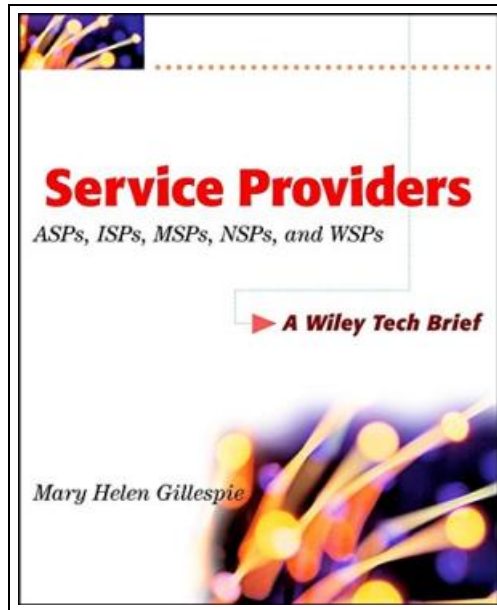


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Wiley & Sons, 2001. Taschenbuch. Book Condition: Neu. Gebrauch - Sehr gut ungelesen, sehr guter Zustand; Rechnung mit MwSt.; unused/unread, very good condition; - Service Provider ermöglichen die Auslagerung von IT-Diensten, die für das Kerngeschäft Ihres Unternehmens nicht von zentraler Bedeutung sind (z.B. Internet, IT-Management). 'Service Providers' gibt einen umfassenden Überblick über dieses Thema, und zwar sowohl aus der Perspektive des Providers als auch des Kunden. Besprochen werden alle verfügbaren Dienste - angefangen beim Internetzugang über Applikationen, drahtlose und Netzwerkdienste bis hin zu Managementdiensten für IT-Experten. A strategic guide to mastering service provider relationships Well-known business management consultant and Boston Globe columnist Mary Helen Gillespie helps business and IT managers navigate through the confusing technology-driven landscape of service providers. Offering insight into the points of view for both the service provider and client, Gillespie guides readers through available services, from Internet access and applications service providers, to wireless and networking services and IT management services. Readers will find business models, overviews of the enabling technologies, coverage of economic and management issues, and clear descriptions of service offerings within each provider type. Most importantly, decision makers will be able to choose the right service provider to meet their needs and develop strategic partnerships when outsourcing non-core business functions. 248 pp. Englisch.



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