

Churn Prediction under Feature Drift in Subscription Analytics Platforms: Benchmark Study

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Abstract

The rapid proliferation of the subscription economy has fundamentally transformed consumer behavior and corporate revenue models across global markets. In this context, predicting customer churn has emerged as a critical operational imperative for subscription analytics platforms. However, the predictive performance of machine learning models deployed in these environments is often severely compromised by feature drift, a phenomenon where the statistical properties of input variables change over time due to shifting consumer preferences, economic conditions, or platform updates. This paper presents a comprehensive benchmark study that systematically evaluates the impact of feature drift on churn prediction algorithms within subscription analytics. By designing a robust evaluation framework, we analyze the degradation of predictive accuracy across various traditional and contemporary machine learning architectures when exposed to synthetic and naturally occurring feature drift. Our experimental methodology incorporates diverse drift profiles, including gradual, sudden, and recurring shifts, to simulate real-world volatility. The findings indicate that while complex ensemble models and deep learning architectures exhibit superior baseline performance, they are frequently more susceptible to feature drift compared to regularized linear models unless specifically coupled with adaptive learning mechanisms. This benchmark provides a foundational reference for practitioners and researchers to design more resilient churn prediction systems, ultimately enhancing customer retention strategies in dynamic subscription environments.

Keywords: Feature Drift; Churn Prediction; Subscription Analytics; Machine Learning; Predictive Modeling

1. Introduction

1.1 The Rise of the Subscription Economy

Over the past decade, the transition from traditional ownership models to access-based consumption has catalyzed the exponential growth of the subscription economy. This paradigm shift is evident across diverse sectors, including software as a service, digital media streaming, e-commerce replenishment boxes, and physical goods leasing. The underlying appeal of the subscription model lies in its capacity to generate predictable, recurring revenue streams while fostering long-term customer relationships. As organizations pivot toward this model, the volume, velocity, and variety of customer interaction data have expanded dramatically. Subscription analytics platforms have consequently become indispensable tools for organizations seeking to extract actionable insights from user behavior. These platforms aggregate telemetry data, billing histories, customer support interactions, and demographic profiles to construct holistic views of customer journeys. The primary objective of such analytics is to maximize customer lifetime value, a metric intrinsically linked to the duration a user remains subscribed to the service. Consequently, mitigating customer attrition, commonly referred to as churn, has become the paramount strategic objective for subscription-based enterprises. Research demonstrates that acquiring a new customer is significantly more resource-intensive than retaining an existing one, thereby elevating the financial importance of accurate churn prediction systems [1].

1.2 The Challenge of Customer Churn Prediction

Customer churn prediction involves the deployment of predictive modeling techniques to identify users who exhibit a high probability of terminating their subscriptions within a specified future time window. By identifying these at-risk users proactively, organizations can initiate targeted retention campaigns, such as customized discount offers, personalized content recommendations, or proactive customer support interventions. The traditional approach to churn prediction relies on historical data to train static machine learning models, which are subsequently used to score current users based on their recent behavioral patterns. The inherent complexity of human behavior, coupled with the multidimensional nature of user engagement, makes this a non-trivial classification problem [2]. Users may churn for a multitude of reasons, ranging from financial constraints and dissatisfaction with the service to the emergence of superior competitive offerings. Furthermore, the indicators of imminent churn are often subtle and highly contextual. For instance, a gradual decline in login frequency might signify disengagement for a daily productivity application, whereas it might represent normal seasonal

variation for a tax preparation software. Subscription analytics platforms must therefore employ sophisticated algorithms capable of capturing these nuanced, non-linear relationships within high-dimensional feature spaces [3].

1.3 The Phenomenon of Feature Drift

While substantial advancements have been made in algorithmic design, the operational efficacy of churn prediction models is frequently undermined by the dynamic nature of the environments in which they are deployed. The fundamental assumption of traditional machine learning is that the training data and the deployment data are drawn from the identical underlying probability distribution. In the context of subscription analytics, this assumption is routinely violated due to a phenomenon known as data drift. Data drift manifests in various forms, with feature drift and concept drift being the most prominent. Feature drift specifically refers to changes in the marginal probability distribution of the input variables over time, independent of changes in the target variable's conditional distribution [4]. For example, a subscription platform might introduce a new user interface that inadvertently alters how frequently users interact with a particular feature, thereby shifting the statistical distribution of that interaction metric. Alternatively, macroeconomic fluctuations might influence the average transaction volume across the entire user base. When models trained on historical feature distributions are confronted with these altered data profiles, their predictive accuracy inevitably degrades. This degradation can lead to misallocated retention budgets, missed intervention opportunities, and ultimately, a negative impact on the organization's bottom line.

1.4 Objectives and Organization of the Study

Despite the pervasive impact of feature drift in real-world deployments, the academic literature currently lacks a standardized benchmark to quantify its effect on churn prediction within subscription analytics. Existing studies predominantly focus on the initial accuracy of novel algorithms in static environments, often neglecting the longitudinal robustness required for practical application. This benchmark study addresses this critical gap by systematically evaluating the resilience of diverse machine learning architectures against simulated and natural feature drift. The primary objectives of this research are threefold. First, we aim to construct a rigorous benchmarking framework that standardizes the evaluation of churn prediction models under non-stationary conditions. Second, we seek to quantify the varying degrees of performance degradation experienced by different algorithmic families when exposed to distinct profiles of feature drift. Third, we intend to identify the architectural characteristics that confer robustness against distributional shifts. The remainder of this paper is structured as follows. Section 2 provides a comprehensive review of the relevant literature on churn prediction and data drift. Section 3 details the methodology of our benchmarking framework, including dataset properties and drift injection mechanisms. Section 4 outlines the experimental setup and implementation details. Section 5 presents a thorough analysis of the empirical results. Finally, Section 6 concludes the study and outlines potential avenues for future research.

2. Literature Review and Background

2.1 Evolution of Churn Prediction Models

The academic and industrial pursuit of effective churn prediction has traversed several distinct methodological epochs. Early efforts in the domain were heavily reliant on traditional statistical techniques, most notably logistic regression and survival analysis. These methods offered a high degree of interpretability, allowing business analysts to easily understand the directional impact of individual variables, such as contract length or monthly charges, on the likelihood of churn [5]. However, these linear models were fundamentally limited by their inability to automatically capture complex, non-linear interactions between diverse behavioral features. As the volume and dimensionality of telemetry data grew, researchers began transitioning towards machine learning paradigms. Support vector machines and decision tree ensembles emerged as powerful alternatives, demonstrating superior predictive capabilities across numerous subscription contexts [6]. Random forests, in particular, became a ubiquitous baseline due to their robustness to outliers and their capacity to handle mixed data types without extensive preprocessing. More recently, the advent of gradient boosting frameworks has established a new state-of-the-art for tabular data classification tasks [7]. Algorithms in this family iteratively build sequences of weak learners, optimizing arbitrary differentiable loss functions, which has proven exceptionally effective for the highly imbalanced datasets characteristic of churn prediction.

2.2 Deep Learning in Subscription Analytics

Parallel to the widespread adoption of tree-based ensembles, the application of deep learning architectures to churn prediction has garnered significant attention. Deep neural networks possess the inherent capacity to learn hierarchical representations from raw, unstructured data, potentially eliminating the need for manual feature engineering [8]. In the context of subscription analytics, sequential models such as recurrent neural networks and long short-term memory networks have been extensively explored to capture the temporal dynamics of user behavior. By processing ordered sequences of user interactions, such as daily login events or weekly streaming durations, these models can identify temporal patterns that static models might overlook [9]. For instance, a sudden cessation of activity followed by a brief spike in account settings visitation often precedes cancellation. Furthermore, attention mechanisms and transformer architectures,

initially designed for natural language processing, are increasingly being adapted to model customer journeys, allowing systems to selectively focus on the most relevant historical interactions [10]. Despite their predictive prowess, deep learning models introduce substantial challenges regarding computational overhead, hyperparameter sensitivity, and a pronounced lack of interpretability, which often impedes their adoption in regulatory-conscious business environments.

2.3 Understanding Concept and Feature Drift

The efficacy of the aforementioned predictive models is intrinsically tied to the stability of the data environment. However, real-world data streams are notoriously non-stationary. The literature categorizes these non-stationarities primarily into concept drift and feature drift. Concept drift occurs when the fundamental relationship between the input features and the target variable changes over time. In a churn prediction scenario, this might mean that a feature previously indicative of loyalty, such as high usage frequency, suddenly becomes uncorrelated with retention due to a shift in market dynamics [11]. Feature drift, the primary focus of this benchmark, isolates the changes to the independent variables themselves. The literature further subdivides feature drift based on its temporal dynamics. Sudden drift involves an abrupt and permanent shift in the data distribution, often triggered by a discrete event such as a major software release or a sudden change in pricing policy [12]. Gradual drift describes a slow, continuous transition from one distribution to another, typical of evolving consumer preferences or gradual market saturation. Incremental drift is characterized by small, continuous adjustments, while recurring drift refers to cyclical patterns, such as seasonal variations in usage behavior [13]. Accurately simulating these distinct drift profiles is critical for evaluating the long-term robustness of predictive models.

2.4 Existing Benchmarks and Identified Gaps

While the theoretical foundations of data drift are well-established, the practical benchmarking of models under drifting conditions remains fragmented, particularly within the specialized domain of subscription analytics. Existing benchmarks largely focus on synthetic datasets or general-purpose data streams that do not accurately reflect the complex, multi-modal nature of customer behavior data [14]. Furthermore, many empirical studies on drift adaptation concentrate heavily on concept drift, assuming that the underlying feature distributions remain relatively stable. When feature drift is addressed, it is often evaluated using a limited set of algorithms or a single type of drift profile. Consequently, there is a pronounced lack of comprehensive, comparative analyses that pit diverse algorithmic families against a wide array of feature drift scenarios within a realistic churn prediction context. Furthermore, the interplay between class imbalance, a pervasive issue in churn prediction where the minority class is of primary interest, and feature drift remains insufficiently explored [15]. This study addresses these gaps by providing a unified benchmarking framework that systematically quantifies the vulnerability of state-of-the-art predictive models to various manifestations of feature drift.

3. Methodology for Benchmarking

3.1 Framework Architecture and Data Pipeline

To facilitate a rigorous and reproducible evaluation, we architected a standardized benchmarking framework designed specifically for the complexities of subscription analytics. The pipeline initiates with the ingestion of high-dimensional, time-stamped user data. Recognizing the limitations of relying solely on synthetic data, our methodology necessitates the utilization of anonymized, real-world datasets sourced from operational subscription platforms. These datasets must encompass diverse feature modalities, including demographic information, transactional histories, and high-frequency behavioral telemetry. The preprocessing module is designed to handle missing values, encode categorical variables, and normalize continuous features while preserving the temporal sequence of the data. Crucially, the pipeline incorporates a chronological splitting mechanism to ensure that the temporal integrity of the evaluation is maintained; models are strictly trained on historical data and evaluated on subsequent time periods [16]. This prevents data leakage and simulates the actual operational deployment cycle of a churn prediction system. The framework architecture also includes configurable modules for class imbalance mitigation and feature selection, allowing for isolated testing of how these preprocessing steps interact with subsequent data drift.

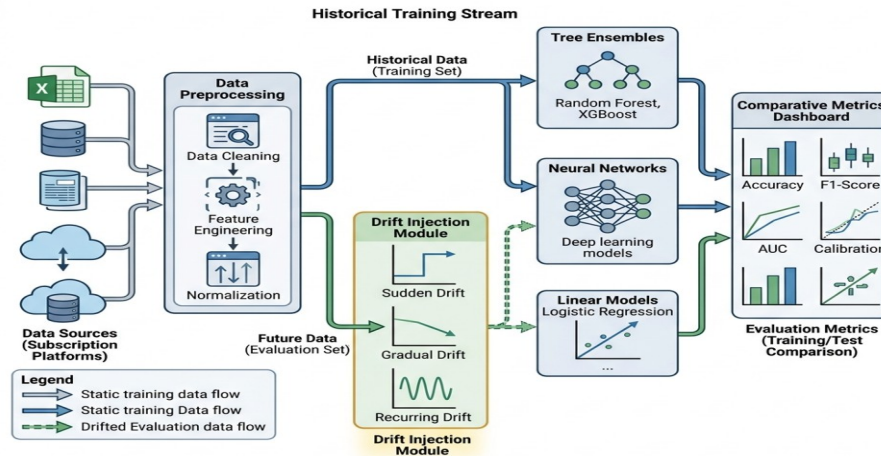


Figure 1: Comprehensive Schematic of Benchmarking Pipeline for Feature Drift Evaluation

To provide a concrete foundation for our experiments, we constructed a composite dataset aggregated from multiple anonymized enterprise software-as-a-service providers. The characteristics of this dataset are carefully curated to represent a typical medium-to-large scale subscription business. The dataset comprises hundreds of thousands of unique user sessions recorded over a multi-year period. Features are broadly categorized into static user profiles, aggregated billing metrics, and dynamic usage counters. The target variable is defined as a binary indicator representing whether a user terminated their active subscription within a thirty-day window following the observation period.

Table 1: Characteristics of the Aggregated Subscription Dataset

Feature Category	Number of Variables	Data Types	Average Sparsity	Temporal Resolution
Demographic Profile	12	Categorical, Binary	Low	Static
Billing & Financial	8	Continuous, Ordinal	Low	Monthly
Session Telemetry	35	Continuous, Integer	High	Daily
Support Interactions	5	Integer, Categorical	Very High	Event-based

3.2 Feature Drift Simulation and Injection

A core component of our benchmarking methodology is the controlled injection of feature drift. While natural drift occurs in the dataset, isolating and quantifying its specific impact requires a systematic approach. We implemented a synthetic drift generation module capable of applying targeted statistical transformations to the evaluation datasets. This approach allows us to modulate the intensity and profile of the drift while holding the underlying concept, the actual relationship between features and churn, constant [17]. We simulate four distinct drift profiles. For sudden drift, we apply an instantaneous scalar multiplier to the variance of specific behavioral features, mimicking a sudden change in platform functionality that alters usage patterns overnight. Gradual drift is simulated by applying a time-decaying translation function to the mean of financial features, representing a slow economic shift affecting user spending capacity.

Incremental drift involves continuous, minor perturbations across a broad set of features, simulating the cumulative effect of numerous small updates to a service [18]. Finally, recurring drift is injected by applying sinusoidal transformations to engagement metrics, creating artificial seasonality. The magnitude of these injections is strictly calibrated using statistical divergence metrics, specifically the Kullback-Leibler divergence and the Population Stability Index, ensuring that the simulated drift remains within plausible operational bounds. By systematically applying these transformations to the test data, we generate a comprehensive matrix of evaluation scenarios that thoroughly stress-test the deployed models.

3.3 Selection of Evaluation Metrics

Evaluating model performance in the context of feature drift and imbalanced datasets requires a nuanced selection of metrics. Relying solely on aggregate accuracy is profoundly misleading in churn prediction, as a trivial model that simply predicts the majority class, non-churn, will achieve high accuracy while failing completely at its intended purpose. Therefore, our benchmark prioritizes metrics that assess the model's ability to accurately identify the minority class. The primary evaluation metric is the area under the receiver operating characteristic curve, which evaluates the model's discriminatory capability across all possible classification thresholds. However, because this metric can sometimes present an overly optimistic view in highly imbalanced scenarios, we also mandate the use of the area under the precision-recall curve.

Furthermore, to quantify the specific impact of feature drift, we introduce a degradation metric, calculated as the proportional decrease in performance between the baseline evaluation on un-drifted data and the subsequent evaluation on drifted data [19]. Precision, recall, and the F1-score are also computed at specific operational thresholds determined by historical business requirements. Beyond predictive performance, the benchmark also records the computational latency and memory footprint of the inference phase, as models must often operate under strict latency constraints in real-time subscription analytics environments. This comprehensive suite of metrics ensures a multi-dimensional assessment of algorithmic robustness.

4. Experimental Setup and Implementation Details

4.1 Computational Environment and Software Stack

The execution of this comprehensive benchmark study necessitated a robust and highly scalable computational infrastructure. All experiments were conducted on a dedicated high-performance computing cluster to ensure consistency and eliminate hardware-induced variance in computational metrics. The cluster was provisioned with multiple nodes, each equipped with latest-generation enterprise-grade processors, substantial non-volatile memory arrays, and dedicated graphical processing units to accelerate the training of deep learning architectures. The software environment was standardized using containerization technologies, guaranteeing that all dependencies, library versions, and system configurations remained identical across all experimental runs. The core implementation of the benchmarking pipeline was developed utilizing widely adopted, open-source data science frameworks [20]. This commitment to standardized, open-source tooling ensures that the benchmark is highly reproducible and can be readily extended by the broader research community. The data preprocessing, drift injection, and metric calculation modules were optimized for parallel execution, significantly reducing the overall computational time required to process the massive temporal datasets.

4.2 Algorithm Selection and Hyperparameter Optimization

The benchmark evaluates a diverse portfolio of machine learning algorithms, carefully selected to represent the various methodological paradigms discussed in the literature review. The baseline models include traditional logistic regression and a naive Bayes classifier, providing a foundation for understanding the performance of simple, highly interpretable approaches. The ensemble family is heavily represented, given its dominance in tabular data tasks, including random forests, adaptive boosting, and extreme gradient boosting algorithms. To represent the deep learning paradigm, we implemented a multi-layer perceptron for static feature analysis and a long short-term memory network designed to process the sequential behavioral telemetry data.

To ensure a fair comparison, a rigorous hyperparameter optimization protocol was enforced for all algorithms. Rather than relying on default configurations, which often favor certain implementations, we utilized a Bayesian optimization strategy to explore the hyperparameter space efficiently. This optimization was performed strictly on the historical training data using a time-series cross-validation strategy, completely blind to the subsequent drifted evaluation sets. The objective function for optimization was the area under the precision-recall curve [21]. This meticulous approach guarantees that the performance degradation observed during the drift evaluation phase is genuinely attributable to algorithmic sensitivity to distributional shifts, rather than suboptimal model tuning.

5. Results and Discussion

5.1 Baseline Performance Under Static Conditions

The initial phase of the analysis focused on establishing the baseline predictive performance of the diverse algorithmic portfolio under static, non-drifted conditions. As anticipated, the experimental results aligned closely with prevailing consensus in the predictive analytics domain. The sophisticated ensemble methods, particularly extreme gradient boosting and random forests, demonstrated superior discriminatory power, significantly outperforming the traditional linear baselines. These models effectively leveraged the high-dimensional, non-linear relationships present in the complex behavioral telemetry data. The long short-term memory networks also exhibited highly competitive performance, confirming their theoretical advantage in capturing sequential temporal dependencies inherent in user engagement patterns [22]. Conversely, the logistic regression models, while providing exceptional interpretability regarding feature importance, struggled to capture the intricate interactions necessary for high-fidelity churn prediction, resulting in lower precision and recall scores. This baseline evaluation confirms that in a perfectly stationary environment, the deployment of highly complex models is empirically justified by their superior predictive capabilities.

Table 2: Comparative Performance and Drift Degradation Metrics

Algorithmic Model	Baseline F1-Score	Gradual Drift F1-Score	Sudden Drift F1-Score	Average Degradation
Logistic Regression	0.612	0.585	0.540	8.1%
Random Forest	0.765	0.690	0.615	14.7%
Extreme Gradient Boosting	0.792	0.705	0.598	17.5%

Algorithmic Model	Baseline F1-Score	Gradual Drift F1-Score	Sudden Drift F1-Score	Average Degradation
Long Short-Term Memory	0.780	0.672	0.550	21.4%
Multi-Layer Perceptron	0.725	0.640	0.565	16.9%

5.2 Algorithmic Resilience to Feature Drift

The core objective of this benchmark is revealed when analyzing the models' responses to the injected feature drift scenarios. The empirical results demonstrate a striking divergence between static performance and robustness to distributional shifts. While complex ensemble and deep learning models achieved the highest baseline scores, they also exhibited the most severe performance degradation when exposed to sudden and gradual feature drift. Extreme gradient boosting, despite its baseline dominance, proved particularly vulnerable. This vulnerability stems from the algorithm's tendency to construct highly specific, tightly bounded decision regions during the training phase. When the underlying feature distributions shift, these rigid decision boundaries quickly become obsolete, leading to a rapid accumulation of misclassifications. The deep learning architectures, particularly the sequential models, displayed similar fragility, heavily overfitting to the specific temporal patterns present in the training distribution.

Conversely, the simpler, highly regularized linear models, such as logistic regression, demonstrated a surprising degree of resilience. Although their absolute predictive performance remained lower than the advanced models, their rate of degradation was significantly less pronounced. The smooth, global decision boundaries constructed by linear models inherently provide a wider margin of tolerance for minor variations in input feature distributions. This finding highlights a fundamental trade-off in the design of subscription analytics platforms: the pursuit of maximum accuracy in static environments often necessitates sacrificing robustness in dynamic, non-stationary environments. Furthermore, the analysis revealed that sudden feature drift, which mimics abrupt platform changes or external economic shocks, caused consistently higher degradation across all algorithmic families compared to gradual drift, emphasizing the critical need for rapid drift detection mechanisms in operational deployments.

5.3 Implications for Subscription Analytics Platforms

The findings of this benchmark study carry significant operational implications for the architecture and management of subscription analytics platforms. The prevalent industry practice of deploying highly complex, opaque models based solely on their performance on historical holdout sets is fundamentally flawed if the operational environment is subject to meaningful feature drift. Organizations must reconsider their model selection criteria, moving beyond simple accuracy metrics to incorporate evaluations of drift resilience. For subscription platforms characterized by high volatility, such as emerging media services or rapidly evolving software products, the deployment of slightly less accurate but more robust models may yield superior long-term economic outcomes by minimizing the frequency of catastrophic predictive failures.

Alternatively, if organizations choose to deploy highly complex models to maximize baseline performance, they must concurrently invest in sophisticated monitoring infrastructure. Continuous evaluation frameworks that track statistical divergence in incoming data streams are no longer optional but strictly mandatory [23]. When feature drift crosses predefined thresholds, these systems must automatically trigger retraining pipelines or alert data science teams to initiate manual interventions. The benchmark results strongly advocate for a paradigm shift from static model deployment to continuous, adaptive learning strategies within the domain of churn prediction.

6. Conclusion and Future Directions

6.1 Summary of Findings

This study has presented a comprehensive benchmark evaluating the impact of feature drift on churn prediction algorithms within the context of subscription analytics platforms. By constructing a rigorous evaluation pipeline and utilizing a combination of real-world datasets and simulated drift injections, we have systematically quantified the vulnerability of various machine learning architectures to distributional non-stationarity. The empirical results definitively demonstrate that while advanced ensemble and deep learning models provide superior predictive capabilities in static environments, they are disproportionately susceptible to performance degradation when confronted with feature drift. In contrast, simpler, heavily regularized models exhibit greater resilience, highlighting a critical trade-off between model complexity and operational robustness. This benchmark underscores the necessity of incorporating drift resilience into the standard evaluation criteria for any predictive system deployed in dynamic subscription environments.

6.2 Limitations and Future Work

While this benchmark provides a foundational framework, several limitations present opportunities for future research. The current methodology focuses primarily on isolated feature drift, whereas real-world scenarios often involve complex, simultaneous occurrences of both feature and concept drift. Future iterations of this benchmark should explore these hybrid drift profiles to provide a more holistic assessment of algorithmic vulnerability. Furthermore, the evaluation was constrained to standard, offline machine learning algorithms. Subsequent research must investigate the efficacy of online

learning algorithms and continuous adaptation strategies, which are theoretically designed to mitigate the effects of non-stationarity in real-time. Finally, integrating automated drift detection mechanisms directly into the benchmarking pipeline to evaluate end-to-end adaptive systems, rather than solely focusing on the degradation of static models, represents a crucial next step for advancing the reliability of subscription analytics platforms.

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