Sap Crm Technical Principles And Programming

Learn the ins and outs of job scheduling with "SAP Central Job Scheduling by Redwood" and "Redwood Cronacle." Readers uncover critical details on the architecture, plus exclusive technical insights that cannot be found elsewhere. The authors cover both decentralized and centralized SAP job scheduling and provide you with practical, real-world advice to drastically bolster standard installation and configuration guides. Special attention is paid to both individual CCMS and BI jobs, as well as to integration methods for these enterprise-level job chains. Best Practices and lessons learned from real-world case studies ensure that this book leaves no stone unturned Use SAP Solution Manager to monitor the amount and efficiency of custom code in your system Learn how to take advantage of tools such as CCLM, SCOV, SAP Clone Finder, the Custom Development Management Cockpit, and more Explore custom code best practices and reporting techniques Custom code is a vital component of any successful SAP implementation. But it must be managed, or it becomes an obstacle to future enhancement and innovation. Take the proactive approach to taming your custom code with this book: always be in control, make changes when and where they are needed, don't get slowed down by bad code, and always be ready for the next upgrade. Custom Code Management Business Blueprint Meet your most trusted companion in managing custom code! Learn what the

SAP Solution Manager Business Blueprint does, how to create it, and understand and use the different management phases. Practical Advice No matter your volume of custom code, learn when and where to use specific tools to optimize your custom code investment.Code Measurement Understand how to set up and use different tools and metrics that analyze, measure, and display custom code: SAP Coverage Analyzer, SAP Global Workload Monitor, and more. How-To Steps Find detailed, step-by-step instructions that will help you get the specific tools you need up and running in no time. Bonus Appendices Find coding examples, helpful lists of SAP Notes, information on upcoming functionalities, and more to get you on your way. * Master the SAP ERP HCM data model, authorizations, infotype framework, interface architecture, and more * Develop custom reports, apply enhancement techniques, and explore performance programming in SAP ERP HCM * Get an introduction to integration with SuccessFactors With this detailed resource, learn how to make an SAP ERP HCM system stay in perfect harmony. Get to know SAP ERP HCM data structures, perform custom developments and enhancements, and master authorizations and performance optimization. Within these pages, you'll learn how to fine-tune SAP ERP HCM to address functional gaps and fit any company's needs. Data Structures Examine technical data structures and technologies used to implement the SAP ERP HCM modules, such as infotypes, objects, cluster tables, and crucial SAP transactions. Programming and Customization Apply proper

programming methods to meet company requirements by strategically using standard tools for process enhancement. Authorizations Learn about SAP ERP HCM-specific authorization concepts, which technical objects are behind them, and how and when to customize them.Web-Based Applications Spend less time on routine tasks and minimize error by taking advantage of the latest advances in web-based applications: ESS and MSS using Web Dynpro for ABAP. Recent Innovations Learn about new functionality delivered through enhancement packages and add-on solutions, such as integrating SAP ERP HCM with SuccessFactors BizX.

This comprehensive guide shows you how to develop and implement an authorization concept that will withstand the toughest demands. Permissions are covered extensively, with a focus on the relationship between organizational performance and the necessities of legal and regulatory compliance. You will learn how the tools and functions of the change management process play a critical role in the performance of an SAP system, and how various permissions in SAP solutions and processes function in detail. Organizational Permissions Learn how to develop a systematic differentiation of roles and permissions in SAP ERP. You'll also learn how to assign roles for the organizational management of SAP ERP HCM. Legal Frameworks Discover the legal and regulatory scenarios (i.e., accounting law and data governance) that are relevant to your business, and how they fit into the authorization concept. SAP Tools for Change

Management Master the essential tools for authorizations management, including the Role Manager, CUA, SAP BusinessObjects Access Control, SAP Net-Weaver IdM, UME, and more.Technical Basics and Customizing Learn which features are relevant to user maintenance and the basic settings necessary for a meaningful functional separation. Authorizations in SAP Systems Gain an in-depth understanding of the core processes of SAP ERP, as well as the specific requirements of SAP ERP HCM, SAP CRM, SAP SRM and SAP NetWeaver.

Connect your SAP system and the world of OData with this comprehensive guide to SAP Gateway! Begin with the basics, then walk through the steps to create an OData service. Expand your skills further, with how-tos on developing SAPUI5 apps with the SAP Web IDE; building SAP Fiori, mobile, and enterprise applications; and performing administrative tasks for lifecycle management and security. Explore the latest trends and technologies, and map out your OData future! a. Deployment, Installation, Configuration Get started! Discover the various deployment options for SAP Gateway, and get step-by-step instructions for installation and configuration. b. OData Services Create! Walk through the specific tools for and steps in creating OData services. Then learn how to extend your existing OData services, including redefining services and customizing SAP Fiori apps. c. Application Development Develop! Learn how OData and SAP Gateway are used in SAPUI5, SAP Fiori, mobile, social media, and enterprise applications. Highlights: SAP Gateway

installation and deployment OData service creation and deployment Mobile development Social media development Security Lifecycle management SAPUI5 SAP Web IDE SAP Fiori SAP HANA Galileo Press heißt jetzt Rheinwerk Verlag.

* Learn how to develop your own add-ons and custom-specific solutions to SAP Business ByDesign * Work with the Scripting Language to implement new business objects, and design your own UIs * Discover how to sell and distribute your custom applications Get ready for a new era of SAP programming! This book is your first and ultimate guide to developing for SAP Business ByDesign. See the new development environment and the Scripting Language in action, understand how to model and implement business objects, and design your own UIs. Begin a journey deep into the inner workings of SAP's new business solution! Studio and Scripting Language Explore all features and functions of the new development environment. Learn how to implement new business objects using the SAP Business ByDesign Scripting Language. Business Objects and UIs Extend existing business objects and UIs, design new UIs, and define your own business objects with nodes, associations, actions, queries, and messages. Full-Fledged Applications Integrate your business objects and UIs to create new applications. Enrich them with analytical functions, and integrate them with output and web services as well as workflows.Architecture and Platform Fundamentals Understand the architecture building blocks and fundamental business concepts of SAP Business ByDesign, and learn how to work with

built-in reuse services. Tutorials, Tutorials, Tutorials Find over 70 hands-on tutorials, which ensure that you won't just understand the theory, but also learn by doing everything yourself. Highlights * SAP Business ByDesign studio and Scripting Language * Business object modeling, implementation, and extension * User interface extension and creation * Business configuration * Business analytics * Service integration * Business object engine, user interface engine, and extensibility framework * Business Partner, Organizational Unit, Party, and Identity * Lifecycle management and SAP Store

Implementing SAP R/3: The Guide for Business and Technology Managers provides a framework and a complete plan that enables business and technical managers to take the optimal decisions that are necessary for the successful implementation of SAP in their organizations. It presents the details needed to plan and present confidently a case for choosing SAP, without ever asking the software vendor or involving the vendor's personnel.

This volume is organized around three areas of SAP--technical installation, troubleshooting, and functional use. Key interview topics include the most important configuration settings to know, SAP tables and transaction codes, certification examination questions, and more.

Whether you're upgrading an existing billing system or moving to a subscription- or consumption-based model, SAP BRIM is ready--and here's is your guide! From subscription order management and charging to invoicing and contract accounting, get step-by-step instructions for each piece of the billing puzzle. For setup, execution, or analytics, follow a

continuous case study through each billing process. With this book, join the future of billing! a. End-to-End Billing Learn the what and the why of SAP BRIM, and then master the how! Charging, invoicing, contract accounts receivable and payable, and subscription order management--see how to streamline billing with the SAP BRIM solutions. b. Configuration and Functionality Set up and use SAP BRIM tools: Subscription Order Management, SAP Convergent Charging, SAP Convergent Invoicing, FI-CA, and more. Implement them individually or as part of an integrated landscape. c. SAP BRIM in Action Meet Martex Corp., a fictional telecommunications case study and your guide through the SAP BRIM suite. Follow its path to subscription-based billing and learn from billing industry best practices! 1) SAP Billing and Revenue Innovation Management 2) Subscription order management 3) SAP Convergent Charging 4) SAP Convergent Invoicing 5) Contracts accounting (FI-CA) 6) SAP Convergent Mediation 7) Reporting and analytics 8) Implementation 9) Project management

"Whether you're running account-based or costing-based CO-PA, this is your one-stop shop for profitability analysis with SAP S/4HANA! Get the step-by-step instructions you need for configuring master data, operating concerns, value flows + and setting up your system. Then run your profitability operations and master both planning and reporting. + sentence about running profitability operations, from this to that. With this guide to CO-PA, you're ready for SAP S/4HANA!"--

This unique book helps administrators and IT managers to quickly understand the full functionality of SAP Solution Manager, release 4.0. Readers get a thorough introduction in the areas of Implementation and Operations, especially in the scenarios Project Management, Service Desk, Change

Request Management, and the brand new function Diagnostics (root cause analysis). The integration capabilities with third-party tools from the areas of Help Desk and Modelling, as well as the relation between the functionality and ITIL Application Management are also dealt with in detail. The book is based on the latest information derived from the ramp-up experience of release 4.0, and makes extensive use of invaluable customer success stories. Highlights include: - SAP Solution Manager and ITIL - Support in the Application Management Phases - End-to-End Solution Support - Change Request Management - Solution Monitoring and Reporting - Solution Manager Diagnostics (Root Cause Analysis) - Issue Management and Service Desk - Roadmaps and Implementation Content - Test Support and E-Learning Management - Planning and Delivery of SAP Services - Integration of Third Party Tools

The use of Agile methods to implement SAP is a relatively new approach and one that has proven to be very successful. Agile techniques can greatly improve your SAP implementations, reduce risks, and help you bring your projects in on schedule and within budget.

In Team Topologies DevOps consultants Matthew Skelton and Manuel Pais share secrets of successful team patterns and interactions to help readers choose and evolve the right team patterns for their organization, making sure to keep the software healthy and optimize value streams. Team Topologies will help readers discover: • Team patterns used by successful organizations. • Common team patterns to avoid with modern software systems. • When and why to use different team patterns • How to evolve teams effectively. • How to split software and align to teams.

Based on: A practical guide to SAP NetWeaver Business Warehouse (BW) 7.0 / Bharat Patel, Amol Palekar, Shreekant Shiralkar. 2010.

SAP S/4HANA is here, and the stakes are high. Get your project right with this guide to SAP Activate! Understand the road ahead: What are the phases of SAP Activate? Which activities happen when? Start by setting up a working system, then walk through guided configuration, and learn how to deploy SAP S/4HANA in your landscape: on-premise, cloud, or hybrid. Take advantage of SAP Activate's agile methodology, and get the guidance you need for a smooth and successful go-live! In this book, you'll learn about: a. Foundations Get up to speed with SAP Activate. Learn about key concepts like fit-to-standard and fit/gap analysis, understand the methodology, and walk through the key phases of project management. b. Tools and Technologies Open up your SAP Activate toolkit. See how to access SAP Activate content with SAP Best Practices Explorer, SAP Solution Manager, and more. Then, use SAP Best Practices and SAP Model Company to set up a working system for your workshops. c. Deployment Deploy SAP S/4HANA, step by step. Follow detailed instructions to plan, prepare for, and execute your on-premise or cloud deployment activities according to SAP Activate. Walk through key scenarios for a hybrid implementation of SAP S/4HANA in your landscape. Highlights Include: 1) Deployment 2) Guided configuration 3) Agile project delivery 4) SAP Best Practices 5) SAP Model Company 6) Organizational change management 7) SAP S/4HANA 8) SAP S/4HANA Cloud 9) Hybrid landscapes 10) C_ACTIVATE05 certification
* Understand SAP CRM's technical landscape and how it differs from the rest of the SAP Business Suite * Learn

about the SAP CRM data model and how to load and extract data * Explore the most useful enhancements in SAP CRM If you've ever had to work on the SAP CRM backend, this book is the resource you've been waiting for. You'll establish a working knowledge of SAP CRM architecture, and then learn how to use the development tools and options that SAP provides to tailor the system. You'll also follow a simple development example throughout the book that will help you apply the programming logic you've learned to real-world situations. SAP CRM Basics Build an essential SAP CRM foundation: learn about technical design, data modeling and BAdIs, and development tools and techniques. Data Modeling Tools Once you understand the SAP CRM data model, discover how to use the Application Enhancement Tool, marketing attributes, and more to extend and enhance the data model to meet business requirements without coding. Code Logic Find the code you need to effectively work with SAP CRM, and also learn detailed coding logic to be able to create your own code.Configuration and Enhancements Learn how to input business logic with the BTE framework, enhance the open channel for Campaign Management, and much more. Common Enhancement Requests Understand the requests that businesses commonly make in sales, service, marketing, and analytic processes, and learn how to modify the SAP CRM system with the right tools to fix these gaps. Helps you smooth out the bumps in your employee tracking and project monitoring processes. This title explores the different core functions of CATS, such as

approval and transfer processes. It shows you how to configure CATS to make it unique to your business requirements, like time entry approval.

* Implement and use Variant Configuration with SAP * Build and maintain a complete product model * Updated coverage on SAP ERP 6.0 enhancement pack 5 and CRM 7.0 With this all-inclusive reference, you have everything you need to implement, customize, and use Variant Configuration with SAP. Whether you're a consultant, work directly with variant configuration, or are a manager, this book contains essential information you need in order to make key decisions on how Variant Configuration works best for your company. Variant Configuration in ERP and CRM Understand how to integrate Variant Configuration in processes such as quality management and customer service, and explore the necessary Customizing steps. Advanced Integration Topics Find extensive coverage on business processes for SAP ERP, including the Order Engineering Workbench, planning Variant Configuration, and more. Industry-Specific Solutions Learn about unique configurations and enhancements that are possible within specific industries and how to manage them, accompanied by customer examples and practical suggestions.Expert Knowledge Benefit from the authors' and SAP customers' notes on special challenges encountered when implementing and using Variant Configuration for product models. Updated and Expanded This new edition covers integrated Product and Process Engineering (iPPE), Product Data Replication (PDR), the new PLM environment, and much

more. Highlights Product Model * Configuration profile and scenarios Business Processes in SAP ERP * Integrated process and product engineering (iPPE) * Integration, Customizing Product Configuration * Variant Configurator LO-VC * Internet Pricing and Configurator (IPC) Challenges * Performance optimization, change services * Product Data Replication (PDR) Project and Practical Reports * Industry solution DIMP reports, project managers, SAP customers and partners * Configuration Workgroup (CWG) and outlook on SAP Business ByDesign The Authors Uwe Blumohr, Manfred Munch, and Marin Ukalovic work at SAP and hold different positions in the area of Variant Configuration. Shares the secret to sales success: don't just build relationships with customers. This title argues that classic relationship-building is the wrong approach. "This excellent book makes it quite clear that your business has to focus on customer experience for 21st-century business success. It's more than refreshing to read the multiple case studies and well thought out approach and to hear the experienced voices of these authors. You've spent way too much time reading this endorsement. Read the book instead. It's so worth it." —Paul Greenberg, author of CRM at the Speed of Light "To differentiate yourself and delight your customers, you must manage your customers' experience with your goods or services, and your company. This invaluable book will show you why you must do this, and how to do it well." —Henry Chesbrough, author of Open Innovation and Professor at the Haas School of Business, University of California Berkeley "Technology advances

are raising the human expectation of what an experience with a company can and should be. Finally, a book has been written that combines behavioral psychological, micro-economic, and technological considerations defining the customer experience edge." —Paul D'Alessandro, Partner, PricewaterhouseCoopers "As we move from Customer Experience 1.0 to Customer Experience 2.0, organizations and practitioners need a solid blueprint for success. Reza, Vinay, and Volker have created a clear and concise guide based on global best practices and proven principles. If you are ready to transform your organization, start by reading this book." —Lior Arussy, President, Strativity Group, and author of Customer Experience Strategy "The Customer Experience Edge is an excellent book to gain insights on how to leverage customer experience as a competitive advantage. The case studies serve as recipes that can be added to, modified, or simply baked into business plans to improve or deliver an exceptional customer experience." —Deb Dexter, Customer Service Director, Cardinal Health About the Book: Globalization and advanced technologies have given ever greater power to the person who decides if your business will succeed or fail—the customer. Whether your company serves consumers or other businesses, you can no longer compete on price and quality alone. To gain profits and market share, you have to deliver an experience that makes customers want to come back—and that sets you apart from the competition. You need to seize The Customer Experience Edge. Drawing on over sixty years of experience in shaping customer centric strategies and

technologies for leading companies, three innovators bring you practical and proven ways to create your customer experience programs and overall business strategies. The key is to strike a balance between programs that are effective but prohibitively expensive and programs that fail to dedicate enough resources to be effective. In the middle ground lie the tools that everyone overlooks—foundational and disruptive technologies. These are the authors' main fields of expertise, and these are what make the customer experience profitable. The Customer Experience Edge explains how to combine strategy, leadership, organizational change, and technology to: Develop products and services that are highly valued by customers Form bonds that keep clients from turning to competitors Transform customers into your best advocates It's a new world of business, and customers are keenly aware that their loyalty is valuable currency. The Customer Experience Edge gives you a cost-effective, sustainable way to provide an unforgettable experience that builds loyalty and turns it into real, measurable profits.

Now you can proactively avoid administration problems with CRM Middleware - whether they be performance losses or even complete system freezes - using this comprehensive book, based on the extensive experience of SAP Active Global Support. You'll learn the basics of data processing in the Middleware (input processing, validation, output processing) and get concrete troubleshooting advice. Plus, uncover a vast array of optimization options for all critical parts of the

Middleware, as well as practical instruction on how to avoid system freezes and on how to handle those freezes once they've occurred. Based on CRM Release 5.0, this book is also highly useful for those still working with the older Release 4.0. In addition, wherever possible, the authors also provide you with sneak previews of the upcoming release 6.0 as well. Highlights Include: * Input processing and validation * Output processing * BDoc modelling and storage * Groupware integration * Exchanging your own data * Replication & Realignment * XML * Reorganizing the Middleware * Mass changes * Roadmaps for analyzing the Middleware Enhancing Enterprise Intelligence: Leveraging ERP, CRM, SCM, PLM, BPM, and BI takes a fresh look at the benefits of enterprise systems (ES), focusing on the fact that ES collectively contribute to enhancing the intelligence quotient of an enterprise. The book provides an overview of the characteristic domains (i.e., business functions, processes, and activities) addressed by the various categories of ES, namely, ERP, CRM, SCM, PLM, BPM, and BI. The book begins with an overview of agile enterprises and dimensions of intelligent enterprises. The middle chapters detail CRM's decisive concept of customer centricity, SCM's differentiating concept of customer responsiveness, and PLM's stupendous transformative potential for renewing the enterprise along with the establishment of a collaborative enterprise with BPM and enterprise BPM methodology. The latter chapters deal with the realization of an informed enterprise with BI coupled with the novel concept of decision patterns. The author highlights the

fact that any end-user application's effectiveness and performance can be enhanced by transforming it from a bare transaction to one clothed by a surrounding context formed from an aggregate of all relevant past decision patterns. The final chapter examines various aspects relating to a successful ES implementation project, and the appendix provides an overview of the SAP Business Suite to give you a practical context to the discussions presented in the book.

Do you want to utilize the new CRM user interface in the best possible way? This comprehensive guide, suitable for SAP CRM 2007 and SAP CRM 7.0, explains everything that you need to know about the CRM Web Client: the architecture of the UI framework, the Customizing options (roles, navigation, portal integration, and much more), as well as all options that are available for customer-specific extensions through programming. Readers quickly discover the critical modeling tools, such as the Easy Enhancement Workbench (EEWB) and the UI Configuration Tool. Then, explore all options for adapting the header, navigation, and work area without any development effort.The authors provide an in-depth look at the individual components of views, windows, and controllers, and deliver priceless tips on context binding, model integration, navigation and more. You'll learn about development and extension of UI components, the usage of the Business Object Layer (BOL), and the extension of the GenIL object model, as well as the modeling and usage of web services for the integration of Office applications.What's more, you'll also find comprehensive real-life examples to provide you with

additional support for your daily project tasks.
SAP is a market leader in enterprise business application software. SAP solutions provide a rich set of composable application modules, and configurable functional capabilities that are expected from a comprehensive enterprise business application software suite. In most cases, companies that adopt SAP software remain heterogeneous enterprises running both SAP and non-SAP systems to support their business processes. Regardless of the specific scenario, in heterogeneous enterprises most SAP implementations must be integrated with a variety of non-SAP enterprise systems: Portals Messaging infrastructure Business process management (BPM) tools Enterprise Content Management (ECM) methods and tools Business analytics (BA) and business intelligence (BI) technologies Security Systems of record Systems of engagement The tooling included with SAP software addresses many needs for creating SAP-centric environments. However, the classic approach to implementing SAP functionality generally leaves the business with a rigid solution that is difficult and expensive to change and enhance. When SAP software is used in a large, heterogeneous enterprise environment, SAP clients face the dilemma of selecting the correct set of tools and platforms to implement SAP functionality, and to integrate the SAP solutions with non-SAP systems. This IBM® Redbooks® publication explains the value of integrating IBM software with SAP solutions. It describes how to enhance and extend pre-built capabilities in SAP software with best-in-class IBM

enterprise software, enabling clients to maximize return on investment (ROI) in their SAP investment and achieve a balanced enterprise architecture approach. This book describes IBM Reference Architecture for SAP, a prescriptive blueprint for using IBM software in SAP solutions. The reference architecture is focused on defining the use of IBM software with SAP, and is not intended to address the internal aspects of SAP components. The chapters of this book provide a specific reference architecture for many of the architectural domains that are each important for a large enterprise to establish common strategy, efficiency, and balance. The majority of the most important architectural domain topics, such as integration, process optimization, master data management, mobile access, Enterprise Content Management, business intelligence, DevOps, security, systems monitoring, and so on, are covered in the book. However, there are several other architectural domains which are not included in the book. This is not to imply that these other architectural domains are not important or are less important, or that IBM does not offer a solution to address them. It is only reflective of time constraints, available resources, and the complexity of assembling a book on an extremely broad topic. Although more content could have been added, the authors feel confident that the scope of architectural material that has been included should provide organizations with a fantastic head start in defining their own enterprise reference architecture for many of the important architectural domains, and it is hoped that this book provides great value to those reading it. This IBM

Redbooks publication is targeted to the following audiences: Client decision makers and solution architects leading enterprise transformation projects and wanting to gain further insight so that they can benefit from the integration of IBM software in large-scale SAP projects. IT architects and consultants integrating IBM technology with SAP solutions.

ABAP developers, are you looking to clean up your code? Then pick up this official companion to the Clean ABAP GitHub repository. This book is brimming with best practices, straight from the experts, to help you write effective ABAP code. Start by learning when to apply each clean ABAP practice. Then, dive into detailed code examples and explanations for using classes, methods, names, variables, internal tables, and more. From writing code to troubleshooting and testing, this is your complete style guide! In this book, you'll learn about: a. Clean ABAP Concepts What is clean ABAP and why is it important to write clean code? Understand clean ABAP concepts with insight from the experts, including special considerations for legacy code and performance. b. Best Practices Walk through the what, why, and how behind clean ABAP best practices. Learn to improve your code, including using classes and interfaces appropriately, handling method design and control flow, designing and running unit tests, and much more. c. Practical Examples See clean ABAP practices in action! Improve your understanding of how to write effective code. Use detailed examples for each best practice that demonstrate the difference between clean and messy code. Highlights include: 1) Classes and interfaces 2)

Methods 3) Names 4) Variables and literals 5) Internal tables 6) Control flow 7) Comments 8) Formatting 9) Error handling 10) Unit testing 11) Packages Preparing consolidated financial statements for an enterprise with a parent and one or more subsidiaries requires a detailed review of underlying transactions in order to properly reflect results and financial position. For large, integrated, and multinational organizations, likely with millions of transactions, it is imperative that the financial accounting software facilitate this process. This expertly written guide focuses on leveraging SAP S/4HANA Finance for group reporting. Explore key functionality and how the universal journal has led to the evolution of the group reporting solution. Using a detailed case study, the author discusses configuration and master data and walks the reader through the period-end process for consolidation and explores reports using financial transactions that have already been entered into SAP S/4HANA Finance for group reporting. Explore reports delivered with SAP S/4HANA Finance for group reporting. This book is targeted at both finance professionals and the functional consultants who perform the configuration and execution of processes for preparing consolidated financial statements. By using practical examples, tips, and screenshots, this book covers: - SAP S/4HANA Finance for group reporting and the universal journal - Configuration and master data - Period-end process for consolidation - Reporting and analysis
This book introduces portal administrators, developers, consultants, and IT managers to the structure and key

application areas of SAP NetWeaver Portal Release 7.0. Starting with a brief description of the basics of enterprise portals in the SAP NetWeaver and Enterprise SOA environments, the book goes on to provide you with essential technical details of the portal's functionalities and underlying architecture. Role management, authentication mechanisms, knowledge and content management, unification, and application and system integration are just a sample of the areas covered. In addition, an entire chapter is devoted to portal installation and configuration. The much-anticipated book provides you with a solid technical grounding and a comprehensive introduction to portal development and administration, enabling you to immediately implement what you've learned. Numerous examples, exclusive tips and detailed screenshots, which are used throughout the book, give you an in-depth understanding of all relevant function areas, making this a truly indispensable reference.Highlights Include: * Functions: Knowledge Management, Collaboration, Unification, Portal Content Studio * Architecture: Portal Scenarios, Portal Framework, Connectors * Installation and Configuration: Components, Basic Settings, Special Features * Administration: Authorization and User Management, Monitoring and Reporting, Security, Single Sign-On, Transport System * Development: Web Dynpro ABAP/Java, SAP NetWeaver Developer Studio, Composite Application Framework, SAP NetWeaver Visual Composer, PDK for .NET

Master beginning, intermediate, and advanced skills for working with WDA Explore special topics like the

Floorplan Manager and integration with SAP NetWeaver Portal Apply your skills to solve practical exercises that illustrate WDA concepts in action Download the complete source code bundle! Writing a Web Dynpro ABAP application may be a job, but it can also be a craft and in this book, you have the tool you need to become a master. Start with the basics, jump right into advanced concepts, or flip straight to workbooks so you can apply your knowledge to real-life exercises. Whatever your WDA goal may be, this book will get you there. The Complete Picture Move through the whole world of WDA at your own pace. Whether you re starting from the ground level or building on existing knowledge, you ll find everything you need. WDA Programming Model Learn about all aspects of the WDA programming model: controllers, contexts, windows, views, UI elements, and more. Special Topics Dive into focused discussions of concepts like the Floorplan Manager, WDA integration, security, and performance tuning.Developer Workbooks Test your knowledge with developer workbooks that ask you to accomplish specific tasks as part of developing a real-life WDA application. Source Code Bundle Explore solutions to the developer workbooks, as well as all the example code in the book, via the book s downloadable source code bundle.

This book teaches you how to integrate third-party programs with your SAP systems while avoiding the many pitfalls that can arise from different programming languages and interface technologies. It provides a comprehensive description of the

communication protocols that are supported by SAP, which components of the SAP NetWeaver Application Server implement them, and how these components must be configured to enable communication with external systems.Overview of Interface ProgrammingUncover basic principles of interface programming, answers to frequently asked questions about security, and information on various technologies.Classic and Modern SAP InformationThe authors introduce you to classic and modern SAP interfaces and protocols, enabling you to solve any problem you may encounter.Interface TechnologiesBenefit from a detailed examination of the central interface technologies: RFC, BAPIs, ALE, IDocs, and SOAP.Descriptive ExamplesLearn how to apply your knowledge to real-life situations with many programmed examples in ABAP, Java, C, and C#.Comprehensive CoverageThis book serves as an ideal companion with numerous screenshots and a detailed index. You'll discover how best to connect your systems to those of your partners - without problems or external assistance.

In today's competitive business environment, maintaining a strong relationship with core customers is essential, particularly in the service area. With SAP CRM 2007, you can achieve optimal performance of your service processes and successfully position your company with your customers. This book covers the core business

principles and mechanisms of CRM processes and teaches you how to implement and customize SAP CRM 2007 to achieve these goals and meet your specific requirements. Beginning with an introduction to the functionality, new interface, and relevant master data of SAP CRM 2007, readers get volumes of practical insights into the power of the service area. Everything from order management, resource planning, and mobile services to complaint management is covered. In addition, you'll find clear process descriptions, basic customizing settings, and step-by-step guidelines that illustrate the process design options. With this book, you'll discover critical success factors for your SAP CRM 2007 implementation, and gain practical insights from a real-life examples, that you can put to use immediately within your organization.

For many years, sports rights owners have had an 'if you build it, they will come' attitude, suggesting they take their fans for granted. Combined with advances in broadcasting quality, digital marketing, and social media, this has resulted in diminishing attendances and participation levels. The use of CRM (Customer Relationship Management), BI (Business Intelligence) and Data Analytics has therefore become integral to doing business in sports, emulating the approach used by brands such as Amazon, Netflix, and Spotify. Technology has made the world a smaller place; clubs and teams

can now connect with their fans anywhere in the world, allowing them to grow their marketplace, but they operate in an 'attention economy' where there's too much choice and engagement is key. This book sets out to share the processes and principles the sports industry uses to capitalise on the natural loyalty it creates. Case studies and commentary from around the world are used to demonstrate some of the practices implemented by the world's leading sports brands including clubs Arsenal and the San Antonio Spurs. the governing bodies of UEFA and Special Olympics International, and the MLS and NHL. With a focus on our unique challenges coupled with the opportunities the use of data creates, this book is essential reading for professionals within the sports industry.

You're intelligent, right? So you've already figured out that Business Intelligence can be pretty valuable in making the right decisions about your business. But you've heard at least a dozen definitions of what it is, and heard of at least that many BI tools. Where do you start? Business Intelligence For Dummies makes BI understandable! It takes you step by step through the technologies and the alphabet soup, so you can choose the right technology and implement a successful BI environment. You'll see how the applications and technologies work together to access, analyze, and present data that you can use to make better decisions about your products,

customers, competitors, and more. You'll find out how to: Understand the principles and practical elements of BI Determine what your business needs Compare different approaches to BI Build a solid BI architecture and roadmap Design, develop, and deploy your BI plan Relate BI to data warehousing, ERP, CRM, and e-commerce Analyze emerging trends and developing BI tools to see what else may be useful Whether you're the business owner or the person charged with developing and implementing a BI strategy, checking out Business Intelligence For Dummies is a good business decision.
SAP CRMTechnical Principles and ProgrammingSAP PRESS
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