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SAP Business One VAR newsflash: Remote Support - Alba Spectrum

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NAPERVILLE, IL, October 15, 2008 **/24-7PressRelease/** -- If your business is located in USA or Canada countryside, where local SAP B1 consulting practices are limited and not easy to find, modern remote access technologies, such as web sessions, skype, remote desktop connections, VPN - allow you to get instant and very efficient support from SB1 nationwide support call center and software development factory. In this publication we will review remote support scenarios. Ideally this paper should help you with your SAP BO partner, reseller and consultant selection

1. User training. Here the best technology is web session, where our consultant shares with your trainees the same computer monitor and you can see her or his face, captured by video camera on the laptop - in the case if you are using skype VOIP telephony
2. Integration and Customization projects. In this scenario the best approach is to install SAP Business One Data Transfer Workbench with SQL Server management Studio one of the test servers in your office with open remote desktop connection (over the Virtual Private Network or VPN). On the same machine you should enable our SB1 SDK programmers to upload their customization versions for deployment and testing
3. Initial Data conversions. In Sap B1 traditionally this is Data Transfer Workbench routine, where you prepare CSV files, based on DTW templates
4. New modules implementation. It is often desirable to come out onsite to shake hands and meet people face-to-face, see your facility and discuss implementation goals and tactics
5. New Licenses sale. Nationwide support partners can sell SB1 user licenses nationwide and internationally in most of the cases

About Alba Spectrum Group

Andrew Karasev, Alba Spectrum LLC, help@albaspectrum.com, <http://www.albaspectrum.com>, 1-866-528-0577 , subdivision of M2-D2, SAP Business One VAR and Reseller in Illinois, Georgia, South Carolina, California, Texas. Please visit our info portal Pegas Planet: <http://www.pegasplanet.com> Local Service in Chicago, Atlanta, San Diego, Los Angeles, Orange County, Houston. We also have SAP Business One Software Development Factory and SB1 Technical Support Call Center, serving USA country side businesses and internationally: Canada, Brazil. Illinois practice: Naperville, Aurora, Plainfield, Marseilles, Ottawa, DeKalb, Springfield, Oakbrook, Glenn Ellyn, Wheaton, Bolingbrook, Romeoville, Lisle, Melrose Park, Brookfield. San Diego and LA practice: Rancho Bernardo, Oceanside, Poway, Long Beach, Irvine, Mission Viejo, San Marcos, Carlsbad, La Jolla, Escondido. Houston Practice: Dallas, Galveston, Sugar Land, Pearland, Katy, Pasadena, Rosenberg, League City, Galena Park