## AN APPLICATION OF ECOSYSTEM STRATEGIES FRAMEWORK TO UNDERSTAND NETWORK PERFORMANCE

<network theory>

Soumaya Ben Letaifa, MBA, Ph.D.
Professor, University of Quebec at Montreal & University of Paris Dauphine
École des sciences de la gestion
Université du Québec À Montréal (UQÀM)
Case postale 6192, succursale Centre ville,
Montreal (Quebec) Canada H3C 4R2
Phone: 514-746-1420

Fax: 514-270-8082 Email: Ben\_letaifa.soumaya@uqam.ca

## **ABSTRACT**

**Purpose** – This paper builds on previous work on ecosystem theory and on network theory to identify how ecosystem strategies defined by Iansiti and Levien (2004) (niche, keystone, focal and dominator strategies) impact the process of value co-creation in an ecosystem. This paper explores the case of the North American ICT ecosystem and illustrates 1) how each strategy affects the network; 2) describes why the network succeeds or fails.

**Methodology/approach** – The study is qualitative and inductive and it differentiates itself from previous empirical quantitative analysis. It is based on interviews (40), site observations (3) and documents' analysis. The main resercher conducted a longitudinal study in 2008 in an ICT north american eco system, allowing a multilevel analysis of network theory.

**Findings** –Results indicate how each member of the ICT ecosystem studied (banks, Telcos, SMEs, universities) has a different role in the process of value co-creation. Four strategies are adopted by these partners, but only two of them lead to a cohesive and relational network. Finally, this paper proposes a typology of network performance according to these four ecosystem strategies.

**Research implications** –This article uses a new perspective on network theory by providing an ecosystem framework that helps to better explain and understand the complexity of networks. In fact, this article explores the four ecosystem strategies and generates new relationships between network performance and partners' strategies.

**Practical implications** – The article emphasizes the impact of each of the four ecosystem strategies on the network performance. It highlights to managers and partners the outcomes of their interactions.

**Originality/value** – This article addresses network theory from a novel theoretical and practical perspective. It demonstrates how the four ecosystem strategies could lead to the rise or the fall of the whole network. It also opens new avenues of research on evaluating the process of co-creation of value among partners.

**Key words** ecosystem, network, strategy, value-creation, performance

Paper type – Research paper

## References

- Ben Letaifa, S. 2009. The Ecosystem Theory: Three essays on relationship paradigm and innovation in the banking and ICT industries. Doctoral dissertation, Quebec University At Montreal. Montreal.
- Ben Letaifa, S., M. Paulin & Y. Rabeau (2009), "Incorporate Marketing Strategy And Management: The Umbrella of the Ecosystem Theory", *The 2009 Naples Forum On Services: Service-Dominant Logic, Service Science, And Network Theory*, 16th -19th june 2009, Capri.
- Gummesson, E. (2002), Total Relationship Marketing: Rethinking Marketing Management Marketing Management, Relationship Strategy and CRM Approaches for the Network Economy, 2<sup>e</sup> édition, Oxford, UK: Butterworth Heinemann.
- Gummesson, E. (2003), « All research is interpretive! » *The Journal of Business & Industrial Marketing*, 18 (6-7), 482.
- Gummesson, E. (2004), « Return on relationships (ROR): the value of relationship Marketing and CRM in business-to-business contexts ». *The Journal of Business & Industrial Marketing*, 19 (2), 136.
- Gummesson, E. (2006), « Qualitative research in management: addressing complexity, context and persona ». *Management Decision*, 44 (2), 167.
- Gummesson, E. (2007), « Case study research and network theory: birds of a feather ». *Qualitative Research in Organizations and Management*, 2 (3), 226.
- Gummesson, E. (2008), «Extending the service-dominant logic: from customer centricity to balanced centricity ». *Academy of Marketing Science Journal*, 36 (1), 15.
- Gummesson, E. (2008), « Quality, service-dominant logic and many-to-many Marketing ». *TQM Journal*, 20 (2), 143.
- Iansiti, M. & Levien R. (2004). *The Keystone Advantage*. Boston, Massachussets: Harvard Business School Press.
- Iyer, B. & Davenport T.H. (2008). 'Reverse Engineering Google's Innovation Machine', *Harvard Business Review*, 86 (4): 58.
- Jarillo, J. C. (1988). 'On Strategic Networks'. Strategic Management Journal, 9 (1): 31-41.
- Johnson G., Melin L., & Whittington R. 2003. `Micro-strategy and strategizing: Towards an activitybased-view" `, *Journal of Management Studies*, 40(1):1-22.
- Payne, A., D. Ballantyne & M. Christopher (2005), « A stakeholder approach to relationship marketing strategy. The development & use of "six markets" model". *European Journal of Marketing*, 36 (7-8), 855-871.
- Ulset, S. (2008). `The rise and fall of global network alliances`, *Industrial and Corporate Change*, (17) 2: 267–300
- Vargo, S.L. & R.F. Lusch (2008a), « Service-dominant logic: Continuing the evolution ». *Journal of the Academy of Marketing Science*, 36 (1), 1-10.
- Vargo, S.L. & R.F. Lusch (2008b), «Why "service"?». Journal of the Academy of Marketing Science, 36 (1), 25-38.

Vargo, S.L., R.F. Lusch & M. O'Brien (2007), "Competing through service: Insights from service-dominant logic," *Journal of Retailing*, 83 (1), 2007.