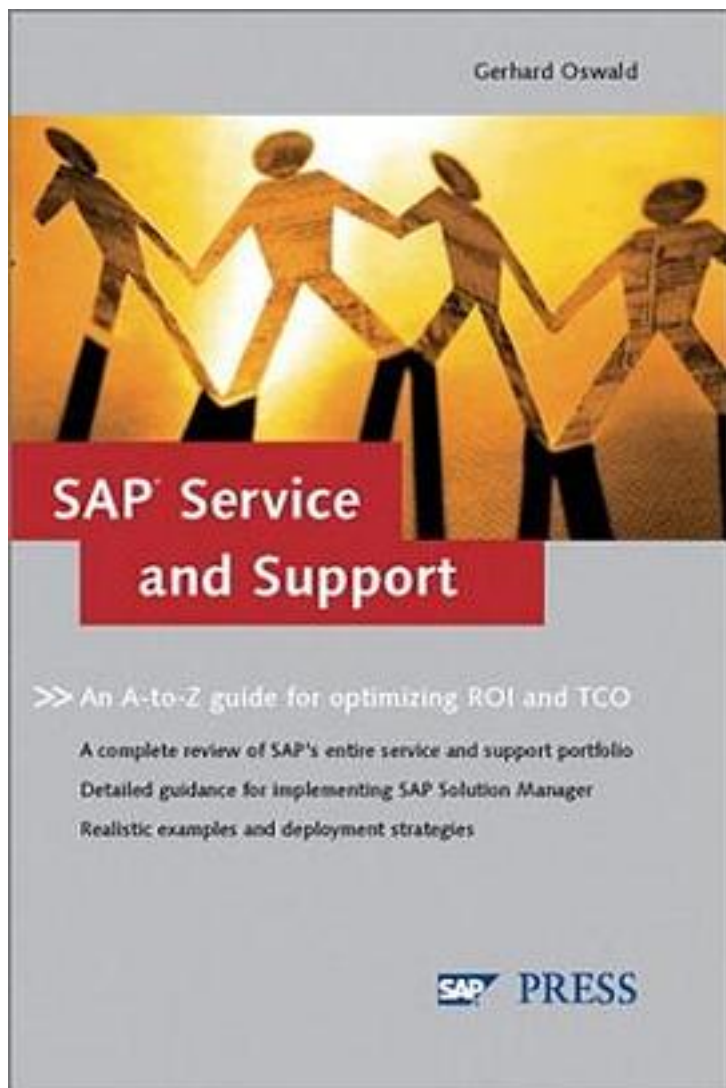# SAP Service and Support

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To complement the wide array of available software solutions, SAP offers customers an equally exhaustive range of service and support programs. This comprehensive portfolio of services and support options helps you to operate all facets of your SAP system landscape with heightened efficiency, saving you both time and money across the entire life cycle of your solution. But where do you begin?

Using this unique new book as your one-stop reference, you'll quickly learn how the SAP community is structured, and gain an advanced understanding of the extensive maintenance programs offered by SAP. Plus, you can instantly access detailed profiles of all available services

and expert analysis, which clearly shows you how to best leverage these resources to reduce total cost of ownership and boost return on investment in your SAP solution.

Familiarize yourself with the essential features of SAP Solution Management, and benefit from best practices, proven insights, and concise examples that illustrate the specific situations in which individual services are most effectively deployed.

Highlights include:

· Detailed listing of all Service and Support options

· Expert strategic insights

· Detailed methods for optimizing ROI and TCO

· The ins and outs of SAP Solution Manager

· Your map of the SAP Community

· Analysis of maintenance offerings

· Practical "how-to" examples and real-life scenarios

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[SAP Service and Support_下载链接1_](#)

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