

## *Retraction*

# **Retracted: Entrepreneurship, Digital Capabilities, and Sustainable Business Model Innovation: A Case Study**

### **Mobile Information Systems**

Received 5 December 2023; Accepted 5 December 2023; Published 6 December 2023

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This article has been retracted by Hindawi, as publisher, following an investigation undertaken by the publisher [1]. This investigation has uncovered evidence of systematic manipulation of the publication and peer-review process. We cannot, therefore, vouch for the reliability or integrity of this article.

Please note that this notice is intended solely to alert readers that the peer-review process of this article has been compromised.

Wiley and Hindawi regret that the usual quality checks did not identify these issues before publication and have since put additional measures in place to safeguard research integrity.

We wish to credit our Research Integrity and Research Publishing teams and anonymous and named external researchers and research integrity experts for contributing to this investigation.

The corresponding author, as the representative of all authors, has been given the opportunity to register their agreement or disagreement to this retraction. We have kept a record of any response received.

### **References**

- [1] S. Gao, X. Ma, and X. Zhao, "Entrepreneurship, Digital Capabilities, and Sustainable Business Model Innovation: A Case Study," *Mobile Information Systems*, vol. 2022, Article ID 5822423, 13 pages, 2022.

## Research Article

# Entrepreneurship, Digital Capabilities, and Sustainable Business Model Innovation: A Case Study

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Received 2 April 2022; Revised 27 July 2022; Accepted 22 August 2022; Published 22 September 2022

Academic Editor: Yang Gao

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Sustainable business model innovation can effectively cope with the complex and changing external environment in the digital economy, which is the key for enterprises to gain sustainable competitive advantage, and entrepreneurship is closely related to sustainable business models. However, the process and mechanism of the role of entrepreneurship on sustainable business model innovation are not clear in existing studies. The purpose of this article is to illustrate how entrepreneurship leads to and influences sustainable business model innovation. Based on the perspective of digital capabilities, this article adopts an exploratory single-case study to explore the new connotation of entrepreneurship and its influence mechanism on sustainable business model innovation. The study found that innovation spirit, adventure spirit, and co-benefit entrepreneurship have emerged in the digital economy. Through the inherent role of digital sensing capabilities, digital seizing capabilities, and digital transformation capabilities, sustainable business model innovation is effectively designed and implemented to achieve multidimensional value creation and capture. This article adds to the latest literature on sustainable business model innovation for enterprises through case evidence.

## 1. Introduction

Traditional business model innovation is committed to customer demand satisfaction and interest acquisition. With rapid economic development, enterprises are increasingly consuming resources, causing obvious environmental pollution and ecological damage, showing the incongruity of economic, environmental, and social benefits, and exposing the shortcomings of the traditional business model [1]. Sustainable business model innovation not only pays attention to economic income, but also considers stakeholder value, and social and environmental impact, emphasizing overall value creation and capture [2, 3], showing clear advantages compared to traditional business models. Digital technology has fundamentally changed business activities. High-speed technological changes are shortening the life cycle of business models and thus affecting the sustainable value creation [4, 5]. Entrepreneurs combine business activities with sustainability, and stakeholders on the platform have a linkage effect as participants in value activities,

effectively improving organizational adaptability [6, 7], which provides support for continuous value creation activities.

Many digital platforms such as Alibaba, Amazon, and eBay subvert the traditional business model, reduce the threshold of new entrants, and open up new value creation logic. The positive value proposition attracts stakeholders to join, and the platform integrates and utilizes the existing resources in the value network across borders, thus transforming simple corporate innovation into effective sustainable innovation and realizing the value extension and expansion of existing resources [8]. The platform connects the existing resources in the value network for cross-border integration and utilization, which can realize the value extension and expansion of the established resources. However, corporate practice of sustainable business model innovation is far ahead of sustainable business model theory research, and there is a lack of in-depth exploration and logical construction of the drivers and implementation methods of sustainable business model innovation [9].

This article pays more attention to platform enterprises, which are products of the digital economy and break down traditional organizational boundaries, because the platform breaks the traditional organizational boundaries and seeks sustainable development by thinking about the social attributes of enterprises. Sustainable business model innovation is an extension of business model innovation, focusing on positive social and environmental impacts in addition to economic value [2, 9, 10].

In the context of VUCA, fierce market competition and rapid technological transformation are shortening the value realization cycle. Business model innovation provides a new paradigm to reconsider core competitiveness, which is considered to be the key to sustainable innovation of enterprises in a dynamic environment [11]. Current research on sustainable business model innovation is limited and is committed to describing the causes and importance of sustainable business models [12, 13] lacking the exploration of internal logic. We want to understand the internal logic of the enterprise, and it is more meaningful to explore this problem from the source of enterprise management [14].

Based on this premise, we are committed to exploring the contribution of entrepreneurs in actively seeking to embed social benefits into corporate strategy formulation and business model design in a digital environment. Because the existing literature pays little attention to the impact of managers' social responsibility on sustainable business model innovation, we are committed to providing some insights from this perspective. Clarify the role logic of managers in sustainable business activities. This article provides ideas for companies that want to pursue sustainable development and has important implications for platform managers to successfully promote sustainable business model innovation.

This article is structured as follows. The next section focuses on the literature review of sustainable business model innovation, entrepreneurship, and digital capabilities and leads to research questions. Next is the method part, emphasizing the background research and data collection and analysis process. Then, it is the finding and discussion part. Finally, it expounds the theoretical significance, practical enlightenment, and research limitations of the article.

## 2. Literature Review

*2.1. Sustainable Business Model Innovation.* Business model and innovation have always been the hotspot in the field of strategic management. Over the years, there has been a wealth of theoretical discussion from the perspectives of value, strategy, elements, and systems view. Osterwalder et al. [15] regarded the business model as a conceptual tool to help enterprises carry out business. Casadesus-Masanell and Zhu [16] further described it as an effective market competition tool, which can build unique and nonreplicable competitive advantages. With the change of business environment, scholars have found that static business models cannot continuously obtain advantages, and business model innovation can break organizational inertia and obtain new

development opportunities [17]. The value perspective points out that business model innovation answers how firms put forward new value propositions and integrate resources to create and obtain economic value in the value network [18], including three elements: value proposition, value creation and transmission, and value capture [19].

As a new research field, sustainable business model innovation has attracted wide attention of scholars in recent years [4]. Although companies are trying to achieve sustainable growth through continuous business model innovation, there is no one model that can satisfy all companies' growth [20]. At present, the exploration of sustainable business model innovation follows the research of business model innovation [2]. It is believed that the business model provides an integrated method to adjust and redesign the organizational model, so that it can combine profit and sustainability orientation [21], and integrate social and environmental problems into business model practice [9, 22], to coordinate technological and social innovation and sustainability at the system level. Different from the traditional business model, which only focuses on economic interests, sustainable business model pursues more extensive value creation including economic value, social value, and environmental value [23], a view that is widely supported by scholars. For example, Stubbs and Cocklin [5] pointed out that sustainable business models focus on acquiring environmental and social values in commercial systems. Lüdeke-Freund [24] emphasizes that the sustainable business model attaches not only great importance to enterprise value but also social value. Some scholars argue that the realization of sustainable business models by companies is an evolutionary process in stages. For example, Long et al. [25] point out that sustainable business models go through four stages: defensive, enhancement, strategic, and forward-looking. In addition, some scholars try to explain how enterprises create and obtain value in a sustainable way from the concept [26]. Bocken et al. [4] defined sustainable business model innovation as a new integrated logic of how businesses create value for customers through new business models, emphasizing innovation that reduces negative environmental and social impacts. Goni et al. [27] summarized the concept of sustainable business model innovation from nine aspects of sustainable development, information technology, and value creation.

In summary, scholars have used business model innovation research as a basis to dig deeper into the concept of sustainable business models and distinguish the relationship between the two [20]. From the existing studies, scholars generally agree that sustainable business model innovation is a hybrid intersection of profitable business motives and social impact potential [8, 12, 28], and can balance economic, social, and environmental value creation and effectively solve social and environmental problems [29]. On this basis, some scholars began to pay attention to the driving factors of the sustainable business model. Abdelkafi and Tauscher [30] believe that fierce external competition promotes the realization of enterprise sustainability goals. Rauter et al. [31] noted that managers' personal characteristics influence strategic decisions. Bolis et al. [32] also

suggested that sustainability should be included in strategic decisions and that sustainable values could be guided by corporate leaders to achieve continuous changes in business models. Although there have been scholars about the decision-making role of enterprise managers on “sustainable” oriented strategy, the internal mechanism of entrepreneurship on sustainable business model innovation in the context of digital economy is still unclear and needs further research.

*2.2. Entrepreneurship and Sustainable Business Model Innovation.* Entrepreneurship theory believe that entrepreneurs are guides of enterprises’ strategic direction and are able to identify innovation opportunities and play a key role in enterprises’ strategic decisions [33]. Schumpeter put forward in 1934 that entrepreneurship is a series of behaviors initiated for the purpose of creating economic value and required to manage the redistribution of economic resources. Some scholars pointed out in subsequent studies that entrepreneurship includes innovation spirit and adventure spirit. Entrepreneurship is a managerial trait displayed by managers in organizational change [34] and is closely related to the development of new products and services in organizations [35, 36]. In fact, the development of enterprises in every era needs to be led by unique entrepreneurship, which is the core driving force to promote sustainable development. Managerial cognition determines the strategic direction of enterprises, and enterprise managers profoundly influence the innovation of enterprise business models.

Different from the traditional enterprise managers committed to improving economic value, digital technology provides a more convenient way to identify new business opportunities and pursue wider value creation [37]. The development of digital economy intensifies environment dynamic change and accelerates enterprise change. Enterprises are committed to seeking a sustainable development model [38]. Entrepreneurship promotes enterprise change to adapt to the environmental dynamic change, so as to realize the integration of economic value and environmental value at the level of social influence [10, 39].

For sustainable entrepreneurs, sustainable development opportunities are more meaningful than single economic value, that is, integrating social and environmental goals into business activities and business core goals [40], but the difficulty and uncertainty of their operation will also increase [41]. To address this difficulty, entrepreneurs use their agility to identify changes in the external environment; perceive opportunities and threats; coordinate economic, environmental, and social values; and constantly internalize external opportunities into commercial actions [42]. In this process, positive entrepreneurship pursues the free combination of social factors and productive factors at the level of value creation process and result. Sustainable business model innovation is a tool for sustainable value realization, driven by entrepreneurship to achieve stakeholder value [43, 44].

In short, entrepreneurship has positive effects on business model innovation, which has attracted scholars’

attention. But with the increasing awareness of corporate social responsibility in the digital age and under the uncertainty influence of the digital technology, are there any new changes in the concept of entrepreneurship, and what are the effects of these changes? It is necessary to find the answer from practice.

*2.3. Digital Capabilities and Sustainable Business Model Innovation.* Dynamic capabilities answer the question of how enterprises respond to rapid environmental changes through internal adjustments under the condition of limited resources [45, 46] [47, 48]. The traditional dynamic capability is considered to be a continuation of the resource-based view, which is an inimitable heterogeneous resource [49]. Digital technology expands the value network relationship among enterprises with focus enterprises as the core [50], which further expands the scope of available resources. External knowledge and existing resources are internalized into organizational capabilities under the action of dynamic capabilities to cope with rapid technological changes, so dynamic capabilities can play a more important role in the uncertain environment under the background of digital economy [51]. The process of acquiring, allocating, integrating, and reconfiguring digital resources using digital technologies in the digital economy is also a process of shaping competitive advantage for companies, breaking the traditional resource-based view of resources as having immobility and realizing the need for new resources and new competencies development in the VUCA digital economy environment, which is conducive to achieving competitive advantage for companies.

At present, the discussion of digital capabilities is based on the capability or technical perspective. From the perspective of digital capability, digital capability is not a simple digital technology, but a kind of capability that digital technology embeds dynamic capabilities to play a role. The combination of technical resources and other organizational resources has profound changes in organizational innovation and enterprise value creation logic [52]. Bullini Orlandi [53] regards digital capabilities as an upgraded version of dynamic capabilities and believes that digital capabilities can better cope with environmental crises. Annarellia et al. [54] considered that digital capability is a high-order capability that allows enterprises to integrate digital technology and use digital networks to innovate products, services, and processes to achieve organizational management innovation and create new values. Thus, the digital capabilities can promote organizational model innovation. From a technical perspective, digital technology provides data collection, data integration, and data analysis capabilities to improve product and service innovation efficiency [55]. Digitization provides support for reshaping business model [56] and changes the business operation process and efficiency [57]. Digital platforms reallocate resources through digital technology to facilitate business model innovation [58].

Digital capability, as digital skills as well as expertise necessary for companies to manage the development of new products [59, 59], is also becoming increasingly important in

their strategic orientation to companies [60]. Based on the perspective of digital capabilities, the research on sustainable business model innovation interprets the process by which companies call upon resources and coordinate their organizational models as a continuous disruptive innovation of their business models by digital technologies such as big data [61]. Data collection is helpful for enterprises to perceive external demand and grasp innovation opportunities. Digital capability is an organization's higher-level resource that uses technology to internalize internal and external resources into enterprise capabilities for continuous information exchange with the outside world, streamline operations or create new business models for ongoing value creation activities [59]. Managers can enhance organizational environmental adaptability by guiding organizational innovation [62]. Sustainable managers integrate enterprises, environment, and society into the same system to formulate development strategies. Digital capabilities play a coordinating role in the system and can support the external challenges faced by entrepreneurs [7, 63]. Digital era has changed the source of enterprise value, and digital capabilities have improved the reconfiguration of components of the sustainable business model. Many scholars have begun to pay attention to digital capabilities, but there is still a lack of in-depth analysis on the internal mechanism.

### 3. Methodology

As one of the common research methods in the field of strategic management, the case study emphasizes the importance of theoretical research from corporate practice, which helps to capture new phenomena emerging from management practice, summarize, and distill the patterns in order to advance the understanding of new phenomena in practice [64]. The central issue of this article focuses on identifying the connotations of entrepreneurship in the digital age and the mechanisms underlying its impact on sustainable business model innovation. Considering that sustainable business model innovation in platform companies is a dynamic evolutionary process and the exploration of the intrinsic mechanisms is a complex issue, the single-case study approach is chosen for its suitability to answer the "how" type of research questions [65] and, secondly, for the complexity and dynamics of research problems, the single-case study method can show the details of research scenarios and phenomena, and explore the theoretical laws behind complex phenomena, so as to establish an effective causal chain [66].

Third, as an emerging phenomenon in recent years, the management practices behind platform enterprises have not been deeply interpreted, and single-case studies are more suitable for the distillation of laws and theoretical induction behind a particular phenomenon [67].

*3.1. Case Selection.* Based on the following two principles, this article chooses WeDoctor (WD) as a research case: (1) research topic "relevance." As a unicorn enterprise emerging in the era of digital economy, WD has repeatedly promoted

the realization of core business changes through innovation and technology since its establishment. It has continuous business model innovation behavior, which is in line with the research theme of sustainable business model innovation. (2) The "availability" of data. Since 2018, the research team has been in contact with the case company due to the need for a national project and has visited WD several times in the time since then to conduct field observations and interviews, and after the outbreak, kept in touch with the case companies through online communication channels such as WeChat to track the latest development trends of the companies and therefore has access to a wealth of first-hand data. In addition, WD has rich news reports on public websites and rich sources of second-hand data.

WD is a digital healthcare company founded in 2010, initially starting with a registered website, then building a huge value network, and cooperating with upstream and downstream industry chains, including doctors, hospitals, and enterprises, to establish Internet hospitals. 2020 continues the business expansion model, establishing a digital health community, building a new health infrastructure, opening the closed loop of medical, pharmaceutical, medical examination, health insurance, and data services, and providing one-stop medical and healthcare services.

*3.2. Data Collection.* To ensure the scientific validity and accuracy of the findings, this article uses multiple sources to collect data for triangulation. Since November 2018, the research team has conducted continuous follow-up research on WD. In 2018, we interviewed WD 1 time and were invited to WD's Healthcare Conference in Beijing. After the conference, we conducted a half-hour interview with the Vice President of WD. In 2019, we continued to follow the company's trends and visited WD's Tianjin office once to interview the Vice President and obtain a 3-hour recorded interview, followed by one call-back to confirm previously unclear information and ask new questions and one follow-up online interview with the head of WD Tianjin due to the manager's schedule and other reasons. Until October 2021, we have conducted a total of four interviews with WD, with a total of three interviews lasting more than seven hours. Each interview panel consisted of at least three researchers, led by supervisors and involving PhD and MSc students. At the end of each interview, transcript transcription of the recording was completed within 12 hours. When new information appears, we will conduct a telephone return visit within 24 hours to ensure the accuracy of the information.

In addition to the above first-hand data, our research group has two graduate students who are specially responsible for tracking the second-hand data from various channels such as the case enterprise network as a supplement including internal data such as case enterprise brochures and display materials as well as public presentations by enterprise managers at various important events in China, official reports of literature, and media materials on the enterprise's official website and public website. The multichannel data sources can case enterprise data sources as detailed in Table 1.

TABLE 1: Data collection sources.

Data sources	WeDoctor group limited (WD)			
	Interviewer	Times	Time period/h	Numbering
Primary research data	Vice President 1	1	0.5	W1
	Vice President 2	1	3	W2
	Regional responsible person	2	4.1	W3, W4
Secondary research data	Public presentations, publicity materials			W5
	Official website, WeChat public account, news reports			W6
	Academic journals, etc.			W7

**3.3. Data Analysis.** The coding is completed independently by two members of the research group. Using the structured data processing method of Gioia et al. [67] and strictly following the data-based principle, the sentences with similar connotations are integrated into a concept, and then, the concepts are further summarized to establish the relationship between the concepts. Coding is divided into the following three steps.

The first step is to independently analyze the organizational activities and interactive forms of each case, mark statements related to the research topic, preliminarily simplify and refine the original materials, and obtain 28 initial concepts such as technology leadership, risk-taking, data monitoring, and organizational adjustment.

The second step, according to the theory or concept in the literature, is that the relationship between the various concepts is sorted out and classified according to the first-order construct, and the second-order theme is extracted. Nine concepts emerge, including emerging concepts such as the spirit of mutual benefit and existing concepts such as the spirit of innovation and adventure.

The third step is the aggregation theory dimension, which aggregates the related second-order codes. Three theoretical dimensions of entrepreneurship, digital capability, and sustainable business model innovation are summarized as the basis for constructing the process model of this article. In the interaction of data and theory, the categories and their relationships are improved, and the logical chain of organizational practice is formed. Based on this, the process model and deep mechanism of the impact of entrepreneurship on sustainable business model innovation are established. On the other hand, keep in touch with micromedical executives, share and discuss the constructs and initial models emerging in the research progress, obtain feedback from enterprises, and continuously iteratively adjust the data structure and process model. The specific coding results are shown in Figure 1.

## 4. Findings

Through a review of the development process of WD, we found that WD has gone through three stages: platform building, platform expansion, and platform spillover, and sustainable business model innovation evolved in three stages: “user value orientation, stakeholder value orientation, social value orientation.”

### 4.1. Internal Evolution Mechanism of Sustainable Business Model Innovation

**4.1.1. Platform Building Phase.** Platform companies are a product of the digital age, where consumers seek a convenient and efficient lifestyle in a complex environment. At this stage, WD entered the market with a social demand solution as an entry point, establishing a registration network. Relying on the platform to transfer offline registration business to online, it opened up the issue of hospital interconnection within a certain area and provided online registration channels to help platform users save time costs and improve the problem of difficult registration. During this period, enterprises had just built their online platforms, focusing on the needs of users in the middle and lower levels of the pyramid, and were committed to solving social problems from an enterprise perspective. By optimizing services and improving customer experience to increase user stickiness, expand the market and accumulate the number of platform users. The accumulation of data during this period allows management to receive continuous feedback from the platform and to continuously propose new value propositions to meet the current market demand, enabling the expansion of value at the corporate level and user value realization.

**4.1.2. Platform Expansion Stage.** At this stage, WD builds a huge value network, cooperates with upstream and downstream industry chains including doctors, hospitals, and enterprises, and establishes a medical ecology to open up various business gates and realize stakeholder value. Enterprise big data drives the four business segments of WD Medicine, WD Medical, WD Cloud, and WD Insurance to meet the heterogeneous needs of users. Take the “WD Cloud” platform as an example; WD Cloud can provide cloud-based solutions such as Internet hospitals, medical associations, and family contracted doctors with the help of cloud computing and other digital technologies and promote the sharing of big data in health care actively accordingly. Digital intelligence provides intelligent scenario services to enhance customer experience. During this period, the accumulated experience of the company becomes more and more abundant, and managers will pay more attention to thinking about the interests of various stakeholders in their strategic decisions, pursuing “win-win” rather than “competition.” At the same time, “sustainable” oriented social satisfaction increases the entrepreneur’s sense of self-

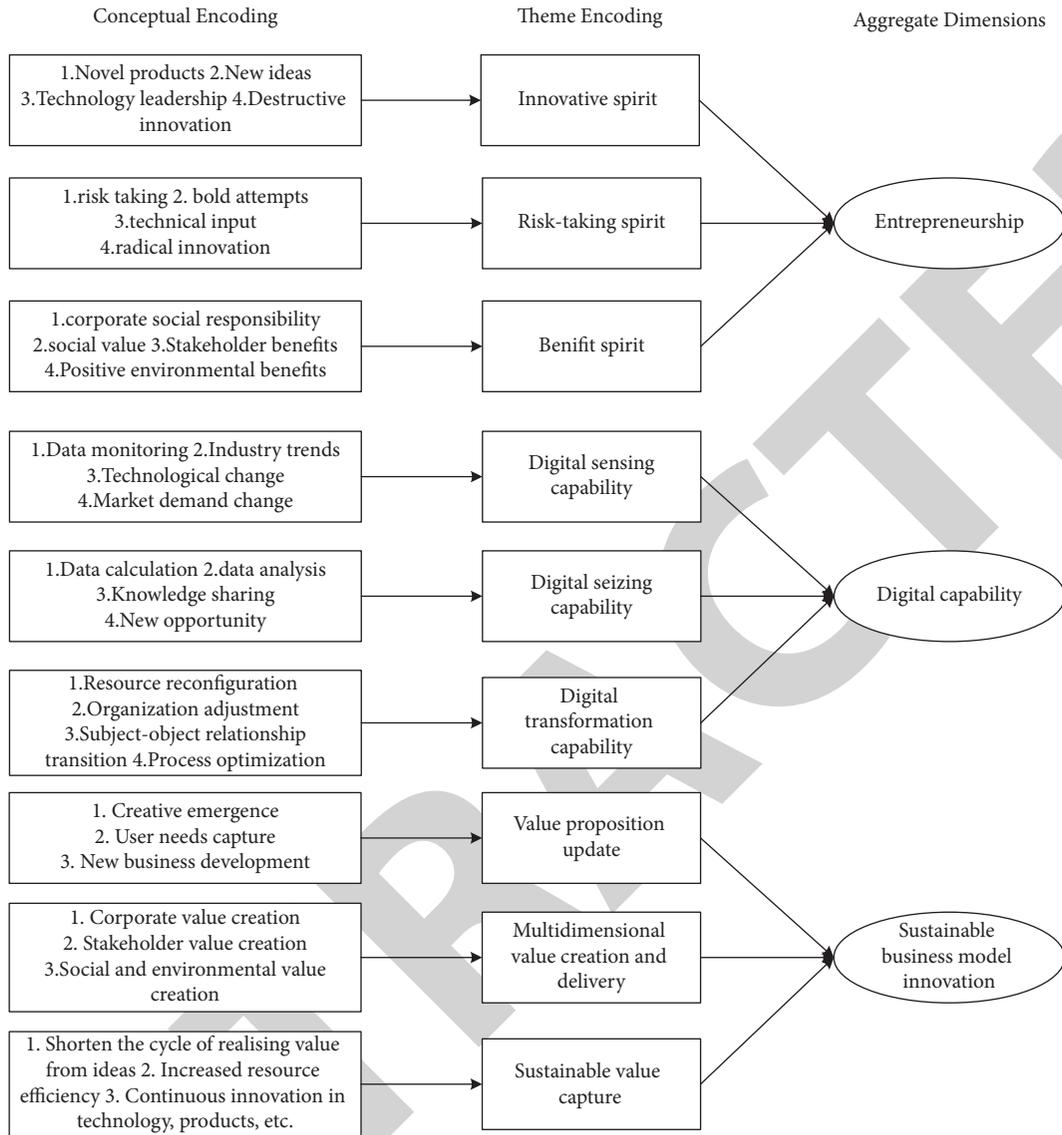


FIGURE 1: Data structure.

satisfaction, and social attributes lead managers to break down cognitive barriers and continuously pursue “sustainable” value propositions, empowering enterprises with digitalization, effectively saving resources and improving environment. The social attribute position guides managers to break down cognitive barriers and continue to pursue a “sustainable” value proposition, to digitally empower businesses, to effectively save resources and improve efficiency, and to improve environmental and resource issues.

*4.1.3. Platform Spillover Phase.* At this stage, the uncertainty and complexity of the environment has increased, with innovation driving companies to continue to move forward and take on more social responsibility led by entrepreneurs. WD continues its business expansion model by establishing a digital health community, building a new health infrastructure, opening up a closed loop of medical,

pharmaceutical, medical examination, health insurance, and data services, providing one-stop medical and health insurance services, and helping to implement the “people’s health as the center” healthcare reform goal. Meanwhile, in response to the government’s call to fight and win the battle against poverty, WD is actively involved in poverty alleviation work, promoting the implementation of the “Internet + Medical Health” project in poor areas, building a smart medical center hardware and software platform, and creating rich resources for backward areas through technological empowerment. Through the digital technology empowerment platform, data resources are gathered and applied to social services, creating a resource advantage and forming a quality environment and society for mutual benefit and sharing. WD presents a high degree of circularity in the organization, as the resources shared in the platform ecology become richer and richer, and the development of the enterprise becomes less and less restricted by resources

and can be flexibly switched among different businesses to maximize resources value.

*4.2. Sustainable Business Model Innovation.* According to the above analysis, WD has the following three aspects. The first is the renewal of continuous value proposition, the second is the multidimensional value creation and transmission (including economic value, social value, environmental value, and stakeholder value), and the third is the sustainable value capture.

*4.2.1. Sustainable Value Proposition Updating.* The success of traditional business models is demonstrated through predetermined opportunities or value propositions, where the platform adjusts the product iteratively based on customer feedback on product application scenarios and continuously updates the value propositions. Enterprises regard customers as the source of value in product development and focus on timely feedback on product usage to continuously meet emerging needs of users in the course of product use. Managers make corporate decisions based on digital information feedback and embedded social responsibility awareness. Digital capabilities coordinate stakeholders to complete value co-creation. Through digital sensing capabilities the process and status data of the whole cycle of customer product use, enterprises can keep abreast of the emergent changes of user needs, constantly redefine the meaning and boundary of opportunities, and thus promote the transformation of data assets into business value. Real-time data transmission can effectively shorten the time of “demand acquisition-behavior feedback” and form a continuous virtuous cycle of “creativity-proposition-value” realization.

*4.2.2. Multidimensional Value Creation.* Traditional business model design is committed to maximizing economic benefits, while platform business model design will integrate stakeholder value and contribute to the development of new or sustainable comprehensive value creation opportunities. Managers balance opportunities and threats in the environment when making strategic decisions, setting strategic goals based on the triple bottom line principle. Digital capabilities effectively identify social problems, pursue sustainable innovation in the process of organization operation, convey the sustainable value concept of enterprises to stakeholders in the process of enterprise operation, and realize the comprehensive value creation of economy, society, and environment.

*4.2.3. Continuous Value Capture.* Platform sustainable business model innovation obtains value for multiple stakeholders such as economy, society, and environment. Update value conversion efficiency through organizational adjustment and orderly resource coordination and integration. The purpose of business model change is to gain value, including finding new sustainable value propositions and incorporating the demands of all stakeholders into the

value creation process. Sustainable business model innovation describes the process by which companies find new ways of doing business to respond to unpredictable broader societal changes and sustainability issues, and then turn them into value creation opportunities and create more sustainable value. Sustainable business model is the intermediary means or main realization way of entrepreneur innovation. Under the empowerment of digital intelligence, the boundary of enterprise value creation under the innovation of traditional business model will be expanded; that is, entrepreneurs will reshape the production possibility boundary curve of enterprises based on sustainable business model innovation and obtain economic, social, and environmental value.

## 5. Discussion

*5.1. Entrepreneurship Promotes Sustainable Business Model Innovation.* Sustainable business model innovation is a strategic tool for companies to gain sustainable competitive advantage in the digital era and requires a full sense of responsibility from corporate managers, and entrepreneurs, as strategic decision-makers, have an important influence on value proposition renewal through their innovation spirit, risk-taking spirit, and co-benefit spirit [68]. The case study of WD found that platform managers redesign or change their business models in response to the dynamic environment. Managers rely on their strategic sensitivity to identify innovation opportunities and generate novel ideas as the business evolves. For companies, the identification of innovation opportunities is the starting point for sustainable business model innovation. With the increasing diversity of strategic choices facing managers in the digital environment, the identification and implementation of sustainable development opportunities has become more complex. The strategic sensitivity of innovation entrepreneurship helps companies to break out of organizational inertia and make breakthrough innovations. The value proposition is continuously updated as new needs emerge in the course of business expansion.

The various existential threats faced by companies in the course of their operations influence the business model innovation of incumbent companies. Managers begin to look for new entrepreneurial opportunities for new sources of value creation for the survival of the business. But whether it is technological innovation or business expansion, the implementation of a new activity is a mixture of opportunities and threats. Yet the digital environment and new business expansion have a double uncertainty that increases the risk of innovation [69]. Platforms have more comprehensive information gathering channels than traditional businesses, with cloud computing, smart connectivity, and big data backend monitoring providing a rich, real-time information flow that allows managers to identify new business opportunities. The Internet insurance is a bold attempt by WD to further expand the scope of its cooperation and is an important strategic layout. The Internet insurance is a bold attempt by WD to further expand the scope of cooperation. Exploring uncharted territories

requires risk-taking ability, and developing new businesses is based on risk-taking spirit. Managers have the risk-taking spirit to be bold and innovative, and to make decisions on major events such as technological shifts or business model reconfigurations based on feedback from market monitoring information.

Another particular finding of the study is the frequent mention of concepts such as social responsibility, ecological protection, and resource conservation by these managers in the interviews. In the case of WD, for example, the online registration was designed to solve the problem of difficult registration in the healthcare industry. In the subsequent business development, the company continued to perceive more user needs and began to segment the market and develop new businesses in a targeted manner. In this process, the managers expressed the view that it is the responsibility of the company to solve the plight of the medical industry. The decentralized network structure of the Internet hospital can directly match doctors and patients. The platform aggregates rich medical resources and provides patients with more opportunities to choose, not only maximizing the value of doctors, but also saving patients more time and capital costs. Platforms are highly open and can attract more and more stakeholders to join them, resulting in an increasingly complex corporate ecosystem with itself at its core and a wider range of businesses involved. Relying on platforms and digital technology can not only increase the efficiency of resource use but also create positive social value. We call this socially responsible entrepreneurship, which thinks about social, environmental, and economic benefits, and co-benefit entrepreneurship. As the concept of sustainable development grows, so does the sense of social responsibility among consumers, and co-benefit products stimulate environmental awareness and provide emotional satisfaction. Managers lay out the long-term development strategy of the company with an open-minded philosophy. Co-benefit entrepreneurship will permeate the company and give a sense of social responsibility to every employee. Digitalization increases the possibilities for sustainable innovation [70].

In the VUCA era, entrepreneurship is an important driving force for enterprise innovation and development. With the promotion of managers' sense of social responsibility, they will integrate more decision-making factors such as social environment into their strategic decisions. Under the influence of internal and external environment of enterprises, innovation spirit, risk-take spirit, and co-benefit spirit jointly promote sustainable business model innovation. The relationship between entrepreneurship and sustainable business model innovation is shown in Figure 2.

*5.2. Digital Capabilities Drive Sustainable Business Model Innovation.* The development of the digital economy leads to frequent environmental changes and companies adapt to them through sustainable business model innovation, which needs to be supported by some kind of internal resources or capabilities. Digitalization has changed the approach to sustainability issues, and integrating and anchoring digital

technologies into the consumer purchase process can enhance the customer experience and save resources. In terms of case study business practices, where managers have embedded social responsibility into their business development strategies, and where dynamic capabilities focus on changes in business strategy and help analyze and explain how companies change their resources and behaviors in response to external pressures, this includes how companies are aware of the need for change and use resources to help implement change, with digital technology embedded in dynamic capabilities of companies becoming a key tool.

The "WD Cloud" platform uses digital technology to collect and process data, and timely data transmission capabilities and intelligent algorithms to analyze data information and forecast market trends to form digital sensing capabilities. First, data collection capabilities. The online community is opened on the WD online platform, and both doctors and patients can leave messages in the community to generate a large amount of data, and digital technology supports data capture. Second, the ability to learn to perceive. The value of data is reflected in the specific value activities. Through data identification, WD identifies possible changes in key resources and activities in the value creation and delivery model in the digital environment, and makes targeted innovations to adjust and design new business models in the fierce market competition. The "Future Community" project is a high-end service launched by WD, sensing the high-end needs of users in the digital era.

Massive amounts of data are a unique resource in the digital economy. Through digital technologies such as cloud computing, intelligent pushing, and virtual scenarios to simulate user application scenarios, the marketing department analyzes and interprets the data to transform it into valuable market demand, forming digital seizing capabilities. Firstly, data integration capabilities. While some of the data in the backend of WD can visually reflect the current state of the market, there is still a large amount of subsequent data that needs to be re-aggregated through internal computing capabilities in order to uncover user needs. We have a dedicated data processing team responsible for data interpretation and integration. Second, opportunity perception capabilities. Data itself are worthless, and the WD platform builds industrial ecology and shares information. Digital technology empowers the development of the platform, and external demand and internal corporate output form a state of continuous mutual feedback, increasing opportunities for innovation and sustainable entrepreneurship.

When digital resources are transformed into trial production information, new ideas are generated, creating digital transformation capabilities. First, data resource sharing. The upstream and downstream enterprises connected by the WD Cloud platform build a medical sharing mechanism. By matching resources to different business needs, users can enjoy a wider range of medical resources, alleviating the current problem of uneven medical distribution and helping to change business models. Secondly, innovate and change capabilities. Digital platform can be used to coordinate resources, flexibly adjust organizational structures, and apply digital technology to accelerate the

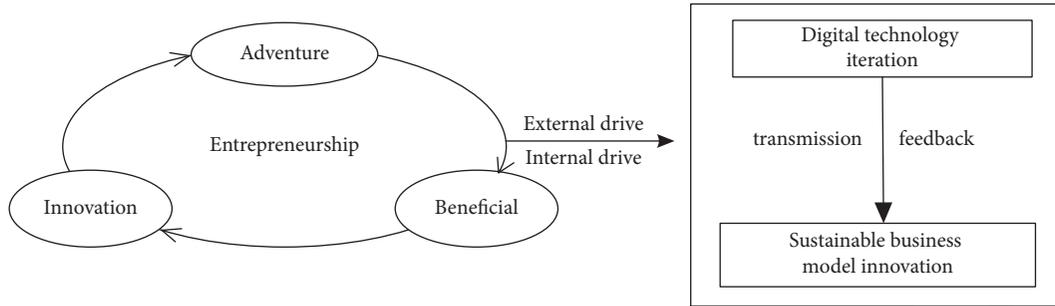


FIGURE 2: Entrepreneurship promotes sustainable business model innovation.

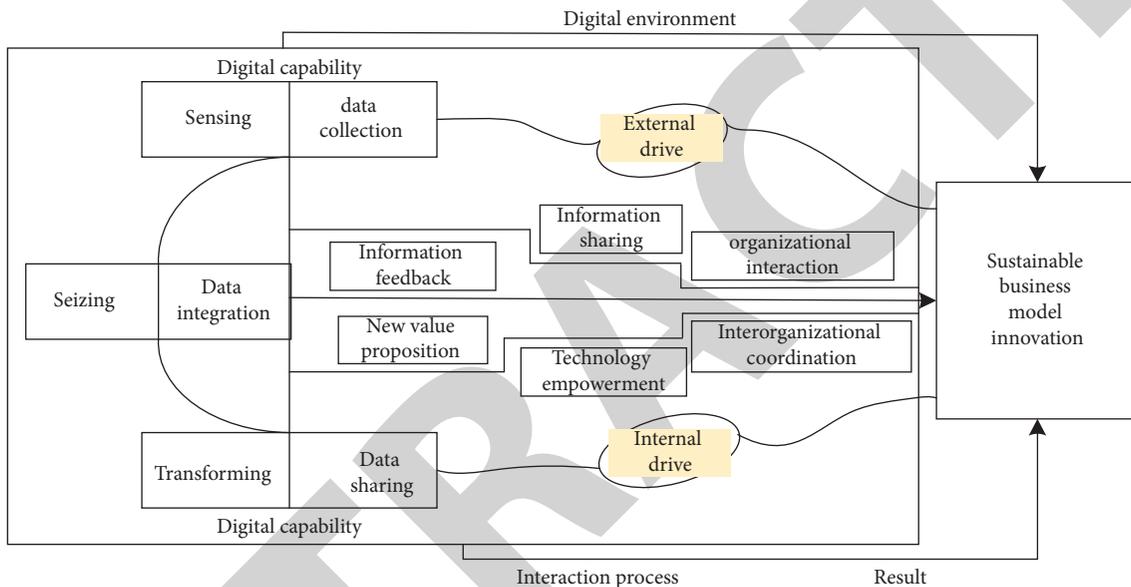


FIGURE 3: Digital capabilities promote sustainable business model innovation.

process of converting value propositions to value creation for all types of entities to jointly respond to highly changing market needs. Digital change capabilities can internalize internal and external resources into organizational capabilities and drive sustainable business model innovation, as shown in Figure 3.

**5.3. Entrepreneurship, Digital Cap Capability, and Sustainable Business Model Innovation.** Digital capabilities cannot be developed without the role of the corporate decision-maker.

On the one hand, managers need to focus on the economic value creation of the company. On the other hand, they also need to consider the social attributes of the company and recognize the impact of innovation activities on other parts of society. Entrepreneurs are the key to organizational innovation activities, playing the role of information collection and transmission, and mastering the decision-making power of enterprises. Digital technology has a subversive impact on enterprises, so the transcendental leadership idea enables enterprises to grasp the direction of technology empower innovation activities, including new value propositions and effective external learning. Managers

guide employees to exchange information and share knowledge with the outside world to build their own resources and capabilities. Examine the strength of stakeholders, through integration, formation, and reconfiguration actions to complete the value conversion process. Such iteration, cycle, reciprocating, and enterprises can take advantage of existing competitive advantage, but also for future opportunities to develop a new competitive advantage.

Secondly, digital capabilities provide support for sustainable business model innovation. The integration of digital technology and platform organization helps enterprises to achieve flexible resource allocation and effectively reduce the internal communication cost of organization members to complete value creation activities. The success of enterprises depends more on whether organizational members can transform external discrete entrepreneurial opportunities into the actual value of enterprises with the support of digital technology. Ultimately, multidimensional value is continuously created and captured in a sustainable orientation through the synergistic interaction of technology, platforms, and managers and within the organization, as shown in Figure 4.

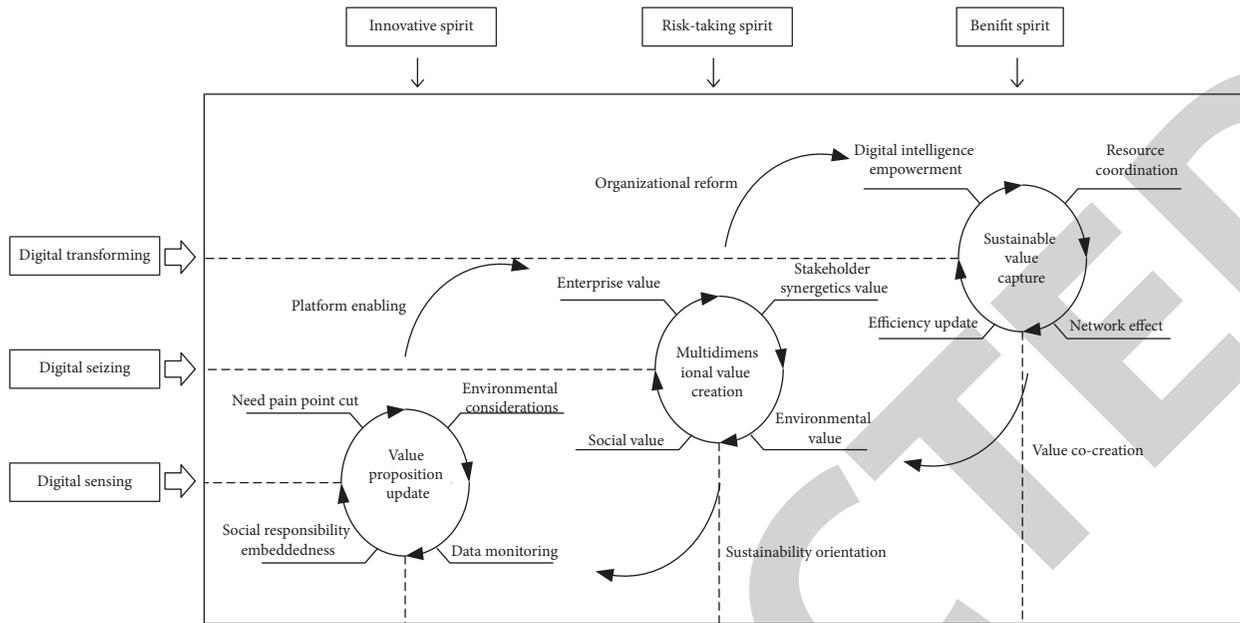


FIGURE 4: Entrepreneurship, digital capabilities, and sustainable business model innovation.

## 6. Conclusions

**6.1. Theoretical Contributions.** Firstly, this article is based on the exploration of sustainable business model innovation in platform enterprises in the context of the digital economy and promotes microlevel research on sustainable business models. As an important strategic tool for enterprises to capture economic, social, and environmental values, some scholars have already paid attention to the importance of sustainable business model innovation to the sustainable development of enterprises, but they all remain at the theoretical level and lack practical discussions on incumbent enterprises. Based on a digital capability perspective, this article explores the inner logic of the role of entrepreneurship on sustainable business model innovation, not only validating existing theoretical views, but also deconstructing the inner drivers of sustainable business model innovation at the microlevel, complementing the existing literature on sustainable business model innovation.

Secondly, mining entrepreneurship in the digital era is an expansion of the existing entrepreneurial spirit. On the one hand, current research on entrepreneurship focuses on “innovation” [71]. However, in the digital era, intelligent interconnection, and platform mode opening, different from traditional enterprise managers, platform managers recognize the importance of mutual benefit and win-win, enhance corporate social responsibility awareness, and pursue higher levels of value capture. Therefore, in addition to innovation spirit and adventure spirit, they also show co-benefit spirit. On the other hand, the literature has been involved in co-benefit spirit, but it is limited to the discussion of co-benefit spirit in social enterprises and common benefit enterprises. This study confirms the existence of co-benefit spirit in platform enterprises. Co-benefit entrepreneurship emphasizes the social responsibility consciousness of enterprises, formulates sustainable innovation strategies with positive

environmental and social impacts as development goals, and promotes sustainable organizational change. This study expands the research content and boundary of co-benefit spirit and highlights the role of co-benefit spirit in sustainable business model innovation in the digital era.

Thirdly, expand the dynamic capabilities research context. This study finds that the integration of digital technology in the context of digital economy has changed the mode of action of traditional dynamic capabilities, resulting in higher-level digital capabilities, and refining and summarizing the role of different dimensions of digital capabilities in entrepreneurship and sustainable business model innovation, which is a supplement to digital capabilities. The research on digital capabilities is still in its infancy. Although there are many literature studies on conceptual analysis, the effect of specific dimensions cannot be analyzed in depth [54]. Through the case study, this article finds that digital technology embedded enterprise dynamic capabilities play a role in every link from creativity to production. Under the influence of digital sensing capabilities, digital seizing capabilities, and digital transformation capabilities, enterprises collect and process data to feedback market information, continuously output new value proposition, and call resources through the platform to form an efficient and circular value creation process. This article further refines the research of digital capabilities in the field of business model innovation.

**6.2. Managerial Contributions.** This article has three practical implications: first, recognize the important role of entrepreneurship in strategic business decisions and enhance the entrepreneurship of managers. Digital technology in the context of the digital economy not only enables business development but also leads to increased uncertainty in the external environment. Entrepreneurs should improve their judgement through continuous external learning, grasp

market opportunities, and actively seek innovative ways to improve business development at the expense of the environment. Second, to cultivate the platform enterprise digital capabilities and maintain the leading technology can effectively improve the efficiency of resources. Third, platform enterprises should assume corresponding social responsibilities. Only by strictly following the triple bottom line (social, environmental, and economic) principles in strategic decision-making and implementation can we obtain sustainable development opportunities.

**6.3. Limitations and Future Research.** There are certain limitations to this study. Firstly, this article only focuses on Chinese enterprises, but due to the level of digital development and the role of different factors in policy and cultural background, there may be some differences in the research results, which can be verified by further expanding the number and scope of case enterprises in the future. Secondly, the timing of some of the enterprise research was after the development of the new crown epidemic, and the occurrence of major events may have a greater impact on enterprises over a period of time; we should continue to track the development of the case enterprises in the future to further supplement the existing findings. Thirdly, as an exploratory case study, this article only mines variables and conducts dimensional classification to construct a preliminary theoretical model, how to conduct scientific and quantitative research on the above variables as well as a large-scale sample test is yet to be further expanded.

## Data Availability

The data that support the findings of this study can be obtained from the corresponding author upon reasonable request.

## Conflicts of Interest

The authors declare that they have no conflicts of interest.

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