

Table 2. ICAP and ACAP correspondences

Dimensions	Functions	ICAP components	Literature related themes	Citations	Impact
Adoption	Ability to recognize, pull and adapt knowledge from clients	Value recognition	Knowledge base, education, cognitive structures	Cohen and Levinthal (1990), Todorova and Durisin (2007)	KIBS' ICAP Client's Acquisition
		Ability to pull knowledge from client's bases	Openness, communication, inteorganization-al knowledge transfer	Bettencourt et al. (2002), Berthon (2001)	
		Client involvement in service co-production	Knowledge co-creation, extensive interactions	Vargo et al. (2008), Bettencourt et al. (2002), Meeus et al (2001)	
		Client knowing	Organizational socialization	Gourdarzi and Eiglier (2006)	
		Absorptive capacity	Supplier absorptive capacity	Newey (2010), Zahra and George (2002)	
Selection	Ability to select valuable knowledge for clients	Ability to identify knowledge transfer opportunities	Ability to identify technological transfer opportunities	Szulanski (2000), Lichtenthaler and Lichtenthaler (2009)	Client's Acquisition Assimilation
		Knowledge retention	Sticky, tacit and complex knowledge	Szukanski (1996), Nonaka and Takeushi (1995)	
Contextualization	Ability to adapt knowledge to specific client contexts	Knowledge explicitation	Recodification, transformation, adaptability	Zahra and Georges (2002), Kim (1998)	Client's Assimilation Transformation
		Knowledge internalization	Transformation, knowledge transfer, dissemination	Zahra and Georges (2002), Easterby-Smith and Lyles (2008)	
Preservation	Knowledge preservation of created value from threats created by clients	Iterative management of ICAP components	Insemination capacity	Imbert and Chauvet (2012)	Client's Transformation Exploitation
		External monitoring, reminder of the value	Coordination mechanisms, monitoring activities	Maniak and Midler (2008), Simonet et al. (2003)	

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