418
 Gates, Bill, 22, 86, 454
 General Electric, 197–198, 214
 General Motors, 339–340, 358, 361–362, 373
 General Purpose License (GPL), 463–464
 Geocities, 94
 Germany, 5, 65, 223–262
 competency destruction, 254–255, 260–261
 connectivity technology, 239–240
 Deutsche Telecom, 227–228, 239, 389
 eBay, 94
 e-commerce, 226–227, 255–261, 441–442
 entrepreneurship, 232–234, 240–241, 244–246
 government policy, 244–246, 451–452
 institutional characteristics, 232–234
 Internet usage, 156, 170, 225–226
 IT employment, 225
 network technology, 236–239
 Neuer Markt, 246, 250
 software industry, 247–261
 telecom deregulation, 227–228, 389
 venture capital, 233, 240–245, 258, 447
 wireless technology, 249
 Yahoo!, 93
 Ghosn, Carlos, 369
 Gibson, William, 4
 Glimstedt, Henrik, 35, 39, 55, 64, 109–151, 227, 235, 249, 294, 444, 447, 454
 Global Business Dialogue on electronic commerce (GBDe), 396–397
 Global Net Exchange, 374
 Global Technology Ventures (GTV), 209–211
 Globalization. *See also* Diffusion economy, 6–7
 modes of exchange, 368–369
 regulation, 456–458
 Glushko, Bob, 351
 Gnutella, 462
 Google, 81
 Gopher, 82
 Government policy. *See also* Deregulation, telecom; Regulation
 France, 332, 397–399, 405, 453
 Germany, 244–246, 451–452
 India, 200–207
 Korea, 265, 268, 276–277, 452
 United Kingdom, 382, 394–397
 United States, 410–411
 Graphics, 84
 Gray Cell, 215–216
 Greece, 402
 Grif, 21–22
 GSM standard, 133, 265
 Gulia, Milena, 26

 Hachiya, Tom, 367
 Hagel, John, 27
 Hagstrom, Tony, 119–120
 Hall, Peter, 46, 66, 232, 293, 454
 Hanaro Telecom, 266
 Health services, electronic, 400
 Helper, Susan, 70, 100–102, 106, 280, 301, 329, 331–380, 441, 452, 457
 HEPNET, 82
 Hewitt, Patricia, 397
 Hierarchical management, 51–52
 Hindustan Lever, 195
 Hi-Tech-City, 202
 Holding company, 319–321
 Homophilous network, 28–29
 Hotmail, 28
 HTML, 13–14, 20, 180–181, 350
 HTTP, 13–14, 20
 Hughes, Thomas, 17

- Human resource developments, 230–234, 261
 e-commerce software, 259
 enterprise software, 254
 Hush-a-Phone decision, 76
 Hybridization, 49, 111
 Japan, 293–294, 317, 324
 Sweden, 148–150, 458–459
 Hypertext Markup Language (HTML), 13–14, 20, 180–181, 350
 Hypertext Transfer Protocol (HTTP), 13–14, 20
- IBM, 72
 Icon MediaLab, 147
 ICQ, 29
 Immigration, U.S., 6, 51, 71, 211–212
 i-mode, 291, 297–298, 305, 324
 India, 5, 65, 191–222
 e-commerce, 191–192, 194–196, 442
 e-mail, 196
 entrepreneurship, 213–214
 government, 200–207
 Internet penetration, 191
 local services, 194–196
 Offshore Development Centers, 453–454
 remote services, 196–199, 214
 software industry, 196–199, 212–221, 445
 technical education, 201, 211–212
 technological imprinting, 216–220
 telecom sector, 202–206
 venture capital, 192, 195, 208–211, 447
 Infomatec, 249
 Infomediary, 27
 Information and communication technologies (ICT), 153–154
 France, 157–159
 Japan, 305–306
 Infosys, 218, 220
 Initial public offerings (IPOs), 166–167
 Germany, 234, 246
 Japan, 310–313, 324
 Korea, 270
 U.S., 91, 232
 Inktomi, 81, 103
 INRIA, 21
 Instant messaging, 28
 Institutional change
 causality, 46–47, 50, 52
 configurations, 46–47
 cultural prototyping, 57–59
 deregulation, 56–57
 diffusion, 47
 evolutionary, 59–60
 and national systems, 44–46
 pockets of competition, 56, 109, 112, 115–119, 148, 150, 169, 443–446, 454–455
 recoupling, 8
 Silicon Valley model, 50–53
 technology, 55
 Integral product architecture, 371–373
 Intel, 87
 Intellectual property rights, 461–462, 466–468
 Interlocking directorates, 146–147
 International Telecommunications Union (ITU), 114
 Internet
 communities, 26–30, 465, 471
 as cultural event, 3–4
 diffusion, 1, 33–34, 47–50, 60
 history, 2–4, 15–23, 81–84
 levels of, 92
 modular system, 8–9, 18
 perceptions of, 459
 pricing, 10, 24, 31, 205–206, 387–390, 404, 425
 protocols, 12–15
 user demographics, 23–24
 user self-perceptions, 460–461
 Internet Architecture Board (IAB), 13
 Internet Assigned Numbers Authority (IANA), 36, 393
 Internet Capital Group (ICG), 101
 Internet Corporation for Assigned Names and Numbers (ICANN), 36, 394
 Internet Protocol (IP), 14, 122–123
 Internet Service Provider (ISP), 10, 12
 Europe, 388
 India, 204–205
 U.S., 73
 Internolix, 256–259
 Interoperability, 12–13, 124. *See also* Standardization
 automobile industry, 349–351
 Minitel, 187
 open standards, 136–143
 Interpark, 277, 278
 Intershop, 256–259, 440
 Investment banking, 34–35
 IP address, 14
 IP protocol, 14, 122–123
 Ireland, 217
 ISDN technology, 228–229, 236, 444
 Israel, 77, 209, 217, 447
 Ittiam, 220–221

- JANET, 17
 Jankowski, Dan, 348
 Jansen, Bob, 355
 Japan, 5, 66, 291–325
 automobile industry, 338–339, 341–347, 457–458
 banking system, 60, 322
 business model, 291–292
 complementary institutions, 45
 e-commerce, 299–301, 441–442
 and foreign institutions, 49
 ICT sector, 305–306
 Internet usage, 291, 295
 Japan Telecom, 302
 and Korea, 268, 270, 278
 mobile phone services, 297–298, 307, 442, 444
 PC ownership, 296, 307
 production model, 48
 start-ups, 450
 stock markets, 310–313, 321–322
 telecom sector, 301–307
 and U.S., 314–316
 venture capital, 310–316, 318–319, 322, 324, 452
 Yahoo!, 93, 317–319
 JASDAQ, 310–312
 Jeunemaître, Alain, 329, 381–406, 418, 434, 456, 457
 Johnson Controls Inc. (JCI), 366–368
 Jonströmmer, Ulf, 144
 J-Phone, 302
 JUNET (Japan University/Unis NETWORK), 294
- Kahn, Robert, 18
 Kana Communications, 103
 KDD, 302
 Keio University, 21
 Keiretsu, 321
 Kenney, Martin, 15, 39, 63–64, 69–108, 146, 147, 229, 267, 270, 309, 425, 439, 446
 Kogut, Bruce, 1–40, 43–67, 111, 216, 229, 292, 306, 329–330, 379, 433, 437–472
 Korea, 5, 65–66, 96, 263–288
 chaebols, 263, 267–269, 276, 281–288
 e-commerce, 271–272, 277–281, 286–287, 441–442
 entrepreneurship, 274–276, 287
 government policy, 265, 268, 276–277, 452
 history, 264
 Internet usage, 263
 and Japan, 268, 270, 278
 mobile phones, 265–266, 283
 software industry, 271–272
 start-ups, 450
 stock market, 270–271
 telecom deregulation, 264–266
 universities, 266–267
 and U.S., 278–279
 venture capital, 272–274, 287, 447
 KOSDAQ, 270–271, 286
 KT Hitel, 279
- Labor markets, 235, 240, 260
 Langlois, Richard, 18, 40
 Law firms, 78
 Layered functional model, 124
 Lee, Jae-Yong, 284
 Lee, Kuen-Hee, 284
 Legacy systems, 216, 218–220
 Levi Strauss, 96
 LG Electronics, 266
 Licklider, Joseph C. R., 17
 Licoppe, Christian, 55, 65, 153–190, 441, 444, 447, 453
 Linux, 463–465
 Local area network (LAN), 72
 Local loop, 387–389
 Lopez, Jose Ignacio, 357
 Lucent, 105, 238
 Lycos, 81, 85, 89
- MacDuffie, John Paul, 70, 100–102, 106, 280, 301, 329, 331–380, 441, 452, 457
 Makitalo, Östen, 116
 Marketing representations, 412–419
 market imperfections approach, 412–413
 regulation, 415–419
 self-correction, 413–414
 Markoff, John, 84
 Mauritius, 208
 MCI, 76, 389–390
 Messaging service, 28
 Metalspectrum, 375
 Metcalfe, Robert, 18
 Metcalfe's Law, 28, 107
 MFENET, 82
 Microsoft, 28, 72, 83, 85–86
 and Ericsson, 134
 and Internolix, 257–258
 and open source software, 465
 PocketPC, 139
 Middleware, 8, 132, 248–249, 257
 MindTree, 195, 214–215

- Minitel, 17, 55, 174–187, 402, 444
 and e-commerce, 155, 181, 184–187
 electronic directory, 183–184
 kiosk billing system, 172, 175–176, 180
 national learning, 65, 154
 Mobile Games Interoperability Forum, 140
 Mobile phone services, 11, 63, 104
 Europe, 387, 404
 France, 159–160
 Germany, 249
 i-mode, 291, 297–298, 305, 324
 Japan, 297–298, 307, 442, 444
 Korea, 265–266, 283
 Siemens, 237–238
 Sweden, 55, 115–117, 132–134, 444–445
 Mockapetris, Paul, 18
 Modems, 118
 Modes of exchange, 332–338. *See also*
 Automobile industry
 consortia, 374–378
 globalization, 368–369
 knowledge flow, 337–338, 341, 344–345
 procurement, 335–339, 342, 348
 standardization, 335–336, 339–340
 supplier investment, 336–337, 340–344
 Modular product architecture, 371–373
 Modular system, 8–9, 18, 124
 Monopolies, 56, 113, 115, 467
 Europe, 387–390, 404
 France, 169–173
 India, 204
 Japan, 304
 Mosaic browser, 22, 83, 88
 MOTHERS (Market for High Growth and
 Emerging Stocks), 310–313
 Motivational incentives, 231–232, 234,
 261
 Motorola, 162
 Mowery, David, 18, 24
 MP3, 451, 461
 MUD (multi-user dungeon), 19
 Multi Protocol Layer Switching (MPLS),
 138
 Multinational corporation, 33, 48, 214
 Munich, 239–240
 Music file sharing, 462

 Naidu, Chandrababu, 221
 Name registry, 35–37
 Napster, 94, 461–462, 465
 NASDAQ, 79, 98, 232, 286, 450
 NASDAQ Japan, 310–313, 321–322
 National Advertising Division (NAD), 416–
 417
 National Center for Supercomputing
 Applications (NCSA), 22
 National Physical Laboratory (NPL), 16–18
 National Science Foundation (NSF), 18, 20,
 82
 National System of Innovation (NSI), 70
 National systems, 5–8, 329–330, 471
 B2B, 331–332, 346
 diffusion, 47
 economic and social networks, 53
 evolutionary change, 59–60
 institutional change, 44–46
 NEC, 94
 Negroponte, Nicholas, 1
 Nehru, Jawaharlal, 211
 Nelson, Richard, 45, 50
 Netscape, 2, 22, 81, 88
 Network Solutions, Inc., 36–37
 Networks, social, 53–54
 e-mail, 19, 23, 28, 72, 82, 103, 205, 348,
 403, 442, 459, 463, 465, 470–471
 Gulia, Milena, 26
 homophilous, 28, 470
 Peer-to-Peer (P2P), 437, 461–462, 464,
 468
 recoupling, 5, 8, 59, 330, 443
 small worlds, 468, 470–472
 USENET, 19, 82, 459
 webs of people, 15, 22, 34, 469
 Wellman, Barry, 26
 Networks, technical, economic
 disbundled, 113–114, 124
 externalities, 27–28, 136
 layers, 113–114
 packet switching, 16, 56, 121–122
 software, 248
 trunk, 113
Neuer Markt, 246, 250
 New York, 79
 Newbridge Networks, 162, 237
 Nippon Credit Bank (NCB), 322
 Nissan, 344, 369
 NMT 450 system, 117
 Nobel Prize winners, 48
 NORDUNET, 123
 Noyce, Robert, 51
 NSFNET, 18, 20, 82
 NTT (Nippon Telegraph and Telephone),
 301–305, 309
 NTT DoCoMo, 297–298, 302–305, 307,
 324

 Object-oriented languages, 255
 Offshore Development Center (ODC), 454

- Oligopolists, 101–102
 Open source software, 20, 366, 463–466
 Open standards, 16–17, 136–143
 automobile industry, 364–368
 document translation, 350
 Open System Integration (OSI), 121–122
 Openshop, 256
 Oracle, 86, 103, 198, 362–366
 and Covisint, 359
 Sweden, 133–134
 Outlocating, 198–199
- Packet switching, 16, 56, 121–122
 Pantellos, 375
 Parker, Sean, 462
 Parser, 350
 Patents, 142–143
 P/E ratios, 439
 Peer-to-peer (P2P) communities, 461–462, 468
 Performance incentives, 231–232, 234, 261
 Personal computers, 72
 Pet stores, 98
 PHS (Personal Handy phone System), 297
 PipeChain Inc., 376
 Plastics Network, 101
 PocketPC, 139
 Portals, 93–95
 POSCO, 281
 Postel, Jon, 19
 Pouzin, Louis, 16
 Powell, Walter W., 67
 Power law distribution, 31, 470
 Pricing, Internet, 10, 24, 31
 Europe, 387–390, 404
 India, 205–206
 United States, 425
 Privacy, 420, 422–424, 429–433, 456
 Private ordering, 457
 Privatization, 141–143, 467. *See also*
 Deregulation, telecom
 Procurement process, 335. *See also* Auctions
 automation, 348
 B2B savings, 357, 378
 exit/voice mode, 334, 338–346, 354, 356,
 361–362, 366–373
 software, 363–368
 Project-based management, 51–52
 Property rights, 461–462, 466–468
 Protocols, 12–19, 108, 121–123, 149, 182,
 378
 Prototyping, cultural, 57–59
 Prouty, Kevin, 348
- PSINET, 82, 88
 Public venture capital, 244–245
 Pure holding company, 319–321
 Push technology, 89
- Qiagen, 234–235
 Qualcomm, 265
- R/3 system, 253
 Radio technology, 117
 Ragin, Charles, 46
 Rajan, Radhika, 65, 191–222, 445, 447,
 454
 Rakuten Ichiba, 299
 RamsinCoMedia, 147
 Regulation, 329–330, 381–405. *See also*
 Deregulation, telecom
 automobile industry, 425–426
 competition, 385, 388–394, 404, 409, 445
 conflict among laws, 427–429
 consumer protection, 409–411, 419–421
 co-regulation, 385, 416, 418
 and facilitation, 394–401
 France, 386
 global, 456–458
 government, 418–419, 426–427
 and Internet technology, 420–421, 432
 Japan, 301–305
 privacy, 420, 422–424, 429–432, 456
 property rights, 461–462, 466–468
 self-regulation, 415–419, 423–424, 431
 telecom sector, 12, 387–390, 403–404
 United Kingdom, 383–385
 United States, 35–37, 73–77, 104–105,
 330, 407–411
 Reliability seals, 415
 Renater, 155
 Renault-Nissan, 369
 Rennes center, 182–183
 Research and development (R&D)
 France, 182–184
 German software, 253, 258
 Japan, 292
 Sweden, 129–130, 134–136
 Research, university, 71
 Retail commerce. *See* Business-to-Consumer
 (B2C) e-commerce
 Rheingold, Howard, 26
 Roberts, Lawrence, 17–18, 76
 RosettaNet, 377
 Route 128 model, 51–52, 79
 Royal Institute of Technology (KTH),
 122–123

- Sako, Mari, 66, 104, 206, 280, 291–325, 341, 344, 372, 380, 441, 452, 457
- Samsung Corporation, 266, 278, 280–284
- SAP, 103–104, 234–235, 252–254, 439
- Satellite technology, 11, 206
- Satyam, 195, 218
- Seal programs, 415
- Search engine companies, 393–394
- Security, 248, 400. *See also* Privacy
- Selective adaptation, 111–112
- Self-regulation, 415–419, 423–424, 431
- Servers, 14–15, 35, 63, 81–83
- Shopbots, 469
- Shopping, online, 95, 442
- Japan, 299–300
- Korea, 277–278, 282
- Siemens, 228, 236–240, 439, 444
- Silicon Automation Systems, 214
- Silicon Valley model, 5–8, 44, 215, 223
- and Bit Valley, 309–311, 324
- and innovation, 455–456
- institutional change, 50–53
- project-based management, 51–52
- venture capital, 64, 79–81, 88
- Simcoe, Timothy, 24
- Singapore, 447
- Singer, Mark, 27
- SK Group, 283–284
- Small and medium-sized enterprises (SMEs), 159, 162, 164, 396–397
- Small worlds, 470
- Society of Automotive Engineers (SAE), 339
- Softbank Group, 66, 316–323, 440
- Software development, 65, 79, 102–104
- automobile industry, 363–368, 370–371
- e-commerce, 218, 248, 255–261
- games, 305–306
- Germany, 247–261
- India, 196–199, 212–221, 445
- Korea, 271–272
- middleware, 8, 132, 248–249, 257
- private exchanges, 376–377
- revenue per employee, 217–218
- standardization, 140–141
- Software Technology Parks (STP) scheme, 202
- Solelectron, 352
- Solow, Robert, 25
- Son, Masayoshi, 317
- Sony, 452
- Soskice, David, 45–46, 66, 150, 232–234, 293, 454
- Speed, transmission, 11
- Spyglass, 83
- Stallkamp, Thomas, 369
- Standardization
- automobile industry, 339–340, 342–343, 349–351, 364–368
- consortia, 138, 142–143, 149
- ex-ante, 138
- GSM, 133
- Japan, 300–301
- open standards, 16–17, 136–143, 350, 364–368
- private exchanges, 379
- privatization, 141–143
- procurement process, 335–336
- product architecture, 371–373
- software, 140–141
- Stenbeck, Jan, 116–117, 119–120, 123
- Sticky knowledge, 29
- Stock markets, 3, 32, 34–35
- France, 166–167
- Germany, 240
- India, 208–209
- IPOs, 91, 166–167, 232, 234, 246
- Japan, 310–313, 321–322
- Korea, 270–271
- NASDAQ, 79, 98, 232, 286, 450
- Neuer Markt*, 246, 450
- Sweden, 146
- United States, 63, 89–91, 98–99
- Stock option plans, 246
- Strauss-Kahn, Dominique, 398
- Strenio, Andrew, 409
- Stuart, Leslie, 6
- Sun Microsystems, 72, 86
- Supplier investment, 336–337
- exit mode, 340–341, 354, 372
- voice mode, 370, 372
- SupplySolution, 354, 366
- Svenska Radio Aktiefbolaget (SRA), 115, 117
- Sweden, 64, 109–150, 454–455
- data communications, 117–118
- e-commerce, 128, 441–442
- economy, 110–111
- hybridization, 49, 111, 148–150, 458–459
- Internet penetration and usage, 125–128, 156, 402–403
- IT industry, 125, 129–132
- mobile telephony, 55, 115–117, 132–134, 444–445
- R&D, 129–130, 134–136
- selective adaptation, 111–112
- standardization, 136–143, 149
- stock market, 146

- Swedish Telecom, 114–119
 TCP/IP, 121–123
 technology hubs, 235
 telecom deregulation, 109–110, 113–115, 118–120, 148
 venture capital, 143–147, 447, 450
 Swissair, 198
 Symbian, 139–140
 Systems integration, 255
 Szygenda, Ralph, 362
- Tabor, Gene, 361
 Tata Consultancy Services (TCS), 196, 213, 217, 220
 TCP/IP, 13–14, 82, 122–123
 Technology Holding Association (Tbg), 244
 Technology hubs, 235
 Telecommunication services, 10–12, 43. *See also* Deregulation, telecom; Mobile phone services
 equipment, 236–238
 Europe, 75, 104, 329, 387–390, 401–404
 France, 159–162
 Germany, 227–228, 389
 India, 202–206
 Japan, 301–307
 Korea, 264–266
 Sweden, 109–110, 113–115, 118–120, 148
 unbundling, 388–389
 U.S., 71, 73–77, 104–105, 425
 Teledensity, 204
 Telematics. *See* Minitel
 Telia, 123
 Terrell, Karenann, 362
 Third generation (3G) mobile services, 291
 Thoren, Bertil, 361
 3G Patent Platform, 142
 Tokyo Stock Exchange, 310–313
 Tomlinson, Ray, 19
 T-Online, 239, 388
 Torvalds, Linus, 463
 Toy stores, 98
 Toyota, 344, 361, 373
 Toys “R” Us, 99
 Trademarks, 37
 Transmission Control Protocol (TCP), 13
 Transmission speed, 11
 Transora, 375
 Transpac, 17
 Transportation, 401
 Trunk network, 113
 TRW, 349–350
 Turkle, Sherry, 39
- Unified Modeling Language (UML), 141
 Unimobile, 215–216
 United Kingdom
 British Telecom, 387, 389–390
 eBay, 94
 e-commerce, 227, 396–397
 government policy, 382, 394–397
 Internet usage, 156
 NPL, 16–18
 regulation, 383–385
 Yahoo!, 93
 United States, 5, 43–44, 69–107. *See also*
 Silicon Valley model
 antitrust law, 72, 76, 359
 ARPA, 15–16
 automobile industry, 338–341, 345–347
 bankruptcy law, 58
 biotechnology in, 58
 business-government relationship, 410–411
 company acquisitions, 438
 e-commerce, 69–70, 83–86, 91, 94–102, 424–426, 441–442
 education, 50–51
 established firms, 86–88, 101–103
 and Europe, 167, 382, 401–402, 430–433
 and Germany, 225–226
 human capital, 48
 immigration policy, 6, 51, 71, 211–212
 inequity in, 50
 Internet pricing, 10, 425
 and Japan, 314–316
 and Korea, 278–279
 marketing representations, 415–419
 portals, 93–95
 privacy protection, 423–424
 regulation, 35–37, 73–77, 104–105, 330, 407–411
 software tools, 102–104
 start-up firms, 88–93
 stock markets, 63, 89–91, 98–99
 telecom deregulation, 73–77, 104–105, 425
 university system, 71, 81
 venture capital, 52, 77–81, 90–91, 105–106, 232, 446–447
 Web servers in, 63, 83
 Universal Mobile Telecom Services (UMTS), 136
 Universal Resource Identifier, 20
 Universal Resource Locator (URL), 20–21
 University system
 France, 155
 Sweden, 135
 United States, 71, 81

- UNIX, 83, 463
- USENET, 19, 82, 459
- Users, Internet, 23–24
- UUNET, 82, 88

- Valuation, company, 439–440
- Varney, Christine, 413
- Vasconi, Kevin, 365
- Ventro, 374
- Venture capital, 34–35, 230
 - B2B, 100–102
 - biotechnology industry, 70
 - competency development, 230, 233
 - France, 166–167, 447
 - Germany, 233, 240–245, 258, 447
 - India, 192, 195, 208–211, 447
 - Israel, 447
 - Japan, 310–316, 318–319, 322, 324, 452
 - Korea, 272–274, 287, 442
 - public, 244–245
 - push technology, 89
 - Silicon Valley, 64, 79–81, 88
 - software, 103
 - Sweden, 143–147, 447, 450
 - in U.S., 52, 77–81, 90–91, 105–106, 232, 446–447
- VeriSign, 37
- Vernon, Ray, 198
- VerticalNet, 101
- Video games, 296
- Videsh Sanchar Nigam Limited (VSNL), 204–206
- Virtual community, 28–29
- Voice mode, 334, 338–346, 356
 - Covisint, 361–362, 366–367
 - supplier responsibility, 370, 372–373
- Volvo, 361
- VW, 361

- Wal-Mart, 96, 99
- Wanadoo, 168
- WAP (wireless applications protocol), 123, 305
- Wapme, 249
- Waraniak, John, 367
- Web consultants, 131
- Web design, 185
- Web servers, 14–15, 35, 63, 83
- Weiss, Peter, 349
- Wellman, Barry, 26
- Western Electric, 113
- Westney, Eleanor, 48
- Whitley, Richard, 45

- WIDE (Widely Integrated Distributed Environment) project, 294
- Wipro, 195, 218
- Wireless technology, 11–12. *See also* Mobile phone services
- WirelessCar, 133
- Works councils, 233–234
- World Wide Web, 20–21, 72–73, 83, 131. *See also* Internet
- World Wide Web consortium (W3C), 21
- Worldwide Retail Exchange, 374
- Wurster, Thomas, 459

- X.25 protocol, 16–17, 121–123, 444
- XML (eXtensible Markup Language), 336, 350–351

- Yahoo!, 81, 85, 89, 279
 - foreign markets, 93
 - France, 92, 421
 - and Softbank, 317–319
- Yang, Chih-Yuan “Jerry”, 4
- Yao, Dennis, 32, 74, 92, 330, 362, 407–435, 456, 458, 461

- Zaheer, Srilata, 65, 191–222, 445, 447, 454
- Zaibatsu, 321
- Zander, Udo, 35, 39, 55, 64, 66, 109–151, 294, 444, 447, 454
- Zook, Matthew, 52, 74, 446, 471