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Online Service System

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Preface

Swift and easy access to R/3 System information is vital to corporate decision-making and to the efficient daily use of the R/3 System. SAP's Online Service System (OSS) provides you with a wealth of important information about your R/3 System, helping you to prevent system problems before they occur. If problems occur in your R/3 System, OSS also provides you with quick and effective problem-solving assistance.

Via the remote connection, OSS allows you to access the OSS library of error notes. By searching through this database, you can find answers to your questions and solutions for your R/3 System problems. If you are unable to find the information you need, you can contact SAP directly, via OSS, for further problem-solving support. This direct communication link makes it possible for the SAP service team to respond effectively and efficiently to your questions and problems.

This brochure contains the following information:

- Benefits of OSS
- Features of OSS
- Information about Obtaining OSS