ORCHESTRATING SOLUTION DEVELOPMENT IN INDUSTRIAL NETWORK

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Abstract

Solutions are typically developed in networks, which combine resources from multiple actors. Extant literature has shown that solution development is dependent on the relationships between the network actors. However, the processes and activities which are needed for orchestrating solution development network have remained unclear because solution development has been analyzed mostly from a single actor’s perspective. Relying on literature on solutions and innovation networks, the present study develops a theoretical framework for orchestrating solution development network. Furthermore, the framework is empirically adjusted by conducting a single case study of a solution development network which consists of a supplier, a customer, a university and a financier. Data is acquired through seven in-depth interviews with all the network actors except the financier who was not actively involved in the solution development. The developed framework consists of six orchestration processes and altogether 28 orchestration activities. The results reveal that in orchestrating solution development network, also the on-going development process needs to be orchestrated. In addition, in solution development network the commitment of the members of the network is an important orchestration activity.

Keywords: Solution, Co-development, Network orchestration, Inter-organizational relationships