

Benefits of OSS

The Online Service System (OSS) is an easy-to-use, direct communication link to SAP that allows you to obtain relevant information for solving R/3 System problems quickly and efficiently. OSS offers a broad spectrum of functionality, the most important of which is helping you to solve problems quickly. OSS provides you better response time by allowing you to enter problems directly into our database, bypassing the SAP Helpdesk.

SAP's worldwide service centers guarantee the prompt processing of your problem — regardless of when or where you enter it into OSS.

Worldwide 24-Hour Service

Each service center is primarily responsible for its own region. However, in emergency situations that occur outside of normal working hours, you are automatically connected to the nearest active service center.

By entering problems or inquiries directly into OSS, you can:

Direct Access to the Customer Service System

- take advantage of SAP R/3 Services, regardless of the availability and workload of the responsible HelpDesk personnel.
- report your problem quickly.
- submit your problem directly to First Level Customer Service for processing.

OSS actively involves you in the problem solving process by giving you direct access to SAP's interactive Error Notes database. The Error Notes database contains error listings and common solutions to system problems. Via OSS, you can display these solutions without having to submit a problem message to First Level Customer Service.

Access to the Error Notes Database

Direct access to the Error Notes database via OSS also provides you with solutions to potential problems, thus enabling you to prevent problems before they occur.

Problem Prevention

At any stage of the problem solving process, you can use OSS to view:

Process Transparency

- the status of your requests.
- solutions to problems sent to you by SAP, that have been entered into the system.
- problem messages that you phoned or faxed into SAP.
- steps leading to your problem's solution, which are displayed when you check the problem's action log.

How do you benefit from OSS?

- Quick and efficient solutions to your problems
- Worldwide service 24 hours a day
- Direct access to SAP's problem-solving system and the Error Notes database
- Problem prevention
- Transparency in all stages of the problem-solving process

