



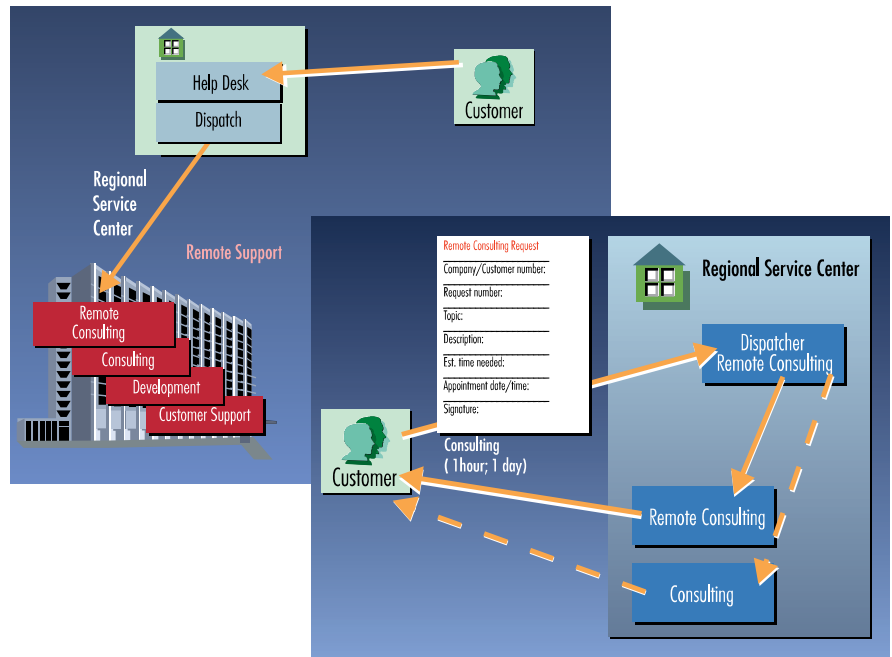
## R/2® SYSTEM R/3® SYSTEM

Get short-term consulting support during your R/3 System implementation, as well as in the productive system environment. Take advantage of Remote Consulting: an exciting new service from SAP® Consulting for the R/2 and R/3 Systems.

# IN FOCUS...

## REMOTE CONSULTING

### GET HIGHLY SKILLED AND TIMELY SUPPORT WITH SAP'S REMOTE CONSULTING



### YOU'VE GOT A PROBLEM, AND YOU WANT A SOLUTION – FAST!

Let's say you're planning to launch a new product. To do so, your sales force needs a new order type to be defined in the system. To further complicate things, new conditions have to be set up for certain customer groups. Or an EarlyWatch session has revealed that your custom ABAP/4 report program is taking longer than usual to run. What you need is fast and reliable support from SAP's expert consultants. Now you can get it with Remote Consulting.

### EXPERT ONLINE CONSULTING

Expert support is indispensable for software implementation and follow-up projects. Often, you only need a specialist's attention for a relatively short period of time. It's impossible to predict when this need will occur, but when it does, you may have to wait a long time for support. Time is wasted while consultants travel to and from these brief assignments. You asked that we introduce new techniques and approaches which ensure that you get the short-term support you need. In response to your request, we created timely, online advice based on direct access to SAP's expert consultants. We call this service Remote Consulting.

Now you can count on getting the high quality, timely support you expect, backed by our extensive product knowledge.

### WHAT IS REMOTE CONSULTING?

Remote Consulting is your direct line to expert and comprehensive knowledge of our R/2 and R/3 Systems. Whether you receive support directly from SAP or from one of our consulting partners, you're in good hands. In every case, teams of experts quickly and reliably handle your R/2 and R/3 questions and problems in as much detail as you need.



## REMOTE CONSULTING

This service can even include minor additions to programs or new code, accomplished quickly and cost-effectively.

Although on-site consulting will always be necessary for fundamental project tasks like development of strategy and concepts (and we'd never short-change you there!), a large number of problems are easy to solve at a distance. These typically involve:

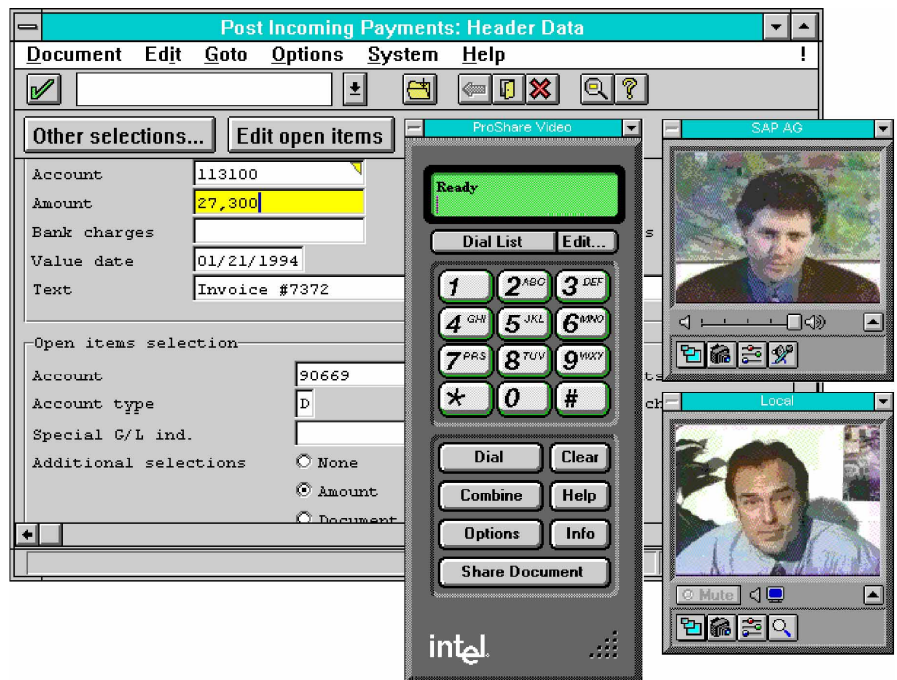
- Customizing
- Questions about the ABAP/4 Development Workbench
- Database reorganization
- SAP upgrades
- Questions about SAPscript
- Pricing
- Costing

### HOW TO TAKE ADVANTAGE OF REMOTE CONSULTING

You can reach us in various ways. For instance, our Online Service System (OSS) lets you directly enter inquiries under specific topic groups. You can also phone or fax your questions to us. After receiving your inquiry, we let you know right away when you can expect us to handle it (you'll never have to wait long). We will then go over your inquiry with you in detail. To shed more light on your problem, we can remotely log on to your system after you have established an online connection.

### COMMUNICATION TECHNOLOGY IN WORDS AND PICTURES

Several Remote Consulting modes are now available. You can get assistance over the phone, by letting us remotely log on to your system (using X.25 in R/3), or with the aid of personal videoconferencing technology.



We have implemented video-supported communication techniques, like Intel's ProShare system, to explore new alternatives in Remote Consulting. If necessary, our consultants log on to your R/3 System, invoking a shared user interface. Backed by integrated voice and visual contact, this significantly enhances communication, letting us work together effectively to solve your problem.

### TANGIBLE BENEFITS

You have questions that need to be answered as quickly as possible, but your consultant isn't available right now. So why don't you simply get in touch with our Remote Consulting Service? We will advise you quickly, reliably, and – most of all – inexpensively, since no costly travel times are involved. In fact, it is a service with many benefits:

- Fast response so you can resume efficient operation of your system

- High-quality support, from consultants who can also repair and extend programs at the code level
- Access to comprehensive knowledge of all SAP applications and Basis
- Elimination of unproductive travel times, giving you greater value for your money
- Use of new video techniques for more effective communication

Each SAP subsidiary is assigned to a regional service center to make sure you have access to high-quality expertise no matter where you are.

SAP's quality management procedures for development and consulting services satisfy the standards specified by ISO 9001.

Want to find out more?  
Just contact us at one of the numbers listed below.

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