

The Journal of Service Management Research Transition to Diamond Open Access

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Citation:

Matzner, M./Eggert, A. (2026). The *Journal of Service Management Research* Transition to Diamond Open Access, *Journal of Service Management Research* 10(1). <https://doi.org/10.82478/3wh6vw83>.

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The *Journal of Service Management Research* (SMR) is entering a new phase. As of today, we operate under a diamond open access publishing model. This decision reflects our commitment to accessibility, academic freedom, and the unobstructed exchange of ideas in service research.

What does “Diamond Open Access” mean for SMR?

This shift makes SMR *free* in every sense of the word. Like “free beer,” it is gratis. Our content is available to readers without cost: no paywalls, no subscriptions. Authors publish without facing article processing charges (APCs), ensuring that financial barriers never stand between new scholarly work and its audience. But we also embrace the deeper meaning of *free* as in “free speech.” Under the *Creative Commons Attribution 4.0 International License* (CC BY 4.0), we grant authors and readers the liberty to share, adapt, and build upon published work (provided proper attribution is given). This is openness as it should be: uncompromising in its commitment to accessibility and academic freedom.

What stays the same and what changes?

At its core, SMR remains steadfast in its mission: to advance theoretically and managerially relevant research on emerging service phenomena. Yet, we are sharpening our focus. “*Phenomena first.*”, this principle will guide us more deliberately than ever.

To ensure SMR flourishes as a platform for exploring emerging service phenomena, we commit to key operating principles. Disciplinary boundaries, while respected, will not confine us. Whether your perspective is rooted in marketing, management, information systems, psychology, or an interdisciplinary fusion of these fields, SMR welcomes diverse lenses on service research. Methodological pluralism is another cornerstone of our identity.

Unlike journals tied to specific disciplines, or their preferred methods, we accept quantitative, qualitative, design-oriented, and conceptual research on equal terms. Expect swift and constructive peer review and minimal delay between acceptance and publication of your manuscript on our new website, www.journal-smr.com. While we will continue to curate articles into issues, our dynamic publishing policy ensures your content reaches its target audience as soon as possible without sacrificing scholarly rigor.

Why this transformation matters

The move to diamond open access resolves a strategic challenge that has long constrained SMR's potential. Despite attracting high-quality submissions from leading scholars, our subscription-based model limited our reach. Today, that changes. Our entire back catalogue (every article published since 2017) is now freely available to the global scholarly community.

This transition positions *SMR* as an attractive outlet in an open access landscape fraught with contradictions. While many so-called open access models merely shift costs from readers to authors (or their institutions), diamond open access eliminates financial barriers entirely. We reject the notion that knowledge should be commodified or that scholars should bear the burden of APCs. In contrast to large-scale agreements like *DEAL*, which funnel public funds directly to major publishers, often at the expense of smaller, independent journals, *SMR*'s model preserves autonomy for researchers and institutions alike.

A Collaborative Future

The development of the “new” *SMR* is driven by strong partnerships with both long-standing allies and new collaborators. The *Scientific Commission for Service Management* (WK-DLM) within the *German Academic Association for Business Research* (VHB) has been a cornerstone of *SMR* since its inception in 2017. Our intellectual partnership deepens as the VHB assumes ownership of *SMR*'s title rights, ensuring its long-term sustainability. We also

value the contributions of the *German Forum for Service Research* (DF²), whose insights and position papers have enriched our discourse: a dialogue we are eager to continue. Beyond established relationships, *SMR* aims to serve as a platform for the diverse subcommunities within service research. We welcome collaborations that highlight emerging phenomena, such as the soon to come special issues arising from the Spring Servitization Conference.

We are indebted to *OLEcon* for their expert guidance and to the *German Federal Ministry of Research, Technology and Space* (BMFTR) for their financial support during this transition. Our former publisher deserves recognition for their constructive engagement throughout the process. *Berlin Universities Publishing* now provides our infrastructure, ensuring visibility across academic databases.

A special note of welcome to *Professor Jens Pöppelbuß*, Chair of Industrial Sales and Service Engineering at Ruhr University Bochum, who joins our editorial team. His expertise will further strengthen *SMR*'s interdisciplinary reach.

Looking ahead

This is your journal as much as it is ours. We invite you to engage with us, whether by submitting your latest research, proposing special issues on emerging service phenomena, or joining our editorial processes. We hope our experience will inspire other journals to consider a transition to diamond open access, and we are open to discuss our approach with anyone interested. Let us shape the future of service research together, unencumbered by paywalls and unconstrained by disciplinary silos. Phenomena first.