

Machine Platform Crowd

The idea that business is only about the money doesn't hold true in the twenty-first century, when companies around the world are giving up traditional distinctions in order to succeed. Yet our expectations for businesses remain under the sway of an outdated worldview that emphasizes profits for shareholders above all else. *The Power of And* offers a new narrative about the nature of business, revealing the focus on responsibility and ethics that unites today's most influential ideas and companies. R. Edward Freeman, Kirsten E. Martin, and Bidhan L. Parmar detail an emerging business model built on five key concepts: prioritizing purpose as well as profits; creating value for stakeholders as well as shareholders; seeing business as embedded in society as well as markets; recognizing people's full humanity as well as their economic interests; and integrating business and ethics into a more holistic model. Drawing on examples across companies, industries, and countries, they show that these values support persevering in hard times and prospering over the long term. Real-world success stories disprove the conventional wisdom that there are unavoidable trade-offs between acting ethically and succeeding financially. *The Power of And* presents a conceptual revolution about what it means for business to be responsible, providing a new story for us to tell in order to help all kinds of companies thrive. Christine Greenhalgh explains the complex process of innovation & how it sustains the growth of firms, industries & economies, combining microeconomic & macroeconomic analysis. A trio of experts on high-tech business strategy and innovation reveal the principles that have made platform businesses the most valuable firms in the world and the first trillion-dollar companies. Managers and entrepreneurs in the digital era must learn to live in two worlds—the conventional economy and the platform economy. Platforms that operate for business purposes usually exist at the level of an industry or ecosystem, bringing together individuals and organizations so they can innovate and interact in ways not otherwise possible. Platforms create economic value far beyond what we see in conventional companies. *The Business of Platforms* is an invaluable, in-depth look at platform strategy and digital innovation. Cusumano, Gawer, and Yoffie address how a small number of companies have come to exert extraordinary influence over every dimension of our personal, professional, and political lives. They explain how these new entities differ from the powerful corporations of the past. They also question whether there are limits to the market dominance and expansion of these digital juggernauts. Finally,

they discuss the role governments should play in rethinking data privacy laws, antitrust, and other regulations that could reign in abuses from these powerful businesses. Their goal is to help managers and entrepreneurs build platform businesses that can stand the test of time and win their share of battles with both digital and conventional competitors. As experts who have studied and worked with these firms for some thirty years, this book is the most authoritative and timely investigation yet of the powerful economic and technological forces that make platform businesses, from Amazon and Apple to Microsoft, Facebook, and Google—all dominant players in shaping the global economy, the future of work, and the political world we now face.

"What does AI mean for your business? Read this book to find out." -- Hal Varian, Chief Economist, Google Artificial intelligence does the seemingly impossible, magically bringing machines to life--driving cars, trading stocks, and teaching children. But facing the sea change that AI will bring can be paralyzing. How should companies set strategies, governments design policies, and people plan their lives for a world so different from what we know? In the face of such uncertainty, many analysts either cower in fear or predict an impossibly sunny future. But in Prediction Machines, three eminent economists recast the rise of AI as a drop in the cost of prediction. With this single, masterful stroke, they lift the curtain on the AI-is-magic hype and show how basic tools from economics provide clarity about the AI revolution and a basis for action by CEOs, managers, policy makers, investors, and entrepreneurs. When AI is framed as cheap prediction, its extraordinary potential becomes clear: Prediction is at the heart of making decisions under uncertainty. Our businesses and personal lives are riddled with such decisions. Prediction tools increase productivity--operating machines, handling documents, communicating with customers. Uncertainty constrains strategy. Better prediction creates opportunities for new business structures and strategies to compete. Penetrating, fun, and always insightful and practical, Prediction Machines follows its inescapable logic to explain how to navigate the changes on the horizon. The impact of AI will be profound, but the economic framework for understanding it is surprisingly simple.

The Insights You Need from Harvard Business Review

The Business of Platforms

How Casino Mogul Steve Wynn Won-and Lost-the High Stakes Gamble to Own Las Vegas

The Truth Machine

***The Simple Economics of Artificial Intelligence
Machine, Platform, Crowd***

The End of Employment and the Rise of Crowd-Based Capitalism

Fintech is challenging banks and squeezing all our financial transactions onto a mobile screen! Should we be worried? We make payments via PayPal or Paytm, shop on Amazon or Flipkart, book accommodation on Airbnb or Oyo and call a cab using Uber or Ola apps. The big tech companies are taking care of all our finances virtually while new technologies such as artificial intelligence (AI), internet of things (IoT), blockchain, big data, 5G and quantum computing promise to raise a new storm in the future of finance. Fintech Future is the story of technology disrupting finance—from coin to bitcoin, banknote to cloud and stodgy old banks to AI—viewed from the perspective of whether it helps make the world a better place.

The instant New York Times bestseller! A Wall Street Journal Best Science Book of the Year! A Popular Science Best Science Book of the Year! From a top scientist and the creator of the hugely popular web comic Saturday Morning Breakfast Cereal, a hilariously illustrated investigation into future technologies -- from how to fling a ship into deep space on the cheap to 3D organ printing What will the world of tomorrow be like? How does progress happen? And why do we not have a lunar colony already? What is the hold-up? In this smart and funny book, celebrated cartoonist Zach Weinersmith and noted researcher Dr. Kelly Weinersmith give us a snapshot of what's coming next -- from robot swarms to nuclear fusion powered-toasters. By weaving their own research, interviews with the scientists who are making these advances happen, and Zach's trademark comics, the Weinersmiths investigate why these technologies are needed, how they would work, and what is standing in their way. New technologies are almost never the work of isolated geniuses with a neat idea. A given future technology may need any number of intermediate technologies to develop first, and many of these critical advances may appear to be irrelevant when they are first discovered. The journey to progress is full of strange detours and blind alleys that tell us so much about the human mind and the march of civilization. To this end, Soonish investigates ten different emerging fields, from programmable matter to augmented reality, from space elevators to robotic construction, to show us the amazing world we will have, you know, soonish. Soonish is the perfect gift for science lovers for the holidays!

Companies that don't use AI to their advantage will soon be left behind. Artificial intelligence and machine learning will drive a massive reshaping of the economy and society. What should you and your company be doing right now to ensure that your business is poised for success? These articles by AI experts and consultants will help you understand today's essential thinking on what AI is capable of now, how to adopt it in your organization, and how the technology is likely to evolve in the near future. Artificial Intelligence: The Insights You Need from Harvard Business Review will help you spearhead important conversations,

get going on the right AI initiatives for your company, and capitalize on the opportunity of the machine intelligence revolution. Catch up on current topics and deepen your understanding of them with the Insights You Need series from Harvard Business Review. Featuring some of HBR's best and most recent thinking, Insights You Need titles are both a primer on today's most pressing issues and an extension of the conversation, with interesting research, interviews, case studies, and practical ideas to help you explore how a particular issue will impact your company and what it will mean for you and your business. NEW YORK TIMES BESTSELLER WASHINGTON POST BESTSELLER Winner of the getAbstract 17th International Book Award "The Seventh Sense is a concept every businessman, diplomat, or student should aspire to master--a powerful idea, backed by stories and figures that will be impossible to forget." -- Walter Isaacson, author of Steve Jobs and Leonardo da Vinci Endless terror. Refugee waves. An unfixable global economy. Surprising election results. New billion-dollar fortunes. Miracle medical advances. What if they were all connected? What if you could understand why? The Seventh Sense is the story of what all of today's successful figures see and feel: the forces that are invisible to most of us but explain everything from explosive technological change to uneasy political ripples. The secret to power now is understanding our new age of networks. Not merely the Internet, but also webs of trade, finance, and even DNA. Based on his years of advising generals, CEOs, and politicians, Ramo takes us into the opaque heart of our world's rapidly connected systems and teaches us what the losers are not yet seeing--and what the victors of this age already know.

FinTech Future

X

Competing in the Age of AI

The Surprising Story of How We Learned to Prosper Using Fewer

Resources—and What Happens Next

The Only Move That Matters Is Your Next One

Political Media and Our National Anger

The Crowd

A Scientist's Quest to Reclaim Our Humanity by Bringing Emotional Intelligence to Technology

With the right mindset and insight, anyone can become a millionaire. Are you tired of just paying bills until you die? Are you wasting your life at a job that doesn't make you fulfilled or financially secure? Then Future Proofing You: Twelve Truths for Creating Opportunity, Maximizing Wealth, and Controlling Your Destiny in an Uncertain World is for you. In this life-changing book, celebrated author and entrepreneur Jay Samit, who's worked with such visionaries as Bill Gates, Steve Jobs, Reid Hoffman, and hundreds of successful entrepreneurs, shares the key understandings and step-by-step process for becoming rich and never needing another job again. To prove the power of his 12 Truths, Samit also details the journey of how he mentored a broke millennial with these principles and empowered him to go from being on welfare to becoming a self-made millionaire in one year. Building

upon the principles in his internationally acclaimed book *Disrupt You*, Samit explains: How to identify an idea and market to start your business How to build a virtual company with little or no capital The latest free software tools for managing your business Ways to get a piece of a trillion-dollar opportunity bigger than mobile How to harness the three primary fears of others to generate more sales Strategies for finding the right mentors to accelerate your success Techniques to structure any deal for creating recurring revenue and lasting wealth This book is perfect for anyone who is tired of jobs with no security, hopes to truly realize their professional and personal potential, and is looking for a way to build a better life for them and their family. Future Proofing You

Machine, Platform, Crowd: Harnessing Our Digital Future W. W. Norton & Company

"Views differ on bitcoin, but few doubt the transformative potential of Blockchain technology. The Truth Machine is the best book so far on what has happened and what may come along. It demands the attention of anyone concerned with our economic future."

—Lawrence H. Summers, Charles W. Eliot University Professor and President Emeritus at Harvard, Former Treasury Secretary From Michael J. Casey and Paul Vigna, the authors of *The Age of Cryptocurrency*, comes the definitive work on the Internet's Next Big Thing: *The Blockchain*. Big banks have grown bigger and more entrenched. Privacy exists only until the next hack. Credit card fraud is a fact of life. Many of the "legacy systems" once designed to make our lives easier and our economy more efficient are no longer up to the task. Yet there is a way past all this—a new kind of operating system with the potential to revolutionize vast swaths of our economy: the blockchain. In *The Truth Machine*, Michael J. Casey and Paul Vigna demystify the blockchain and explain why it can restore personal control over our data, assets, and identities; grant billions of excluded people access to the global economy; and shift the balance of power to revive society's faith in itself. They reveal the disruption it promises for industries including finance, tech, legal, and shipping. Casey and Vigna expose the challenge of replacing trusted (and not-so-trusted) institutions on which we've relied for centuries with a radical model that bypasses them. *The Truth Machine* reveals the empowerment possible when self-interested middlemen give way to the transparency of the blockchain, while highlighting the job losses, assertion of special interests, and threat to social cohesion that will accompany this shift. With the same balanced perspective they brought to *The Age of Cryptocurrency*, Casey and Vigna show why we all must care about the path that blockchain technology takes—moving humanity forward, not backward.

"The amount of knowledge and talent dispersed among the human race has always outstripped our capacity to harness it. Crowdsourcing corrects that—but in doing so, it also unleashes the forces of creative destruction." —From *Crowdsourcing First* identified by journalist Jeff Howe in a June 2006 *Wired* article, "crowdsourcing" describes the process by which the power of the many can be leveraged to accomplish feats that were once the province of the specialized few. Howe reveals that the crowd is more than wise—it's talented, creative, and stunningly productive. Crowdsourcing activates the transformative power of today's technology, liberating the latent potential within us all. It's a perfect meritocracy, where age, gender, race, education, and job history no longer matter; the quality of work is all that counts; and every field is open to people of every imaginable background. If you can perform the service, design the product, or solve the problem, you've got the job. But crowdsourcing has also triggered a dramatic shift in the way work is organized, talent is employed, research is conducted, and products are made and marketed. As the crowd comes to supplant traditional forms of labor, pain and disruption are inevitable. Jeff Howe delves into both the positive and negative consequences of this intriguing phenomenon. Through extensive reporting from the front lines of this revolution, he employs a brilliant array of stories to look at the economic, cultural, business, and political implications of crowdsourcing. How were a bunch of part-time dabblers in finance able to

help an investment company consistently beat the market? Why does Procter & Gamble repeatedly call on enthusiastic amateurs to solve scientific and technical challenges? How can companies as diverse as iStockphoto and Threadless employ just a handful of people, yet generate millions of dollars in revenue every year? The answers lie within these pages. The blueprint for crowdsourcing originated from a handful of computer programmers who showed that a community of like-minded peers could create better products than a corporate behemoth like Microsoft. Jeff Howe tracks the amazing migration of this new model of production, showing the potential of the Internet to create human networks that can divvy up and make quick work of otherwise overwhelming tasks. One of the most intriguing ideas of Crowdsourcing is that the knowledge to solve intractable problems—a cure for cancer, for instance—may already exist within the warp and weave of this infinite and, as yet, largely untapped resource. But first, Howe proposes, we need to banish preconceived notions of how such problems are solved. The very concept of crowdsourcing stands at odds with centuries of practice. Yet, for the digital natives soon to enter the workforce, the technologies and principles behind crowdsourcing are perfectly intuitive. This generation collaborates, shares, remixes, and creates with a fluency and ease the rest of us can hardly understand. Crowdsourcing, just now starting to emerge, will in a short time simply be the way things are done.

Pivot

Power, Fortune, and Survival in the Age of Networks

Platform Revolution: How Networked Markets Are Transforming the Economy and How to Make Them Work for You

Turning Technology into Business Transformation

The Biological Mind

Platform Capitalism

The Digital DNA of Finance

What To Do When Machines Do Everything

The most comprehensive, global guide to business model design and innovation for academic and business audiences. *Business Model Innovation Strategy: Transformational Concepts and Tools for Entrepreneurial Leaders* is centered on a timely, mission-critical strategic issue that both founders of new firms and senior managers of incumbent firms globally need to address as they reimagine their firms in the post COVID-19 world. The book, which draws on over 20 years of the authors collaborative theoretical and rigorous empirical research, has a pragmatic orientation and is filled with examples and illustrations from around the world. This action-oriented book provides leaders with a rigorous and detailed guide to the design and implementation of innovative, and scalable business models for their companies. Faculty and students can use *Business Model Innovation Strategy* as a textbook in undergraduate, MBA, and EMBA degree courses as well as in executive courses of various designs and lengths. The content of the book has been tested in both degree and non-degree courses at some of the world's leading business schools and has helped students and firm leaders to develop ground-breaking business model innovations. This book will help you: Learn the basics of business model innovation—including the latest developments in the field Learn how business model innovation presents new and profitable business opportunities in industries that were considered all but immune to attacks from newcomers Learn how to determine the viability of your current

business model Explore new possibilities for value creation by redesigning your firm's business model Receive practical, step-by-step guidance on how to introduce business model innovation in your own company Become well-versed in an important area of business strategy and entrepreneurship Authors Amit and Zott anchored the book on their pioneering research and extensive scholarly and practitioner-oriented publications on the design, implementation, and performance implications of innovative business models. They are the most widely cited researchers in the field of business model innovation, and they teach at the top-ranked Wharton School of the University of Pennsylvania and the prestigious global business school IESE with campuses in Barcelona, Madrid, Munich, New York, and São Paulo. Two leaders in the field offer a compelling analysis of the current state of the art and reveal the steps we must take to achieve a truly robust artificial intelligence. Despite the hype surrounding AI, creating an intelligence that rivals or exceeds human levels is far more complicated than we have been led to believe. Professors Gary Marcus and Ernest Davis have spent their careers at the forefront of AI research and have witnessed some of the greatest milestones in the field, but they argue that a computer beating a human in Jeopardy! does not signal that we are on the doorstep of fully autonomous cars or superintelligent machines. The achievements in the field thus far have occurred in closed systems with fixed sets of rules, and these approaches are too narrow to achieve genuine intelligence. The real world, in contrast, is wildly complex and open-ended. How can we bridge this gap? What will the consequences be when we do? Taking inspiration from the human mind, Marcus and Davis explain what we need to advance AI to the next level, and suggest that if we are wise along the way, we won't need to worry about a future of machine overlords. If we focus on endowing machines with common sense and deep understanding, rather than simply focusing on statistical analysis and gathering ever larger collections of data, we will be able to create an AI we can trust--in our homes, our cars, and our doctors' offices. Rebooting AI provides a lucid, clear-eyed assessment of the current science and offers an inspiring vision of how a new generation of AI can make our lives better.

Individuals all over the world can use Airbnb to rent an apartment in a foreign city, check Coursera to find a course on statistics, join PatientsLikeMe to exchange information about one's disease, hail a cab using Uber, or read the news through Facebook's Instant Articles. The promise of connective platforms is that they offer personalized services and contribute to innovation and economic growth, while bypassing cumbersome institutional or industrial overhead. In *The Platform Society*, Van Dijck, Poell and De Waal offer a comprehensive analysis of a connective world where platforms have penetrated the heart of societies--disrupting markets and labor relations, circumventing institutions, transforming social and civic practices and affecting democratic processes. This book questions what role online platforms play in the organization of Western societies. First, how do platform mechanisms work and to what effect are they deployed? Second,

how can platforms incorporate public values and benefit the public good? The Platform Society analyzes intense struggles between competing ideological systems and contesting societal actors-market, government and civil society-raising the issue of who is or should be responsible for anchoring public values and the common good in a platform society. Public values include of course privacy, accuracy, safety, and security, but they also pertain to broader societal effects, such as fairness, accessibility, democratic control, and accountability. Such values are the very stakes in the struggle over the platformization of societies around the globe. The Platform Society highlights how this struggle plays out in four private and public sectors: news, urban transport, health, and education. Each struggle highlights local dimensions, for instance fights over regulation between individual platforms and city governments, but also addresses the level of the platform ecosystem as well as the geopolitical level where power clashes between global markets and (supra-)national governments take place. Examines how information technologies are affecting jobs, skills, wages, and the economy.

Public Values in a Connective World

Machine, Platform, Crowd: Harnessing Our Digital Future

Artificial Intelligence

Responsible Business Without Trade-Offs

The Seventh Sense

The Blockchain and the Future of Everything

Twelve Truths for Creating Opportunity, Maximizing Wealth, and Controlling your Destiny in an Uncertain World

The Experience When Business Meets Design

From Pulitzer Prize-winning journalist and culture critic Christina Binkley comes an updated edition of her New York Times bestselling account of sex, drugs, and the rise of Las Vegas. With a new prologue on the rise and fall of Steve Wynn. The Strip. Home to some of the world's grandest, flashiest, and most lucrative casino resorts, Las Vegas, with its multitude of attractions, draws millions of tourists from around the world every year. But Sin City hasn't always been booming: modern Vegas exists largely thanks to the extraordinary vision, and remarkable hubris, of three competing business moguls: Kirk Kerkorian, Dr. Gary Loveman, and Steve Wynn. And in the wake of #MeToo revelations, not all empires survive. Having had personal access to all three tycoons, Binkley explains how their audacious efforts to reach the top-and to top one another-shaped the city as it stands. She takes us inside their grandest schemes, their riskiest deals, and the personalities that drove them to their greatest successes, and their most painful defeats. In this updated edition, she reveals the inside story of how Steve Wynn, the winner who took all, ultimately lost everything-twice. Sharp, insightful, and revealing, Winner Takes All is the gripping story of how billions of dollars and the unparalleled drive for power turned dreams into larger-than-life reality. "It's a great drama on the greatest stage. . . Wynn, Kerkorian, and Loveman represent three opposing business personalities, three styles of achieving success. On the Vegas Strip, they're pitted against one another like gladiators, and we've got front-row seats. Kapow!" - bestselling author Po Bronson

Pork dorks. Craftsters. American Girl fans. Despite their different tastes, these eclectic diehards have a lot in common: they're obsessed about a specific brand, product, or category. They pursue their passions with fervor, and they're extremely knowledgeable about the things they love. They aren't average consumers—they're superconsumers. Although small in number, superconsumers can have an outsized impact on a company's bottom line. Representing 10% of total consumers, they can drive between 30%

to 70% of sales, and they're usually willing to spend considerably more than the average consumer. And because they're so engaged and passionate, they can offer invaluable advice to managers looking to improve their products, change their business models, energize their cultures, and attract new customers. In *Superconsumers*, growth strategy expert Eddie Yoon lays out a simple but extremely effective framework that has helped companies of all types and sizes achieve more sustainable growth: he'll show you how to find, listen to, and engage with your most passionate and profitable consumers, and then tailor your decisions to meet their wants and needs. Along the way, he'll let you into the minds and homes of superconsumers of all kinds, revealing what makes them tick and why they're willing to spend so much more than other consumers. Rich with data and case studies of companies that have implemented superconsumer strategies with great success, *Superconsumers* is a fun, practical, and inspiring guide for anyone interested in making their best customers even better.

We live in strange times. A machine plays the strategy game Go better than any human; upstarts like Apple and Google destroy industry stalwarts such as Nokia; ideas from the crowd are repeatedly more innovative than corporate research labs. In *The Second Machine Age*, Andrew McAfee and Erik Brynjolfsson predicted some of the far-reaching effects of digital technologies on our lives and businesses. Now they've written a guide to help readers make the most of our collective future. *Machine, Platform, Crowd* outlines the opportunities and challenges inherent in the science fiction-worthy technologies that have come to life in recent years, like self-driving cars and 3D printers, online platforms for renting outfits and scheduling workouts, or crowd-sourced medical research and financial instruments.

"A clear and crisply written account of machine intelligence, big data and the sharing economy. But McAfee and Brynjolfsson also wisely acknowledge the limitations of their futurology and avoid oversimplification." —Financial Times In *The Second Machine Age*, Andrew McAfee and Erik Brynjolfsson predicted some of the far-reaching effects of digital technologies on our lives and businesses. Now they've written a guide to help readers make the most of our collective future. *Machine | Platform | Crowd* outlines the opportunities and challenges inherent in the science fiction technologies that have come to life in recent years, like self-driving cars and 3D printers, online platforms for renting outfits and scheduling workouts, or crowd-sourced medical research and financial instruments.

Future Proofing You

Superconsumers

How Brain, Body, and Environment Collaborate to Make Us Who We Are

Super Mad at Everything All the Time

Ten Emerging Technologies That'll Improve and/or Ruin Everything

Winners and Losers in the Age of Smart Machines

Soonish

A Simple, Speedy, and Sustainable Path to Superior Growth

From the coauthor of the New York Times bestseller The Second Machine Age, a paradigm-shifting argument "full of fascinating information and provocative insights" (Publishers Weekly, starred review)—demonstrating that we are increasing prosperity while using fewer natural resources. Throughout history, the only way for humanity to grow was by degrading the Earth: chopping down forests, polluting the air and water, and endlessly using up resources. Since the first Earth Day in 1970, the focus has been on radically changing course: reducing our consumption, tightening our belts, and learning to share and reuse. Is that argument correct? Absolutely not. In More from Less, McAfee argues that to solve our ecological problems we should do the opposite of what a decade of conventional wisdom suggests. Rather than reduce and conserve, we should rely on the cost-consciousness built into capitalism and the streamlining miracles of technology to create a more efficient world. America—a large, high-tech country that accounts for about 25% of the global economy—is now generally using less of

most resources year after year, even as its economy and population continue to grow. What's more, the US is polluting the air and water less, emitting fewer greenhouse gases, and replenishing endangered animal populations. And, as McAfee shows, America is not alone. Other countries are also transforming themselves in fundamental ways. What has made this turnabout possible? One thing, primarily: the collaboration between technology and capitalism, although good governance and public awareness have also been critical. McAfee does warn of issues that haven't been solved, like global warming, overfishing, and communities left behind as capitalism and tech progress race forward. But overall, *More from Less* is a revelatory and "deeply engaging" (Booklist) account of how we've stumbled into an unexpectedly better balance with nature—one that holds out the promise of more abundant and greener centuries ahead.

"a provocative new book" — *The New York Times* AI-centric organizations exhibit a new operating architecture, redefining how they create, capture, share, and deliver value. Now with a new preface that explores how the coronavirus crisis compelled organizations such as Massachusetts General Hospital, Verizon, and IKEA to transform themselves with remarkable speed, Marco Iansiti and Karim R. Lakhani show how reinventing the firm around data, analytics, and AI removes traditional constraints on scale, scope, and learning that have restricted business growth for hundreds of years. From Airbnb to Ant Financial, Microsoft to Amazon, research shows how AI-driven processes are vastly more scalable than traditional processes, allow massive scope increase, enabling companies to straddle industry boundaries, and create powerful opportunities for learning—to drive ever more accurate, complex, and sophisticated predictions. When traditional operating constraints are removed, strategy becomes a whole new game, one whose rules and likely outcomes this book will make clear. Iansiti and Lakhani: Present a framework for rethinking business and operating models Explain how "collisions" between AI-driven/digital and traditional/analog firms are reshaping competition, altering the structure of our economy, and forcing traditional companies to rearchitect their operating models Explain the opportunities and risks created by digital firms Describe the new challenges and responsibilities for the leaders of both digital and traditional firms Packed with examples—including many from the most powerful and innovative global, AI-driven competitors—and based on research in hundreds of firms across many sectors, this is your essential guide for rethinking how your firm competes and operates in the era of AI.

The wide-ranging implications of the shift to a sharing economy, a new model of organizing economic activity that may supplant traditional corporations. Sharing isn't new. Giving someone a ride, having a guest in your spare room, running errands for someone, participating in a supper club—these are not revolutionary concepts. What is new, in the "sharing economy," is that you are not helping a friend for free; you are providing these services to a stranger for money. In this book, Arun Sundararajan, an expert on the sharing economy, explains the transition to what he describes as "crowd-based capitalism"—a new way of organizing economic activity that may supplant the traditional corporate-centered model. As peer-to-peer commercial exchange blurs the lines between the personal and the professional, how will the economy, government regulation, what it means to have a job, and our social fabric be affected? Drawing on extensive research and numerous real-world examples—including Airbnb, Lyft, Uber, Etsy, TaskRabbit, France's BlaBlaCar, China's Didi Kuaidi, and India's Ola, Sundararajan explains the basics of crowd-based capitalism. He describes the intriguing mix of "gift" and

“market” in its transactions, demystifies emerging blockchain technologies, and clarifies the dizzying array of emerging on-demand platforms. He considers how this new paradigm changes economic growth and the future of work. Will we live in a world of empowered entrepreneurs who enjoy professional flexibility and independence? Or will we become disenfranchised digital laborers scurrying between platforms in search of the next wedge of piecemeal work? Sundararajan highlights the important policy choices and suggests possible new directions for self-regulatory organizations, labor law, and funding our social safety net.

A practical guide to the new economy that is transforming the way we live, work, and play. Uber. Airbnb. Amazon. Apple. PayPal. All of these companies disrupted their markets when they launched. Today they are industry leaders. What’s the secret to their success? These cutting-edge businesses are built on platforms: two-sided markets that are revolutionizing the way we do business. Written by three of the most sought-after experts on platform businesses, Platform Revolution is the first authoritative, fact-based book on platform models. Whether platforms are connecting sellers and buyers, hosts and visitors, or drivers with people who need a ride, Geoffrey G. Parker, Marshall W. Van Alstyne, and Sangeet Paul Choudary reveal the what, how, and why of this revolution and provide the first “owner’s manual” for creating a successful platform business. Platform Revolution teaches newcomers how to start and run a successful platform business, explaining ways to identify prime markets and monetize networks. Addressing current business leaders, the authors reveal strategies behind some of today’s up-and-coming platforms, such as Tinder and SkillShare, and explain how traditional companies can adapt in a changing marketplace. The authors also cover essential issues concerning security, regulation, and consumer trust, while examining markets that may be ripe for a platform revolution, including healthcare, education, and energy. As digital networks increase in ubiquity, businesses that do a better job of harnessing the power of the platform will win. An indispensable guide, Platform Revolution charts out the brilliant future of platforms and reveals how they will irrevocably alter the lives and careers of millions.

A Guide for Thinking Humans

Prediction Machines

Summary of Andrew McAfee & Erik Brynjolfsson's Machine, Platform, Crowd

A Study of the Popular Mind

The Power of And

The Second Machine Age: Work, Progress, and Prosperity in a Time of Brilliant Technologies

Business Model Innovation Strategy

Amp It Up

Melanie Mitchell separates science fact from science fiction in this sweeping examination of the current state of AI and how it is remaking our world. No recent scientific enterprise has proved as alluring, terrifying, and filled with extravagant promise and frustrating setbacks as artificial intelligence. The award-winning author Melanie Mitchell, a leading computer scientist, now reveals AI’s turbulent history and the recent spate of apparent successes, grand hopes, and emerging fears surrounding it. In *Artificial Intelligence*, Mitchell turns to the most urgent questions concerning AI today: How intelligent—really—are the best AI programs? How do they work? What can they actually do, and when do they fail? How humanlike do we expect them to become, and how soon do we need to worry about

them surpassing us? Along the way, she introduces the dominant models of modern AI and machine learning, describing cutting-edge AI programs, their human inventors, and the historical lines of thought underpinning recent achievements. She meets with fellow experts such as Douglas Hofstadter, the cognitive scientist and Pulitzer Prize-winning author of the modern classic *Gödel, Escher, Bach*, who explains why he is “terrified” about the future of AI. She explores the profound disconnect between the hype and the actual achievements in AI, providing a clear sense of what the field has accomplished and how much further it has to go. Interweaving stories about the science of AI and the people behind it, *Artificial Intelligence* brims with clear-sighted, captivating, and accessible accounts of the most interesting and provocative modern work in the field, flavored with Mitchell’s humor and personal observations. This frank, lively book is an indispensable guide to understanding today’s AI, its quest for “human-level” intelligence, and its impact on the future for us all.

Prepares leaders for the 2020s—an accessible guide to the key technologies that will reshape business in the coming decade Most businesses identify six key digital technologies—artificial intelligence (AI), distributed ledgers and blockchain, the Internet of Things (IoT), autonomous machines, virtual and augmented reality, and 5G communication—as critical to their relevance and growth over the coming ten years. These new disruptive technologies present significant opportunity for businesses in every industry. The first businesses to understand automation and these transformative technologies will be the ones to reap the greatest rewards in the marketplace. *The Innovation Ultimatum* helps leaders understand the key technologies poised to reshape business in the next decade and prepare their organizations for technology-enabled change. Using straightforward, jargon-free language, this important resource provides a set of strategic questions every leader will need to ask and answer in order to prepare for the impending changes to the business landscape. Author Steve Brown shares his insights to help leaders take full advantage of the next wave of digital transformation and describes compelling examples of how businesses are already embracing new technologies to optimize operations, create new value, and serve customers in new ways. Written for anyone that wants to understand how automation and new technology will fundamentally restructure business, this book enables readers to:

- Understand the implications of technology-driven change across industrial sectors
- Apply important insights to their own business
- Gain competitive advantage by implementing new technologies
- Prepare for the future of work and understand the skills needed to thrive in a post-automation economy
- Adopt critical digital technologies in any organization

Providing invaluable cutting-edge content, *The Innovation Ultimatum* is a much-needed source of guidance and inspiration for business leaders, board members, C-suite executives, and senior managers who need to prepare their businesses for the future.

“Refreshingly thought-provoking...” – *The Financial Times* *The essential playbook for the future of your business* *What To Do When Machines Do Everything* is a guidebook to succeeding in the next generation of the digital economy. When systems running on Artificial Intelligence can drive our cars, diagnose medical patients, and manage our finances more effectively than humans it raises profound

questions on the future of work and how companies compete. Illustrated with real-world cases, data, and insight, the authors provide clear strategic guidance and actionable steps to help you and your organization move ahead in a world where exponentially developing new technologies are changing how value is created. Written by a team of business and technology expert practitioners—who also authored *Code Halos: How the Digital Lives of People, Things, and Organizations are Changing the Rules of Business*—this book provides a clear path to the future of your work. The first part of the book examines the once in a generation upheaval most every organization will soon face as systems of intelligence go mainstream. The authors argue that contrary to the doom and gloom that surrounds much of IT and business at the moment, we are in fact on the cusp of the biggest wave of opportunity creation since the Industrial Revolution. Next, the authors detail a clear-cut business model to help leaders take part in this coming boom; the AHEAD model outlines five strategic initiatives—Automate, Halos, Enhance, Abundance, and Discovery—that are central to competing in the next phase of global business by driving new levels of efficiency, customer intimacy and innovation. Business leaders today have two options: be swallowed up by the ongoing technological evolution, or ride the crest of the wave to new profits and better business. This book shows you how to avoid your own extinction event, and will help you; Understand the untold full extent of technology's impact on the way we work and live. Find out where we're headed, and how soon the future will arrive Leverage the new emerging paradigm into a sustainable business advantage Adopt a strategic model for winning in the new economy The digital world is already transforming how we work, live, and shop, how we are governed and entertained, and how we manage our money, health, security, and relationships. Don't let your business—or your career—get left behind. What To Do When Machines Do Everything is your strategic roadmap to a future full of possibility and success. Or peril.

Please note: This is a companion version & not the original book. Sample Book Insights: #1 Go is a strategy game developed in China about 2,500 years ago. It is difficult to play well, and no luck is involved. It is considered a more difficult game than chess. #2 Go players use a group of heuristics to navigate the absurd complexity of the game. They are unable to explain how they know what they know, and it is hard to make such tacit knowledge explicit. #3 A computer was able to win a five-game match against the European Go champion in 2015, and many analysts and commentators called this a breakthrough. However, some argued that the magnitude of the achievement was exaggerated. #4 The games between Sedol and AlphaGo attracted intense interest throughout Korea and other East Asian countries. AlphaGo won the first three games, ensuring itself of victory overall in the best-of-five match. But Sedol came back to win the fourth game.

How to Reposition Today's Business While Creating the Future

Leading Digital

Leading for Hypergrowth by Raising Expectations, Increasing Urgency, and Elevating Intensity

The Sharing Economy

Innovation, Intellectual Property, and Economic Growth

Strategy and Leadership When Algorithms and Networks Run the World

How to Get Ahead in a World of AI, Algorithms, Bots, and Big Data More from Less

A pioneering neuroscientist argues that we are more than our brains To many, the brain is the seat of personal identity and autonomy. But the way we talk about the brain is often rooted more in mystical conceptions of the soul than in scientific fact. This blinds us to the physical realities of mental function. We ignore bodily influences on our psychology, from chemicals in the blood to bacteria in the gut, and overlook the ways that the environment affects our behavior, via factors varying from subconscious sights and sounds to the weather. As a result, we alternately overestimate our capacity for free will or equate brains to inorganic machines like computers. But a brain is neither a soul nor an electrical network: it is a bodily organ, and it cannot be separated from its surroundings. Our selves aren't just inside our heads--they're spread throughout our bodies and beyond. Only once we come to terms with this can we grasp the true nature of our humanity.

Wall Street Journal, USA Today, and Publishers Weekly Bestseller The secret to leading growth is your mindset Snowflake CEO Frank Sloatman is one of the tech world's most accomplished executives in enterprise growth, having led Snowflake to the largest software IPO ever after leading ServiceNow and Data Domain to exponential growth and the public market before that. In Amp It Up: Leading for Hypergrowth by Raising Expectations, Increasing Urgency, and Elevating Intensity, he shares his leadership approach for the first time. Amp It Up delivers an authoritative look at what it takes to transform an organization for maximum growth and scale. Sloatman shows that most leaders have significant room to improve their organization's performance without making expensive changes to their talent, structure, or fundamental business model—and they don't need to bring in an army of consultants to do it. What they do need is to align people around what matters and execute with urgency and intensity every day. Leading for unprecedented growth means declaring war on mediocrity, breaking the status quo, and making conflicted choices daily, all with a relentless focus on the mission. Amp It Up provides the first principles to guide that change, and the tactical advice for organizing a company around them. Perfect for executives, entrepreneurs, founders, managers, and leaders of all kinds, Amp It Up is a must-read resource for anyone who seeks to unleash the growth potential of a company and scale it to heights they never thought possible.

*In a captivating memoir, an Egyptian American visionary and scientist provides an intimate view of her personal transformation as she follows her calling—to humanize our technology and how we connect with one another. **LONGLISTED FOR THE PORCHLIGHT BUSINESS BOOK AWARD** • “A vivid coming-of-age story and a call to each of us to be more mindful and compassionate when we interact online.”—Arianna Huffington **NAMED ONE OF THE BEST BOOKS OF THE YEAR BY PARADE** Rana el Kaliouby is a rarity in both the tech world and her native Middle East: a Muslim woman in charge in a field that is still overwhelmingly white and male. Growing up in Egypt and Kuwait, el Kaliouby was raised by a strict father who valued tradition—yet also had high expectations for his daughters—and a mother who was one of the first female computer programmers in the Middle East. Even before el Kaliouby broke ground as a scientist, she broke the rules of what it meant to be an obedient daughter and, later, an obedient wife to pursue her own daring dream. After earning her PhD at Cambridge, el Kaliouby, now the divorced mother of two, moved to America to pursue her mission to humanize technology before it dehumanizes us. The majority of our communication is conveyed through nonverbal cues: facial expressions, tone of voice, body*

language. But that communication is lost when we interact with others through our smartphones and devices. The result is an emotion-blind digital universe that impairs the very intelligence and capabilities—including empathy—that distinguish human beings from our machines. To combat our fundamental loss of emotional intelligence online, she cofounded Affectiva, the pioneer in the new field of Emotion AI, allowing our technology to understand humans the way we understand one another. Girl Decoded chronicles el Kaliouby's journey from being a "nice Egyptian girl" to becoming a woman, carving her own path as she revolutionizes technology. But decoding herself—learning to express and act on her own emotions—would prove to be the biggest challenge of all.

A pair of technology experts describe how humans will have to keep pace with machines in order to become prosperous in the future and identify strategies and policies for business and individuals to use to combine digital processing power with human ingenuity.

The Platform Society

Only Humans Need Apply

How the Digital Revolution is Accelerating Innovation, Driving Productivity, and Irreversibly Transforming Employment and the Economy

Why the Power of the Crowd Is Driving the Future of Business

Six strategic technologies that will reshape every business in the 2020s

Strategy in the Age of Digital Competition, Innovation, and Power

Transformational Concepts and Tools for Entrepreneurial Leaders

Winner Takes All

Game-changing disruptions will likely unfold on your watch. Be ready. In *Dual Transformation*, Scott Anthony, Clark Gilbert, and Mark Johnson propose a practical and sustainable approach to one of the greatest challenges facing leaders today: transforming your business in the face of imminent disruption. *Dual Transformation* shows you how your company can come out of a market shift stronger and more profitable, because the threat of disruption is also the greatest opportunity a leader's team will ever face. Disruptive change opens a window of opportunity to create new markets. It is the moment when a market also-ran can become a market leader, the moment when business legacies are created. That moment starts with the dual transformation framework: Transformation A: Repositioning today's business to maximize its resilience, such as how Adobe boldly shifted from selling packaged software to providing software as a service. Transformation B: Creating a new growth engine, such as how Amazon became the world's largest provider of cloud computing services. Capabilities link: Fighting unfairly by taking advantage of difficult-to-replicate assets without succumbing to the "sucking sound of the core." Anthony, Gilbert, and Johnson also address the characteristics leaders must embrace: courage, clarity, curiosity, conviction. Without them, dual transformation efforts can founder. Building on lessons from diverse companies, such as Adobe, Manila Water, and Netflix, and a case study from Gilbert's firsthand experience transforming his own media and publishing company, *Dual Transformation* will guide executives through the journey of creating the next version of themselves, allowing them to own the future rather than be disrupted. *Super Mad at Everything All the Time* explores the polarization of American politics through the collapse of the space between politics and culture, as bolstered by

omnipresent media. It seeks to explain this perfect storm of money, technology, partisanship that has created two entirely separate news spheres: a small, enclosed for the right wing and a sprawling expanse for everyone else. This leads to two facts, two narratives, and two loudly divergent political sides with extraordinary all around. Based on extensive interviews with leading media figures and politicians, the book traces the development of the media machine, giving suggestions on how to improve our national dialogue while defending our right to disagree agreeably.

We live in strange times. A machine plays the strategy game Go better than any upstarts like Apple and Google destroy industry stalwarts such as Nokia; ideas from the crowd are repeatedly more innovative than corporate research labs. MIT's Andrew McAfee and Erik Brynjolfsson know what it takes to master this digital-powered world; they must rethink the integration of minds and machines, of products and platforms, of core and the crowd. In all three cases, the balance now favors the second element of the pair, with massive implications for how we run our companies and live our lives. In the tradition of agenda-setting classics like Clay Christensen's *The Innovator's Dilemma*, McAfee and Brynjolfsson deliver both a penetrating analysis of a new world and a blueprint for thriving in it. For startups and established businesses, or for anyone interested in what the future holds, *Machine, Platform, Crowd* is essential reading.

An invigorating, thought-provoking, and positive look at the rise of automation that explores how professionals across industries can find sustainable careers in the future. Nearly half of all working Americans could risk losing their jobs because of automation technology. It's not only blue-collar jobs at stake. Millions of educated knowledge workers—writers, paralegals, assistants, medical technicians—are threatened by accelerating advances in artificial intelligence. The industrial revolution shifted work from farms to factories. In the first era of automation, machines relieved humans of manually exhausting work. Today, Era Two of automation continues to wash across the entire services-based economy that has replaced jobs in agriculture and manufacturing. Era Three, and the rise of AI, is dawning. Smart computers are demonstrating they are capable of making better decisions than humans. Brilliant technologies can now learn, predict, and even comprehend much faster and more accurately than the human brain, and their progress is accelerating. Where will this leave lawyers, nurses, teachers, and editors? In *Only Humans Need Apply*, Thomas Hayes Davenport and Julia Kirby reframe the conversation about automation, arguing that the future of increased productivity and business success isn't either human or machine. It's both. The key is augmentation, utilizing technology to help humans work better, smarter, and faster. Instead of viewing these machines as competitive interlopers, we can see them as partners and collaborators in creative problem solving as we move into the next era. The choice is ours.

The Innovation Ultimatum
Harnessing Our Digital Future
Dual Transformation
Rebooting AI
Race Against the Machine

Building Artificial Intelligence We Can Trust

Girl Decoded

Crowdsourcing

What unites Google and Facebook, Apple and Microsoft, Siemens and GE, Uber and Airbnb? Across a wide range of sectors, these firms are transforming themselves into platforms: businesses that provide the hardware and software foundation for others to operate on. This transformation signals a major shift in how capitalist firms operate and how they interact with the rest of the economy: the emergence of platform capitalism. This book critically examines these new business forms, tracing their genesis from the long downturn of the 1970s to the boom and bust of the 1990s and the aftershocks of the 2008 crisis. It shows how the fundamental foundations of the economy are rapidly being carved up among a small number of monopolistic platforms, and how the platform introduces new tendencies within capitalism that pose significant challenges to any vision of a post-capitalist future. This book will be essential reading for anyone who wants to understand how the most powerful tech companies of our time are transforming the global economy."

What's next? is a question we all have to ask and answer more frequently in an economy where the average job tenure is only four years, roles change constantly even within that time, and smart, motivated people find themselves hitting professional plateaus. But how do you evaluate options and move forward without getting stuck? Jenny Blake--a former training and career development specialist at Google who now runs her own company as a career and business consultant and speaker--has a solution: the pivot. Pivoting is a crucial strategy for Silicon Valley tech companies and startups but it can also be a successful strategy for individuals looking to make changes in their work lives. This book will introduce you to the Pivot Method and show you how to take small, smart steps to move in a new direction--now and throughout your entire career. No matter your age, industry, or bank account balance, Jenny's advice will help you move forward with confidence. Pivot also includes valuable insight for leaders who want to have more frequent career conversations with their teams to help talented people move and grow within their roles and the broader organization. If change is the only constant, let's get better at it. Your career success and satisfaction depends on your ability to navigate change well and this book can help you do so.

Become a Digital Master--No Matter What Business You're In If you think the phrase "going digital" is only relevant for industries like tech, media, and entertainment--think again. In fact, mobile, analytics, social media, sensors, and cloud computing

have already fundamentally changed the entire business landscape as we know it—including your industry. The problem is that most accounts of digital in business focus on Silicon Valley stars and tech start-ups. But what about the other 90-plus percent of the economy? In *Leading Digital*, authors George Westerman, Didier Bonnet, and Andrew McAfee highlight how large companies in traditional industries—from finance to manufacturing to pharmaceuticals—are using digital to gain strategic advantage. They illuminate the principles and practices that lead to successful digital transformation. Based on a study of more than four hundred global firms, including Asian Paints, Burberry, Caesars Entertainment, Codelco, Lloyds Banking Group, Nike, and Pernod Ricard, the book shows what it takes to become a Digital Master. It explains successful transformation in a clear, two-part framework: where to invest in digital capabilities, and how to lead the transformation. Within these parts, you'll learn:

- How to engage better with your customers
- How to digitally enhance operations
- How to create a digital vision
- How to govern your digital activities

The book also includes an extensive step-by-step transformation playbook for leaders to follow. *Leading Digital* is the must-have guide to help your organization survive and thrive in the new, digitally powered, global economy.

Welcome to a new era of business in which your brand is defined by those who experience it. Do you know how your customers experience your brand today? Do you know how they really feel? Do you know what they say when you're not around? In an always-on world where everyone is connected to information and also one another, customer experience is your brand. And, without defining experiences, brands become victims to whatever people feel and share. In his new book *X: The Experience When Business Meets Design* bestselling author Brian Solis shares why great products are no longer good enough to win with customers and why creative marketing and delightful customer service too are not enough to succeed. In *X*, he shares why the future of business is experiential and how to create and cultivate meaningful experiences. This isn't your ordinary business book. The idea of a book was re-imagined for a digital meets analog world to be a relevant and sensational experience. Its aesthetic was meant to evoke emotion while also giving new perspective and insights to help you win the hearts and minds of your customers. And, the design of this book, along with what fills its pages, was done using the principles shared within. Brian shares more than the importance of experience. You'll learn how to design a desired, meaningful and uniform experience in every moment of truth in a fun way including: How our own experience gets in the way of

*designing for people not like us Why empathy and new perspective
unlock creativity and innovation The importance of User
Experience (UX) in real life and in executive thinking The
humanity of Human-Centered Design in all you do The art of
Hollywood storytelling from marketing to product design to
packaging Apple's holistic approach to experience architecture
The value of different journey and experience mapping approaches
The future of business lies in experience architecture and you
are the architect. Business, meet design. X*