



Kundenzufriedenheit im IT-Outsourcing: Das Optimum realisieren (German Edition)

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Anknüpfend an "Der Weg zur modernen IT-Fabrik" zeigt das Fachbuch anhand von Best-Practice-Beispielen und Erfahrungswerten, welche Maßnahmen ein Unternehmen heute ergreifen kann, um Kunden langfristig zufriedenzustellen und den Qualitätsanspruch an Lösungen - von der Produktion zur Implementierung und darüber hinaus - zu sichern.

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