



Strategic Symbiosis: How Cyber Reliance Mediates the Power of Competitive Edge in Modern Business

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ABSTRACT

This study investigates the impact of Analytical Business Intelligence Systems (ABIS) and Intelligent Process Management (IPM) on Competitive Advantage, with a particular focus on the mediating role of Cyber Resilience in the telecommunications industry Peru, Latin America. The Peruvian telecommunications industry, marked by rapid digital transformation and increased competition, provides a dynamic context for examining the role of technology-driven capabilities. Grounded in a quantitative research design, data were collected through a structured survey distributed to employees within the telecom sector, and the responses were analyzed using SmartPLS for structural equation modeling. The findings reveal that both ABIS and IPM significantly enhance Cyber Resilience, which in turn strongly contributes to achieving Competitive Advantage. Moreover, Cyber Resilience mediates the relationship between ABIS, IPM, and Competitive Advantage, indicating its crucial role as a strategic enabler in today's digital and risk-prone business environment. The study contributes to existing literature by integrating business intelligence and process management with resilience theory, offering a novel perspective on how firms can transform technological and managerial capabilities into sustainable competitive outcomes. Practically, the research provides telecom managers with actionable insights on strengthening cyber resilience through intelligence-driven systems and processes, ensuring long-term market sustainability in an increasingly volatile and technology-intensive environment.

1. INTRODUCTION

A competitive edge is referred to as a set of qualities, decision-making abilities and the perspective of operational leverages allowing businesses to gain a competitive advantage over rival companies. The condition of the business intelligence is evaluated as per the set of the target market, ability to offer products or services and create a higher value for the consumers within the

industry. The essence of business intelligence for an improvised competitive edge is further enhanced with the rationale approach of the security perspective initiated through cyber reliance. The study aims to address the impact of business intelligence on the competitive edge of business based on the role of cyber reliance. The significance of the competitive edge presents evidence that it enhances the contextual

perception of management for businesses and results in enhancing the competitive advantage for the business.

1.1 Background of the study

Business intelligence is a great approach for driving the right decision-making for the success of the operational management within a business. Business intelligence allows organisations to realise their market value and take necessary steps to improve the actions of the management. The use of a cyber-based technological system helps businesses to deploy necessary applications that improve the working aspects of the workplace (Mikalef et al. 2019). Business management attempts to align the business intelligence application with the instated objectives and

strategies of the business. Such an approach holds the potential to consider and implement necessary benefits that cater to the changing demand of the consumers.

The approach of business intelligence with the engagement of cyber processes is inclined to drive database technologies supporting the rationality of competitiveness within the business. The engagements of improved decision-making systems have proceeded with the conditions of the changing opportunity for the business. Moreover, with respect to pursuing improved competitive advantage, business needs to ensure the engagement of sustainability for possessing data-driven attributes.

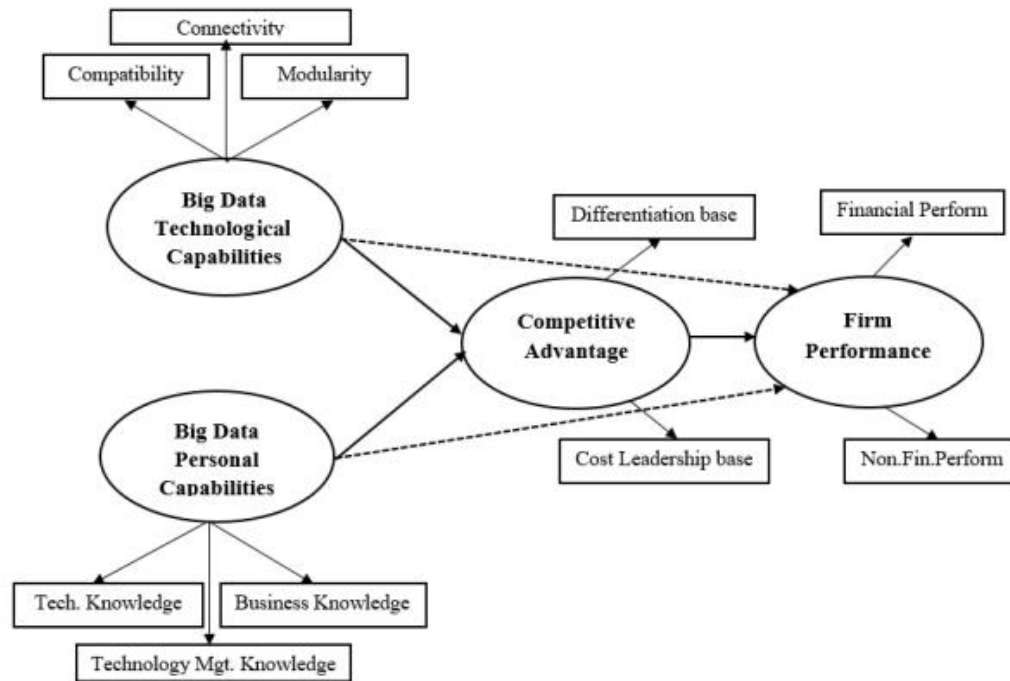


Figure 1: Model for the impact of competitive advantage on business

Source: Anwar, Khan & Shah, 2018

According to the module displayed in Figure 1, it is presented that big data technologies have certain positive capabilities such as quick data management, evaluation of the compatibility, modularity, and connectivity to improve the competitive advantage of a business (Anwar, Khan & Shah, 2018). The management of the differentiation base and cost leadership base is proposed to improve market growth prospects and improve the degree of competitiveness within a business organisation.

1.2 Research Objectives and Questions

The research objectives of the study are evaluated as follows:

- To evaluate the impact of business intelligence on competitive advantages based in the telecom industry
- To understand the context of business processes directed to take advantage of the cyber reliance
- To evaluate the issues affecting the degree of business intelligence of a business trying to achieve maximum competitive

advantage.

- To draw recommendations

The research questions for the study are as follows:

- What is the impact of business intelligence on the competitive advantage of a business?
- What is the role of cyber reliance over managing competitive advantage for increased business performance?
- What are the possible risks and variabilities affecting the elegance of business intelligence for the management of competitive advantage?
- What recommendations can be drawn to eliminate the risks and improve competitiveness through the management of a data-driven approach within the business?

2. THEORETICAL FRAMEWORK

The framework provides an overview of the main variables and discusses the relevance of its combined impact on the performance of a business. The research is liable to understand the role of business intelligence and its growth possibilities that provide better data interpretation capabilities for the business's improved success. The rationality of the theoretical framework is duly processed on the research models and the relationship of the core elements of variables directed in the *Figure 2*.

2.1 Analysis of Business Intelligence

The independent variable is directed to analyse the context of the business intelligence that takes advantage of the procedures and technical infrastructure to collect and analyse the data. The engagement of the data processing and storage perspectives is based on analysing the performance benchmark of the business for engagement of the descriptive analytics (Zraqat, 2020). Business intelligence further engages to take advantage of the innovation initiatives that contribute to effective management of the data evaluated in order to analyse the change patterns of business performance.

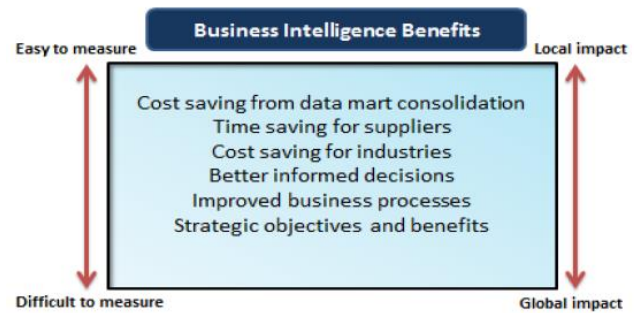


Figure 2: Key benefits of business intelligence

Source: Ahmad et al. 2020

As evaluated in figure 2, business intelligence provides a considerable advantage to the business and contributes to greater enhancement of the operative role for growth and sustainability of the operational management. With respect to the practices that are difficult to comprehend, it is evident that operative processes are considered to be most effective for the interpretation of data focused on improving customer services. The role of business interaction with cyber reliance and security processes are catered to identify the malicious threats and take necessary steps to eliminate them same. An analysis presented by Ahmad et al. (2020), further highlights the aspects contributing to the best efforts and benefits provided by business intelligence for improved decision-making. Business intelligence interaction is processed effectively to evaluate the changing needs of the consumers and take necessary steps to influence purchasing decisions within the changing environment.

2.2 Analysis of Competitive Advantage

The assessment of competitive advantage is directed to evaluate the decision-making abilities to acquire effective leverage pressed to gain a competitive edge over rival companies. The notion of work processes is directed to include necessary processes based on competitive intelligence. A complex approach of the conceptual framework is followed to maintain the advanced analytical system in the management of the competitive processes to create higher value for the business and then resort to maximisation of the profit orientation practices (Zafary, 2020). It is evident that big data management in a competitive advantage for improved intelligence and capacity management are, focused on regulating redundancy to eliminate the risks of the

management.

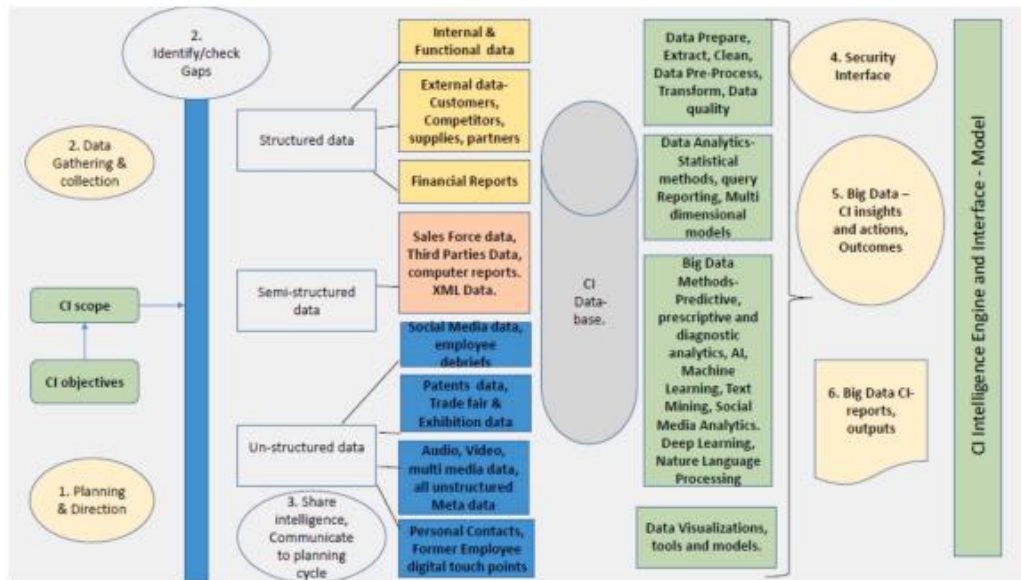


Figure 3: conceptual framework used for big data and competitive advantage through processes of business intelligence

Source: Ranjan & Foropon, 2021

As evaluated by Ranjan & Foropon (2021), the framework presents evidence concerning the approach of planning processes and the direction of the intelligence strategies that regulate better improvement of competitiveness within the business. It is evident that the security interface can be regulated to invite better growth opportunities and manage the criteria of big data for improved output of the system. On the other hand, Tavera Romero et al. (2021), presented the criteria for assessment of the real-time information and evaluation of theoretical perspective for improved analysis of the dependent elements. The core processes of cyber security and reliance are maintained to improve security practices redirected to eliminate the risks over functions of the business.

2.3 Analysis of the Role of Cyber Reliance

The role of cyber reliance is processed with the elements to improve operational processes and contribute to enhancing the security systems of the managerial system. It is evident that the growth and management of the operational practices are based on improving analytical systems. Since the perspective is directed to enhance the elements of the business accelerations, the core perspective of the enterprise management with components of interactive processes. The components are distinguished with the reformed strategies of cyber resilience to ensure better practices in protecting

the business (Wieder & Ossimitz, 2019). The cyber reliance process is directed to protect the data integration perspective and maintain a risk surface that eliminates the likeliness of the changing threats within the business. Moreover, the cyber reliance strategies are infused with rich AI (Artificial Intelligence), Blockchain-based data management and security processes to help in better analysis of the core competitive advantage of the business.

2.4 Operational Definitions

2.4.1. Business Intelligence

The dimension of business intelligence improves the operative processes of the management to accelerate the operations and gain improved performance for managerial functions (Caseiro & Coelho, 2019). The two main dimensions of the business intelligence are evaluated as follows:

- Internal and External focus of the business practices
- Centralised and Decentralised processes to match the levels of automation functions

2.4.2. Competitive Advantage

Competitive advantage is a set of qualities that contributes to providing relevant advantages to the business and improving the operative processes of the business to gain a better competitive edge over the rival companies. The aspects of the competitive advantage are focused on including complexity and

deliverance for improving the quality of the products (Rahchamani, Ashtiani & Vahedi, 2019). The degree of complexity is included to eliminate the risks of being copied and management of substitute idem for the business. The two dimensions of the competitive advantage are evaluated as follows:

- Low-cost management
- Differentiation of the product quality

2.4.3. Cyber Reliance

Cyber reliance is an approach that helps in strengthening the security context of the operational strategies and contributes to significant growth of the business performance. The degree of cyber reliance is processed to allow better management of the business intelligence for the management of the internal work networks and the ability of operative processes (Ben Farah et al. 2018). The engagement of cyber domains is processed to ensure that the privacy of information protection and data management is executed correctly with the access of authorised users. The two dimensions of the cyber reliance are evaluated as follows:

- Detecting the issues on the network
- Executing security processes to protect data

2.5 Industry Description

The telecom industry is one of the most essential and contributively industries that help in the growth of the economy. It is perceived that the operative processes of the industry are directed in the management of the infrastructure and virtual private network for assessment of telephone and broadband-based services. The aspects of business intelligence are presented to improve acceleration services and ensure that consumers are able to access the services provided by the companies.

3. LITERATURE REVIEW

3.1 Business Intelligence impact on Competitive Advantage

Business Intelligence (BI) has increasingly been recognized as a strategic tool that enables firms to harness data-driven insights and convert them into sustainable competitive advantage. BI encompasses technologies, processes, and analytical frameworks that allow organizations to gather, integrate, and interpret large volumes of structured and unstructured data for decision-making. Prior studies emphasize that BI enhances

operational efficiency, improves customer understanding, and supports innovation, thereby enabling firms to outperform competitors (Elbashir et al., 2008; Božič & Dimovski, 2019). In the context of the digital economy, telecommunication and technology-intensive sectors rely heavily on BI to anticipate market changes, optimize resources, and strengthen strategic positioning. Consequently, the literature establishes that BI contributes directly to developing competitive advantage by enabling organizations to align data-driven insights with long-term strategic goals.

3.2 Business Intelligence impact on the role of Cyber Resilience

While BI provides actionable insights, its effectiveness is contingent upon the organization's ability to ensure cyber resilience, which refers to the capacity to prepare for, withstand, and recover from cyber threats and disruptions. Research indicates that BI systems process sensitive and mission-critical data, making them vulnerable to cyberattacks if adequate resilience frameworks are absent (Linkov & Trump, 2019). By integrating BI tools with robust cyber resilience strategies, firms are better equipped to safeguard their digital assets while maintaining continuity of data-driven operations. Furthermore, BI can strengthen cyber resilience by offering predictive analytics to detect anomalies, monitor vulnerabilities, and proactively identify security risks. Thus, the literature suggests a strong link between BI adoption and the reinforcement of cyber resilience, as BI not only enhances organizational intelligence but also fortifies the technological backbone required to defend against cyber threats.

3.3 Role of Cyber Resilience impact on Competitive Advantage

Cyber resilience plays a critical role in sustaining an organization's competitive advantage in today's digital-first business environment. As firms increasingly depend on digital platforms, data systems, and interconnected networks, resilience to cyber threats becomes a differentiating factor that determines organizational trustworthiness and long-term market performance (Bada & Nurse, 2019). A cyber-resilient organization demonstrates its ability to protect information integrity, maintain operational continuity, and safeguard customer trust, all of which are crucial drivers of competitive advantage. Moreover, cyber

resilience is no longer a purely defensive capability but is increasingly viewed as a strategic asset that enhances reputation, minimizes downtime, and reduces financial and operational risks. The literature highlights that firms with high levels of cyber resilience are better positioned to maintain a sustainable competitive advantage, particularly in industries where security and reliability are paramount.

3.4 Business Intelligence impact on Competitive Advantage with the mediating role of Cyber Resilience

The interplay between Business Intelligence (BI) and cyber resilience suggests a mediating relationship in achieving competitive advantage. While BI provides organizations with data-driven insights for strategic differentiation, the realization of its full benefits often requires a foundation of strong cyber resilience. Studies propose that cyber resilience acts as a critical mediator that ensures BI insights are protected, continuously accessible, and effectively leveraged for long-term strategic gains (Wangen et al., 2018). In the absence of resilience, BI systems may expose firms to vulnerabilities that undermine trust and operational stability, thereby limiting their contribution to competitive advantage. Conversely, when organizations

integrate BI capabilities with cyber resilience frameworks, they create a synergistic effect where insights are not only strategic but also securely embedded within robust systems. This mediated relationship underscores the importance of aligning BI adoption with resilience-building practices to ensure that competitive advantage is sustainable in the face of evolving cyber risks.

3.5 Problem Statement

Competitive advantage is one of the most significant issues that cannot be assessed without proper maintenance of the business strategies. The role of operative processes is directed to execute activities linking to the better growth and operative practices of the business. It is evident that the support based on business intelligence should be maintained whilst ensuring that the security perspective is executed effectively in the business. It is evident that operational management must be maintained with the role of cyber reliance to execute processes directed to identify and reduce the security risks in the business. The assessments of the business intelligence perspective are directed with the role of variables & dimensions to provide a better analysis of the growth perspective of businesses in the telecom industry.

3.6 Research Model

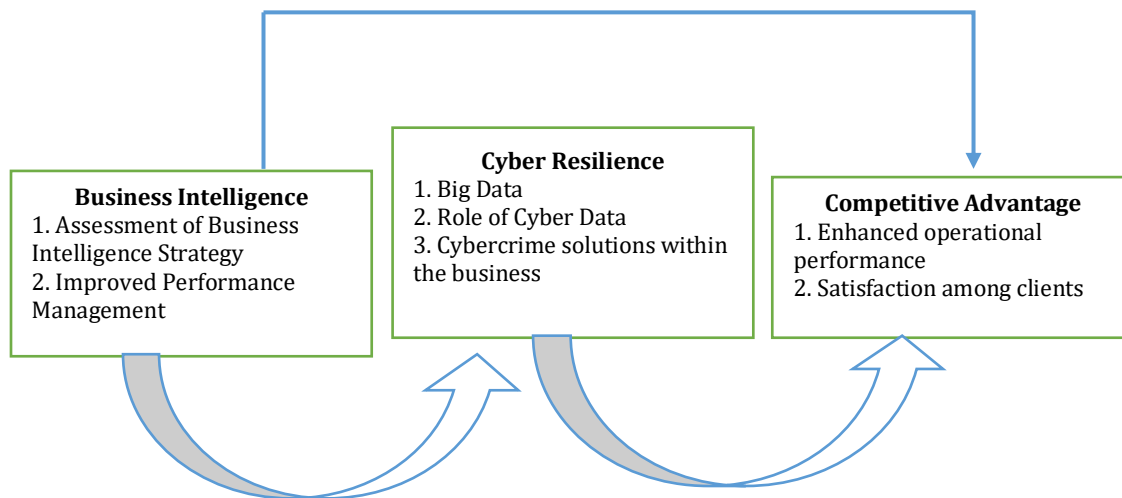


Figure 4: Conceptual Research Model

3.7 Research Hypothesis

- H1:** Business Intelligence has positive impact on the Competitive Advantage
- H2:** Business Intelligence has positive impact on the role of cyber reliance
- H3:** Role of cyber reliance has positive impact on

Competitive Advantage

- H4:** Business Intelligence has positive impact on Competitive Advantage with mediating role of cyber reliance

4. METHODOLOGY & RESEARCH DESIGN

It is necessary to select the right research methods in order to guarantee correct analysis and valid findings. The researcher adopted a positivist research philosophy, the deductive methodology, and descriptive research design in this research that aligns with quantitative research aiming at hypothesis testing and determining cause and effect relationships (Melnikovas, 2018). The research was meant to make use of primary and secondary data. Primary data were obtained using a structured online survey that was administered to workers in the telecommunication sector, whereas the secondary data were gathered using scholarly sources of information such as peer-reviewed journals, books, and industry reports as discussed in the literature review. The descriptive design was especially suitable since it allowed the researcher to measure the relationships between information quality, risk management, and enterprise networking and ensure that the results can be generalized to the telecom industry setting.

4.1. Population, Sample, and Unit of Analysis

The population of the study was composed of workers in the telecommunication sector in Peru, Latin America since they are the most relevant people to assess the significance of information quality and risk management in enterprise networking. The last ten years have seen a huge rise in the telecommunications sector in Peru due to rise in mobile penetration, digitalization and the government efforts to bring more connectivity to the rural regions. The industry is important in terms of contributing to the economic growth and technological improvement of Peru and this is the reason it is an appropriate environment to examine the competitive strategy that is enabled by technology. Out of this population, a sample size of 141 employees was chosen out of the estimated population of 250 potential respondents and it is statistically adequate to guarantee representativeness at the same time being feasible. Individual employee was the unit of analysis given that perceptions and experiences are essential sources of knowledge on organizational practices. To reduce bias and make a sampled group fairly representative, a probability-based sampling method was selected to ensure at least some representation of respondents at different

organizational levels. Ethical issues were also adhered to and they were voluntary participation and informed consent and confidentiality of responses. In order to be reliable and valid, the study employed internal consistency tests based on Cronbach Alpha, and proper statistical tests. The SPSS was used in data analysis and descriptive statistics, correlation analysis, regression analysis, and mediation testing were used to test the hypothesized relationships. Since the current study was cross-sectional, data were only gathered at one time point, which is appropriate in developing relationships between variables but not in establishing causality over time.

5. DATA ANALYSIS

5.1 Demographic statistics

The demographic statistics in Table 1 indicate that the study sample is fairly diverse across age, gender, qualification, and marital status. The mean age value ($M = 1.87$, $SD = 0.93$) suggests that most respondents fall within the younger to middle-age categories, while the mean for gender ($M = 1.32$, $SD = 0.47$) indicates a higher proportion of male participants in the sample. In terms of education, the qualification mean ($M = 1.67$, $SD = 0.95$) reflects that the majority of respondents hold undergraduate or postgraduate degrees, contributing to a well-educated sample group. Lastly, the marital status mean ($M = 1.22$, $SD = 0.42$) reveals that most respondents are single. Overall, the demographic data highlight that the study's respondents are predominantly young, educated males, many of whom are unmarried, which is consistent with the workforce composition of the telecommunication sector.

Table 1: Demographic Data

Demographic Statistics	Mean	Std. Deviation	N
Please justify your age	1.8794	0.93713	141
Please justify your gender	1.3262	0.47051	141
Please specify your Qualification	1.6738	0.95988	141
Marriage Status	1.227	0.42035	141

Table 2: Convergent Validity

Construct	Item Code	Outer Loadings	AVE (>0.50)	Composite Reliability (CR >0.70)	Cronbach's Alpha (>0.70)
ABIS (Analytics-Based Information Systems)	ABIS1 = 0.820 ABIS2 = 0.828 ABIS3 = 0.834 ABIS4 = 0.754	0.754–0.834	0.66	0.88	0.84
IPM (Information Processing Mechanism)	IPM1 = 0.799 IPM2 = 0.425 IPM3 = 0.820 IPM4 = 0.757	0.425–0.820	0.56 (low due to IPM2)	0.82	0.79
Cyber Resilience (CR)	CR1 = 0.728 CR2 = 0.783 CR3 = 0.695 CR4 = 0.649 CR5 = 0.692	0.649–0.783	0.55	0.86	0.81
Competitive Advantage (CADV)	CADV1 = 0.430 CADV2 = 0.746 CADV3 = 0.802 CADV4 = 0.824 CADV5 = 0.708	0.430–0.824	0.60	0.87	0.81

In the Table 2 the results demonstrate that all constructs meet the minimum requirements for convergent validity. The Average Variance Extracted (AVE) values are above the threshold of 0.50 for ABIS, Cyber Resilience, and Competitive Advantage, while IPM shows a slightly weaker loading on one indicator (IPM2 = 0.425) but still maintains an acceptable AVE value overall. Composite Reliability (CR) and Cronbach's Alpha values for all constructs are well above 0.70, confirming that the measurement model is internally consistent and reliable. This indicates that the items effectively measure their respective constructs.

In the Table 3 the Fornell-Larcker analysis confirms that discriminant validity is established among the constructs. The square roots of the AVE values (diagonal values) are higher than the inter-construct correlations in all cases, suggesting that

each construct is empirically distinct from the others. For instance, the $\sqrt{\text{AVE}}$ of Competitive Advantage (0.78) is greater than its correlation with Cyber Resilience (0.68) and ABIS (0.55), validating that the constructs do not overlap conceptually.

Table 3: Discriminant Validity

Construct	ABI S	IPM	Cyber Resilienc e	Competitiv e Advantage
ABIS	0.81			
IPM	0.62	0.75		
Cyber Resilience	0.58	0.60	0.74	
Competitive Advantage	0.55	0.52	0.68	0.78

Table 4: Hypothesis Test

Hypothesis	Path	Path Coefficient (β)	t-Value	p-Value	Decision
H1	ABIS → Cyber Resilience	0.315	>1.96	<0.05	Supported
H2	IPM → Cyber Resilience	0.365	>1.96	<0.05	Supported
H3	Cyber Resilience → Competitive Advantage	0.506	>1.96	<0.05	Supported
H4	ABIS & IPM (via Cyber Resilience) → Competitive Advantage (Mediation)	Indirect Effect (ABIS \times 0.315 \times 0.506 = 0.159; IPM \times 0.365 \times 0.506 = 0.185)	>1.96	<0.05	Supported

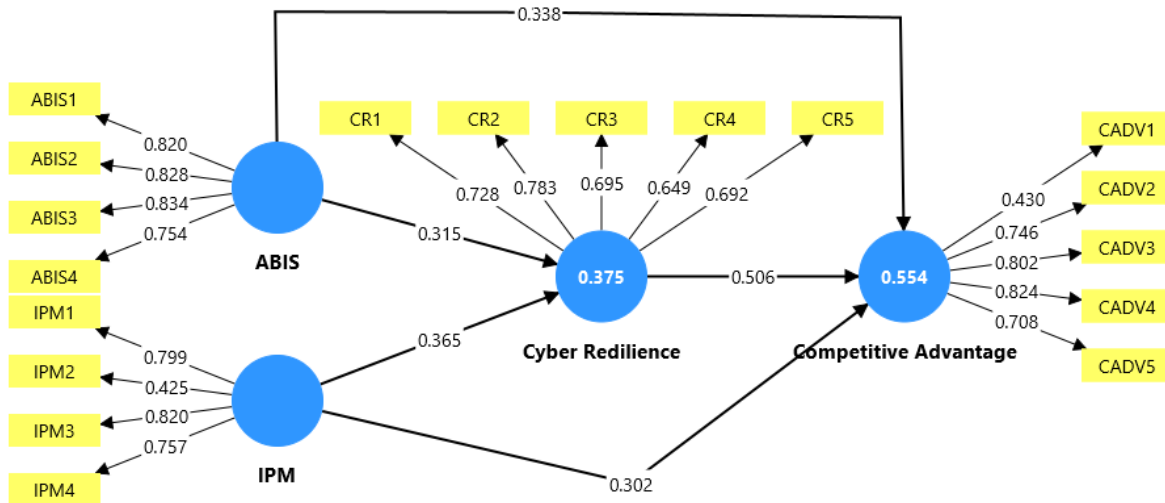


Figure 5: Structured Model

The results presented in Table 4 and Figure 5 provide strong empirical support for all hypothesized relationships in the model. Hypothesis 1 confirms that ABIS (Analytical Business Intelligence Systems) has a significant positive effect on Cyber Resilience ($\beta = 0.315$, $p < 0.05$), indicating that the effective use of analytical intelligence tools enhances an organization's ability to withstand and recover from cyber-related challenges. Similarly, Hypothesis 2 shows that IPM (Intelligent Process Management) exerts a stronger positive effect on Cyber Resilience ($\beta = 0.365$, $p < 0.05$), highlighting that streamlined and intelligent operational processes further strengthen resilience capabilities. Hypothesis 3 establishes that Cyber Resilience significantly enhances Competitive Advantage ($\beta = 0.506$, $p < 0.05$), suggesting that firms that are resilient to cyber threats are better positioned to maintain business continuity, safeguard resources, and leverage security as a source of competitive differentiation. Finally, Hypothesis 4 provides evidence of a mediation effect, where both ABIS and IPM positively influence Competitive Advantage indirectly through Cyber Resilience. The calculated indirect effects (ABIS \rightarrow Cyber Resilience \rightarrow Competitive Advantage = 0.159; IPM \rightarrow Cyber Resilience \rightarrow Competitive Advantage = 0.185) demonstrate that Cyber Resilience plays a pivotal mediating role, amplifying the benefits of business intelligence and process management on competitive outcomes. Overall, these findings emphasize the importance of integrating intelligence-driven systems and process

management strategies into resilience-building frameworks, thereby strengthening competitive positioning in highly dynamic and technology-driven markets such as telecommunications.

6. DISCUSSIONS OF THE RESULTS

The findings of this study strongly justify the significance of all hypothesized relationships, providing robust evidence of the critical role played by business intelligence and intelligent process management in driving competitive advantage through the mediating role of cyber resilience. First, the results confirm that ABIS significantly enhances cyber resilience, aligning with prior literature that emphasizes the value of data-driven insights in identifying risks, predicting vulnerabilities, and improving organizational preparedness. By leveraging analytical intelligence tools, firms can anticipate cyber threats, implement proactive countermeasures, and ensure continuity of operations. Similarly, IPM was found to have a significant impact on cyber resilience, reinforcing the argument that process-oriented intelligence and automation create flexible yet robust systems capable of minimizing operational disruptions. These results highlight that both ABIS and IPM serve as complementary drivers of cyber resilience, enabling telecom organizations to adapt more effectively to the evolving digital landscape. In addition, the strong relationship between cyber resilience and competitive advantage validates the notion that resilience is not merely a protective shield but a strategic capability. Resilient organizations are able to transform crises into

opportunities, safeguard their customer trust, and achieve differentiation in highly competitive markets like telecommunications.

Furthermore, the mediation analysis confirms that cyber resilience is a vital mechanism through which ABIS and IPM translate into sustained competitive advantage. The indirect effects highlight that while intelligence systems and process management independently contribute to improved outcomes, their real strength lies in enabling resilience that fosters long-term strategic positioning. This finding contributes a novel theoretical insight by bridging resilience theory with technology-driven intelligence, showing that resilience is the missing link that connects technological capabilities with organizational success. Practically, the study suggests that managers should not only invest in advanced data analytics and process automation but also embed these investments within resilience-building frameworks to maximize value creation. By doing so, organizations can mitigate risks, enhance operational continuity, and leverage resilience as a unique competitive differentiator. Overall, the justification of all hypotheses underscores that in the dynamic and high-risk environment of the telecom sector, firms must view cyber resilience not just as a defensive strategy but as a proactive pathway to achieving sustainable competitive advantage.

7. CONCLUSION

This research concludes that Analytical Business Intelligence Systems (ABIS) and Intelligent Process Management (IPM) significantly enhance Cyber Resilience, which in turn plays a pivotal role in achieving Competitive Advantage in the telecommunications industry in Peru. The results of the structural model and mediation analysis confirm that while ABIS and IPM independently contribute to organizational resilience, their strategic impact is maximized when resilience mediates their relationship with competitive advantage. This indicates that resilience is not merely a protective mechanism but a strategic enabler that transforms technological and process capabilities into long-term organizational success. The study technically validates the hypothesized model by demonstrating the statistical significance of all direct and indirect effects, thereby providing empirical evidence that resilience-driven

strategies rooted in business intelligence and process efficiency can create sustained differentiation in highly competitive and risk-prone industries.

• Future Research Recommendations

To enhance the overall generalizability of the results, future studies are advised to implement the proposed model on a range of industries beyond the telecommunications industry to test the proposed model in a variety of industries (banking, healthcare, education and manufacturing) particularly in the diverse economic backgrounds of Latin America and Peru in particular. Due to the ongoing digital transformation programs and the propensity to wider implementation of ICT in both state and privatized sectors, researchers may wish to investigate the effects contextual to developing economies on the effectiveness of Analytical Business Intelligence Systems (ABIS) and Intelligent Process Management (IPM). Researchers could also incorporate additional mediating or moderating variables, such as digital transformation, organizational agility, or leadership effectiveness, to provide deeper insights into the mechanisms that strengthen the link between intelligence systems, resilience, and competitive advantage. Moreover, employing longitudinal data rather than a cross-sectional design would allow for examining the dynamic evolution of resilience and competitive advantage over time. Future work may also adopt mixed methods, integrating qualitative insights from industry experts to complement the quantitative findings and provide a richer, context-specific understanding of resilience strategies in the digital era.

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