



SAP Service and Support

Gerhard Oswald

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This all-new third edition provides information on SAP's complete service portfolio—the services that support the entire life-cycle of your SAP solution. You learn everything about the full scope of support offerings including SAP Standard Support, SAP Premium Support, and SAP MaxAttention, as well as the detailed maintenance strategy for your SAP solutions.

The methodology and infrastructure for enhancing the value of your SAP solution is also dealt with: You get a complete overview over the SAP TCO Framework, plus detailed insights in the interaction between SAP Solution Manager and SAP Service Marketplace.

The core section of this newest edition remains an extensive chapter loaded with practical examples. Using 12 actual customer case studies, the authors show you how to use services and support offerings to execute new business strategies, cut project costs, or create better user experience and satisfaction—in the long term, this translates into low TCO and high ROI.

Highlights include:

- SAP's service philosophy
- SAP Ecosystem
- All SAP services at a glance, i e., from the areas of support, consulting, training, SAP Custom Development, and SAP Managed Services
- Support offerings: SAP Standard Support, SAP Premium Support, SAP MaxAttention
- SAP Customer Competence Center
- Service and support infrastructure: SAP Solution Manager, SAP Service Marketplace, and portals
- SAP TCO Framework

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