Faktor Service Was Kunden Wirklich Brauchen

Application of web service technologies on a b2b communication platform by means of a pattern and UML based software development processCloud-Service-ZertifizierungManagement sicherer Cloud-ServicesInnovationen bei Rechen- und KommunikationssystemenInternational CongressGerman-EnglishCFIMöglichkeiten und Grenzen einer effektiven IT-Struktur für die "Filiale der Zukunft" bei GenossenschaftsbankenFrench-English-GermanWho Owns WhomDictionary of computingSheet Metal IndustriesDeutsche motor zeitschriftProfileBusiness Dictionary: GermanInternational Developments Towards Improved Car-sharing ServicesMagazines for LibrariesInternational Fruit WorldDictionary of BusinessDirectory of International Direct and E-marketing Arnd Schnieders Sebastian Lins Helmut Krcmar Bernd Wolfinger International Union of Public Transport Richard Ernst Peter Wolff Robert Herbst Vittorio Ferretti Reinhart von Eichborn Bodo Schwieger William Armstrong Katz Peter Hodgson Collin Application of web service technologies on a b2b communication platform by means of a pattern and UML based software development process Cloud-Service-Zertifizierung Management sicherer Cloud-Services Innovationen bei Rechen- und Kommunikationssystemen International Congress German-English CFI Möglichkeiten und Grenzen einer effektiven IT-Struktur für die "Filiale der Zukunft" bei Genossenschaftsbanken French-English-German Who Owns Whom Dictionary of computing Sheet Metal Industries Deutsche motor zeitschrift Profile Business Dictionary: German International Developments Towards Improved Car-sharing Services Magazines for Libraries International Fruit World Dictionary of Business Directory of International Direct and E-marketing *Arnd Schnieders Sebastian Lins Helmut Krcmar Bernd Wolfinger International Union of Public Transport Richard Ernst Peter Wolff Robert Herbst Vittorio Ferretti Reinhart von Eichborn Bodo Schwieger William Armstrong Katz Peter Hodgson Collin*

diploma thesis from the year 2003 in the subject computer science software grade 1 0 a technical university of berlin computer science open communication systems language english abstract there are about 230 000 establishments in the spanish hotel restaurant and catering industry accounting for a turnover of about 15 6 thousand million euros all of them sell food to private consumers on the other hand

suppliers and traders supply the catering trade with food and beverage products usually the different players in this food distribution network trade products by means of orders which are placed manually this is a process which can be enhanced through the application of computer and internet technology a project lately also supported by the spanish government is supposed to fill this gap this project is called catanet and has been established three years ago actually the catanet platform is used by more than 100 customers amongst them very important industry players like lauren films pepsi unilever and nestle some of them will carry out a significant part of their overall food orders by the catanet platform which corresponds to a turnover volume of many million euros in the former version of the catanet platform clients had to apply a web page based interface in order to use the catanet services as this approach prohibited the full exploitation of the benefits the use of computer assistance provides e g human participation still constitutes an inevitable and crucial part of the transaction the interaction is completely asynchronous an additional level is being added to the catanet platform eliminating these shortcomings during the time of this work the number of catanet customers has grown explosively increasing also the diversity of the customer s computer systems additionally new subprojects could be launched due to the acquisition of a government grant these encompassed among others new value added services demanded by the customers like an instant messaging module and a module for the automatic update of the local product catalog the characteristics of the it infrastructure of the new customers which will carry out transactions with a serious turnover via the catanet platform and the necessity to integrate the new subprojects required an adaptation of the design of the platform prototype which had been developed by this time and which is described in this work

dieses buch liefert ein rahmenwerk zur zertifizierung von services in der cloud herzstück dabei ist ein umfangreicher kriterienkatalog zum assessment von cloud services der im forschungsprojekt value4cloud gefördert vom bundesministerium für wirtschaft und technologie entwickelt wurde cloud service anwender werden bei der bewertung dem vergleich und der auswahl von services unterstützt das buch eignet sich auch für cloud service anbieter zum self assessment und zur verbesserung der eigenen services

dieses buch zum projekt next generation certification ngcert betrachtet die grundlagen vertrauenswürdiger cloud services es wird ein konzept für eine dynamische zertifizierung zur förderung von vertrauen rechtsverträglichkeit qualität und nutzen von cloud services am deutschen markt

entwickelt ein prototyp zeigt den exemplarischen einsatz der entwickelten werkzeuge in der praxis

24 gi jahrestagung im rahmen des 13th world computer congress ifip congress 94 hamburg 28 august 2 september 1994

diplomarbeit aus dem jahr 2010 im fachbereich informatik wirtschaftsinformatik note 1 3 hochschule wismar sprache deutsch abstract heutzutage ist es für die meisten it abteilungen selbstverständlich sich transparent und offen darzustellen aus verschiedenen gründen ist es aber für vorstände und mitarbeiter nach wie vor nicht klar was die it denn eigentlich leistet und welchen beitrag zum erfolg die it beigetragen hat da der geschäftsbereich it vielfach nicht als profit sondern als cost center gesehen beziehungsweise betrieben wird ist er demnach auch nicht in der lage seinen beitrag zum unternehmenserfolg in zahlen auszuweisen es werden zwar it dienstleistungen von abteilungen und mitarbeitern bezogen doch können diese nicht verursachergerecht abgerechnet werden somit entsteht zwar ein nachweisbarer mehrwert der jedoch oftmals nicht gegenüber den vorständen vermittelt werden kann in zeiten knapper budgets wird deshalb gerne nach kostengünstigeren lösungen gesucht outsourcing Überlegungen werden als dominierende zielsetzungen angeführt um gewünschte kosteneinsparungen und transparenz zu erhalten diese sichtweise greift jedoch in vielen fällen zu kurz da sie meistens nur teilbereiche beleuchten und den ganzeinheitlichen ansatz vernachlässigen deshalb sollte dieser für alle seiten unbefriedigende zustand dringend thematisiert werden dazu bedarf es techniken die sich im praktischen leben bewährt haben und generell anerkannt sind als erstes muss sich die bankinterne it abteilung ihrer eigenen position bewusst werden will sie als reiner dienstleister oder als qualitätsanbieter wahrgenommen werden sie muss zukünftig in der lage sein konkret und plausibel auskunft über ihr dienstleistungsangebot zu geben auch die kommunikation gegenüber den vorständen und mitarbeitern ist wichtig vielfach leistet die it zwar gute arbeit vergisst aber diese arbeitsleistung entsprechend zu verpacken und zu transportieren diese herausforderung ist sicherlic

92000 einträge 44000 deutsche und 48000 englische aller gebiete der informatik mit hauptbegriffen der angrenzenden fachgebiete sowie des allgemeinen technischen sprachgebrauchs insgesamt 94 fachgebiete

the main topic of this book is the introduction of a new mobility service one way and open end car sharing dr bodo schwieger describes a process starting from the anticipation and measurement of customer s

needs to the introduction of innovative services the described field test is second to none as it offers gasoline vehicles in a one way rental scheme within an urban environment 25 smart vehicles were based at 8 stations and available to 4 000 car sharing customers this service is being analyzed for efficiency and customer reactions in a second step other car sharing companies in hamburg germany seattle washington kyoto and tokyo japan are analyzed for their approaches to improving their services combines technological competence marketing know how and customer analysis car sharing has recently become a highly relevant topic with the fast expansion of the american providers and the market entry of deutsche bahn ag and shell ag in germany the method respects the large amount of interdependence with other services and also the multiplicity of different customer groups thus it can be transferred to other transportation services and used as a beginner s guide to service analysis the book is based on the author s dissertation which was accepted at the technical university of berlin in 2003 it delivers on 150 pages densely accumulated information it is worth reading for anyone who is involved in introducing and developing new services either within transportation or in related branches

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