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award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. Computerworld 2001-12-10 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. InfoWorld 2004-05-03 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects. Computerworld 2002-11-18 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. Java EE kurz & gut Arun Gupta 2013-03-01 Sie möchten die Schlüsselspezifikationen der Java EE 6-Plattform schnell und unkompliziert kennenlernen? Dann ist dieses Taschenbuch genau das Richtige für Sie. Es bietet einen Überblick über die wichtigsten Technologien, die auf der Plattform eingesetzt werden, sowie

IT influencers worldwide. Computerworld's

leicht verständliche Codebeispiele, die Ihnen

demonstrieren, wie Java EE 6 die Entwicklung von Web- und Enterprise-Anwendungen drastisch vereinfacht. - Verstehen, wie die Java EE 6-Features mit Design Patterns in Web- und Enterprise-Anwendungen zusammenhängen -Die nötigen Spezifikationen finden, um die eigene Anwendung Java EE-fähig zu machen -Neuerungen bei Enterprise JavaBeans (EJB), JavaServer Faces (JSF) und anderen Komponenten kennenlernen - Java EE 6-Web Profile entdecken, die den früheren "One Size Fits All"-Ansatz ersetzen - Die Contexts and Dependancy Interjection (CDI) und die Java API für RESTful Webservices einsetzen - Die Java EE-Entwicklung mit Netbeans und GlassFish starten

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Migrating to the Cloud Tom Laszewski 2011-10 Provides information on the tools, strategies, and methods on planning and performing a database, desktop application, or IT infrastructure migration.

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source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

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Computerworld 2004-03-01 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. Computerworld 2005-02-07 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. Computerworld 2004-06-14 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. An Intelligent Customer Complaint Management

System with Application to the Transport and

Logistics Industry Alireza Faed 2013-06-12 This thesis addresses the issue of customer complaints in the context of Customer Relationship Management (CRM). After a comprehensive survey of the current literature on CRM, the thesis describes the development of a new intelligent CRM (I-CRM) framework, which integrates text analytics, type mapping, SPSS, structural equation modeling, and linear and fuzzy approaches. This new methodology, in contrast to previous ones, is able to handle customer complaints with respect to different variables, thus allowing organizations to find their key customers and key complaints, and to address and provide solution to the major complaints of the key customers, hence promoting business development. The thesis also describes the successful application of the method to a real-world case, represented by the immeasurable truck drivers complaints at the Fremantle port in Western Australia.

Implementing SAP® CRM Vivek Kale 2014-12-03 In today's competitive business environment, most companies realize that the better they can manage their customer relationships, the more successful they will become. Customer Relationship Management (CRM) software systems are key tools for companies to manage the customer-facing processes of their businesses. However, many companies have resisted implementing this most critical customer-oriented application due in large part to the lack of a single-point resource on implementing a CRM system. This book attempts to fill that gap. Implementing SAP® CRM will help technologists and managers come to grips with the vision, concept, and technology of CRM. It begins by laying out the groundwork for understanding CRM. It explains the concept and context of CRM and the tangible business benefits of CRM adoption. Demonstrating a professional approach to the evaluation and selection of SAP, it details the critical success factors (CSFs), patterns, and anti-patterns of a successful SAP CRM implementation. CRM implementations can add significant benefit to the company's bottom line only if the company first transforms itself into a customer-centric and customer-responsive enterprise. This book explains what it means to be a customer-centric and responsive enterprise, and provides a

framework for business operations based on customer relationships, rather than the traditional four Ps (product, positioning, price, promotion). It further spells out business process reengineering (BPR) strategies to configure internal business processes and operations with SAP CRM to improve customerfacing strategies, services, and relationships. **Compliance Risk Management: Developing** Compliance Improvement Plans Mr. John D Brondolo 2022-03-18 All tax administrations seek to maximize the overall level of compliance with tax laws. Compliance improvement plans (CIPs) are a valuable tool for increasing taxpayers' compliance and boosting tax revenue. This note is intended to help tax administrations develop a CIP, by providing guidance on the following issues: (1) how to identify and rate compliance risks; (2) how to treat risks to achieve the best possible outcome; and (3) how to measure the impacts that treatments have had on compliance outcomes. BI & Analytics in der Cloud Ralf Finger 2018-10-29 Business Intelligence und Analytics (BIA) in der Cloud bietet zahlreiche Möglichkeiten, existierende Infrastrukturen sinnvoll zu ergänzen. Doch viele Anwenderunternehmen sind im Hinblick auf die praktische Umsetzung noch zurückhaltend. Was genau ist Cloud Business Intelligence und Analytics, welche Besonderheiten sind zu beachten und welche Einsatzfelder bieten sich an? Die Autoren dieses Buches beantworten all diese Fragen, geben einen fundierten Überblick und behandeln im Einzelnen folgende Themen: Mehrwerte von Cloud-Services in hybriden DWH-Architekturen Die Cloud als Agilitätshebel für BIA Treiber einer "Data Warehouse as a Service"-Lösung Wirtschaftlichkeitsbewertung von Cloud-BIALösungen Big Data in der Cloud -Welche Vorteile haben Cloud-Lösungen bei großen Datenmengen? Analytisches CRM unter Einbeziehung von Social-Media-Daten Monitoring und Steuerung der Supply Chain mit BI-Lösungen in der Cloud Cloud-Nutzungsstrategien für Data Analytics Auch auf Fragen des Datenschutzes in der Cloud wird eingegangen. Abgerundet wird das Buch mit einem Marktüberblick und Markttrends zu Cloud BI.

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Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects. Computerworld 2004-11-29 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. Securing the Borderless Network Tom Gillis 2010-04-09 Securing the Borderless Network reveals New techniques for securing advanced Web 2.0, virtualization, mobility, and collaborative applications Today's new Web 2.0, virtualization, mobility, telepresence, and collaborative applications offer immense potential for enhancing productivity and competitive advantage. However, they also introduce daunting new security issues, many of which are already being exploited by cybercriminals. Securing the Borderless Network is the first book entirely focused on helping senior IT decision-makers understand, manage, and mitigate the security risks of these new collaborative technologies. Cisco® security technology expert Tom Gillis brings together systematic, timely decision-making and technical quidance for companies of all sizes: information and techniques for protecting collaborative systems without compromising their business benefits. You'll walk through multiple scenarios and case studies, from Cisco Webex® conferencing to social networking to cloud computing. For each scenario, the author identifies key security risks and presents proven best-practice responses, both technical and nontechnical. Securing the Borderless Network reviews the latest Cisco technology solutions for managing identity and securing networks, content, endpoints, and applications. The book concludes by discussing the evolution toward "Web 3.0" applications and the Cisco security vision for the borderless enterprise, providing you with a complete security overview for this quickly evolving network paradigm. Network World 2001-06-04 For more than 20 years, Network World has been the premier

the digital nervous systems of large organizations. Readers are responsible for designing, implementing and managing the voice, data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce.

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Oracle CRM - Best Practices Mario Pufahl 2011-02-09 Kennen Sie die Strategie von Oracle hinsichtlich CRM? Berücksichtigen Sie die Best Practices für Oracle CRM bei Ihrem Projektvorhaben? Wie effizient managen und messen sie Kundenbeziehungen? Dies sind nur einige Fragen, die im Rahmen eines kundenorientierten CRM mit Oracle von großer Bedeutung sind und in diesem Buch systematisch beantwortet werden. Die Praxisbeispiele belegen die Bedeutung eindrucksvoll. Der Leser wird in die Lage versetzt, sein Wissen zu Oracle CRM zu optimieren und wertsteigernd einzusetzen. Ein positiver Return on Investment wird hierbei langfristig allerdings nur realisiert, wenn es den Unternehmen gelingt, die richtige CRM Strategie, CRM-Tools und Kontrollmechanismen zu wählen. Ein praxisorientierter Leitfaden für alle, die Oracle CRM erfolgreich einsetzen und die Kosten von CRM in einzelnen Phasen und

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for network and IT executives responsible for

Unternehmensbereichen nachhaltig kontrollieren wollen.

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Implementing Oracle Fusion General Ledger and Oracle Fusion Accounting Hub Anil Passi 2016-05-27 This Oracle Press guide shows how to implement key modules of Oracle Fusion Financials—General Ledger and Financials Accounting Hub—covering both the functional and technical aspects of this complete financial management solution. Implementing Oracle Fusion Applications General Ledger & Financials Accounting Hub covers the core Oracle Financials products and components. All Oracle Financials products use Financials Accounting Hub "under the hood", and this topic is featured

in detail. The author team uses a sample deployment to illustrate the best practices and common pain-points an internal staff or outside consultant would experience. They show multiple ways of leveraging this complex suite of products within the heterogeneous data environment of real-world companies. The team explains and demonstrates the key concepts at the right level to reach the broadest audience. Complete coverage of Oracle Fusion General Ledger and Accounting Hub Fills the gap in Oracle documentation for this product Explains how Oracle Fusion implementation will meet the needs and expectations of technical decisionmakers and senior management Authors have years of practical experience with custom development on Oracle Fusion technology and teaching those skills to others InfoWorld 2003-03-17 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects. Computerworld 2004-10-25 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. Computerworld 1999-11-08 For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network. InfoWorld 2003-11-17 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also

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