
Course prospect: SAP PM & CS (Plant Maintenance & Customer Service)

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Think Tree Technologies Inc : Background

Overview

Think Tree Technologies Inc is providing **training more than decade now based out of New jersey (USA)**. We have provided training to thousands of candidates and has extremely high rate of job placement. We are

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extremely proud of job placement success specifically in SAP. Our training has changed lives of many students in USA and across the Globe. We have been rated as best training school in New jersey. We are New jersey department of labor (NJ DOL) certified training school. We are providing following type of training.

- **Individual training:** Conducting training for Individual in USA and across globe.
- **Corporate training:** Conducting Training batches to corporations / business houses.

Our Salient Features

- The course duration is. **(50 hours of actual training hours).**
- We offer **classroom** as well as **online training**. We are in **Edison (NJ – USA)**. Please visit our office as per your convenience.
- We provide **SAP Server** access for **12 months** for every student.
- We provide the **Video recording** of each session after the class for **12 months**. Video recordings are very helpful tool in learning process.
- We help with **resume preparation, mock interviews**, and Job placement Interview (**Guaranteed**) and on job support.
- **Course Training fees is as follows:**
- For all-students (**having GC, US Citizens, H1B, H4 etc.**) fees is **USD 1200 (Think Tree Guaranteed Job Interview after student Assessment).**
- For student (**OPT and F1 visa only**) training fees is **USD 390.**
- Training fees is **fully refundable after 6 months on job after placement** by ThinkTree Technologies Inc.
- Our faculty is BEST with extensive SAP implementation & teaching experience in India, US, Canada, and other part of world. With **more than 20 years' expertise** in SAP field.
- Our faculty has **taught over 150 batches** in past 20 years in SAP.
- Think Tree technologies providing training continuously more **than a decade now**.
- Our training has been benchmarked as **Best in the country by our past students**.
- Attend our **weekly free SAP seminar** to understand more about SAP & background of our faculty.

SAP PM +CS Course Content:

Organizational Elements and Master Data

- Organizational Elements and Master Data: Unit Objectives

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- Course Overview Diagram
- Organizational Elements and Master Data: Business Scenario
- Organizational Elements: Topic Objectives

Service - Process

- Organizational Elements - Overview
- Organizational Elements - Customizing
- Master Data: Topic Objectives
- Customer Master
- Material Master
- Use of Material master's in service
- Contents of Work Center Master
- Available Capacity at Work Cente
- Work Centers - Customizing
- Types of Technical Objects
- Object Hierarchies
- Organizational Elements and Master Data: Unit Summary
- Exercises: Master Data
- Solutions: Master Data

Helpdesk

- Helpdesk: Unit Objectives
- Course Overview Diagram
- Helpdesk: Business Scenario
- Documents in CS
- Notification Processing: Topic Objectives
- Service Notification Functions
- Notification Structure
- One-Time Customer Processing
- Credit Limit Check
- Notification Types: Topic Objectives
- Notification Types - Customizing
- Individual Notification Interface
- Notification Types - Customizing II • Notification Types - Customizing III
- Notification Types - Customizing IV
- Action box
- Partner Determination Procedure & Partner Roles

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- Object Information Key
- Catalogs: Topic Objectives
- Catalogs
- Catalog profile
- Catalogs - Settings
- Response Time Monitoring: Topic Objectives
- Service Notification: Task Determination
- Response and Service Profiles - Example 26
- List Editing for Notifications
- Solution Database: Topic Objectives
- Solution Database
- Solution Database - Customizing
- Helpdesk: Unit Summary
- Exercises: Helpdesk
- Solutions: Helpdesk

Field Service Planning

- Field Service Planning: Unit Objectives
- Course Overview Diagram
- Field Service Planning: Business Scenario
- Order Processing: Topic Objectives
- Service Order Function
- Structure of Service Order
- Order Creation Options
- Value Flow
- Process Flow in Service Order Processing

Order Types

- Order Types - Customizing
- Order Types - Customizing II
- Order Types - Customizing III
- [Order Operations](#)

- Order Operations

Inc
Scheduling and Capacity Planning

- Scheduling
- Scheduling Types
- Relationships
- Capacity Planning

Display Formats

- Splits at Person Level
- Scheduling Interface

External Services

- External Services in the Order
- Service - External: Process Flow
- Service - External (with Service Sheet): Process Flow
- External Services - Settings

Material Planning

- Order Components
- Stock Material: Process Flow
- Non-Stock Material: Procedure
- Material through Internet Catalog (e-Procurement)
- Direct Catalog Access (OCI)
- Catalog Access through EBP
- Material Planning - Settings
- Material Availability Check
- Service Order with Advance Shipment
- Advance Shipment with Customer Consignment
- Printing, Paging, and Mobile Devices
- Print Control • Communication
- Online Scenario
- System Landscape for Wireless Applications
- Offline Scenario
- Mobile Business Architecture
- System Requirements for Mobile Engine

Paging

- Paging - Supported Services
- Paging - Information

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- Paging - Technology
- **Completion Confirmations**

Order Confirmation

- Control Parameters for Completion Confirmations
- Technical completion
- **Completion Confirmation - Customizing**

Billing

- Resource-Related Billing
- Service Product in Service Order
- Dynamic Item Processor
- DIP Profile
- DIP Profile II
- Accounting indicators
- Warranty Processing
- Sales Documents - Settings
- Settlement and Completion • Order Settlement
- Order Settlement - Settings
- Business Completion
- Field Service Planning: Unit Summary
- Exercises: Field Service Planning
- Solutions: Field Service Planning

Returns and Repairs Processing

- Returns and Repairs Processing: Unit Objectives
- Course Overview Diagram
- Returns and Repairs Processing: Business Scenario
- Repair Process: Objectives
- Repairs Processing
- Structure of Customer Repairs Order
- Supported Scenarios
- Serviceable Item and Service Product
- Status in Repair Order
- Settings in Customizing: Topic Objectives
- Sales Document Type - Details
- Item Category - Details
- Repair Procedure

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- Item Category Assignment
- Billing in Repair Order
- Returns and Repairs Processing: Unit Summary • Exercises: Returns and Repairs Processing • Solutions: Returns and Repairs Processing

Additional Functions

- Additional Functions: Unit Objectives
- Course Overview Diagram
- Additional Functions: Business Scenario
- Creation of Quotations: Topic Objectives
- Creating a Quotation from a Service Order
- Creating a Service Order from a Quotation
- Service Assembly: Topic Objectives
- Generating a Service Order from a Sales Order
- Service Assembly with Configuration
- Status Management: Topic Objectives
- Status Management
- User Status Management
- Workflow: Topic Objectives
- Workflow Terms
- Workflow Process for Service Notification
- Workflow Process for Notification Tasks • Informing the Order Creator
- Informing the Employee Responsible
- Informing the Work Centers Involved • Purchase Order Change
- Additional Functions: Unit Summary
- Exercises: Additional Functions
- Solutions: Additional Functions

Appendix

- Customizing Paths: Service Processing
- Enhancements

SAP Implementations topics Overview:

- Sap 101 What is SAP.
- Sap data conversion strategy Data migration overview Data migration key decision Data migration approach.

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- ASAP implementation methodology Implementation Overview Implementation Approach Implementation Phases Implementation activities.
- Solution manager User exits.
- **EDI & IDOC processing from SAP perspective.**
- How to do **Testing for SAP** projects.
- Learning how to **write FSD for** Interfaces.
- Learning how to **write FSD for** Interfaces.
- Learning how to **write FSD for** custom reports
- Learning how to do Data migration for SAP projects

Configuration

- Extensive configuration for following areas in FICO
- Configuration of Organization structure.
- Configuration of SD master data.
- Configuration of various SD / CRM business processes.
- Reporting.

Reporting

- Internal reporting
- External reporting

Training Approach and Methodology

At Think Tree Technologies Inc, the learning life cycle is divided in **three stages**, and we support you at all the three stages:

Training Stage 1: Best Training “*Guaranteed*”

We provide best training in entire country, and you will have best learning experience is guaranteed by us. If at the time of initial 2 demo classes and you are not satisfied by our training, we will refund registration amount without any question. All our faculties have many years of teaching and implementation experience.

Training Stage 2 : Pre-Job Assessment and Preparation

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After our best-in-class training, we will do provide following functions

- **Student Assessment**
- Mock Interview
- Checking Homework and assignments
- **Rejoining course for 1 year with no Additional FEES.**
- **Resume preparation:** we make sure student resume is as per industry standards.
- **Marketing your** resume till you want. We **Guarantee actual Job Interview** for our students who market with us after assessment.

Learning Stage 3: On Job support

When a candidate gets placed by Think Tree, then we provide very important **On-Job support** so you could survive in challenging work environment. Unless there is a continuous and able On Job support it is very difficult for newly trained resource to survive.

Training Methodology

The Training is conducted in following methods:

In Classroom Training:

We have several classrooms in our training facility **in Edison New jersey (USA)** and all the classes are conducted in class setting with live faculty conducting classes.

Online Training:

For several individuals it is not possible to attend in classroom due various reasons, those individuals can also attend classes "**same class**" **online** live using **Zoho**

Training material , Training Videos and System Access:

Training Material and Training videos:

We provide best in training material and Videos also supplemented with many documents from real implementation experiences /projects. **You will have access to class video recordings for 12 Months.**

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SAP System Access

The training is provided on all latest versions of SAP Software. We provide **12 months' system access** after training and system access can be extended beyond three months as per discretion of Kabeer

Training Plan & Timeline

Most Trainings are provided on **weekends (Saturday & Sunday)** as this is best schedule and facilitate best learning experience.

Timeline

The Training duration is approx. 50 hrs.

References

We have trained many hundred individuals in various areas since past over 12 years and many references can be provided if so, needed about quality of our service. And support beyond training. We benchmark our SAP training as best in country. Please join our DEMO class to understand the difference in teaching quality.

Course Training Fees

The Training fee is as follows which can be paid in two equal installments (By Check, Online Transfer, Cash)

- For all-students (having GC, US Citizens, H1B, H4 etc.) fees is USD 1200 (**Think Tree Guaranteed Job Interview after student Assessment**).
- Training fees is **fully refundable after 6 months on job after placement** by Think Tree Technologies Inc

Financial Obligation after Placement on Job by Think Tree Technologies Inc

We **Guarantee Job interview** after training and, we have **EXTREMELY High rate of placement** of our students. Our ability to place students on job is **our core strength** since more than a decade now.

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On W2 Basis for GC/USC: Consultant will pay 25 % of his / her hourly rate to THINKTREE TECHNOLOGIES, INC for first Nine months (Approx. 1450 billable Hrs.) of the project. Then it will reduce to 20% for next 6 month's employment with us (approx. 1000 billable hrs.). & After that consultant will be paying 18% for all future employments with us

On W2 Basis for CPT/OPT/H1 etc.: Consultant will pay 35 % of his / her hourly rate to Kabeer Consulting Inc. For first six months of the project i.e., approx. 1000 billable hrs. Then it will reduce to 30% for all future employments with us.

Financial Obligation after Placement on Job by Think Tree Technologies Inc

Note: -

- Just to give you rough idea, when you are going for marketing/placement with us, you may expect initial salary somewhere around 80-120k annually on your first project, after having experience of project salary increase
- Financial obligations are applicable only in the case when marketing /placement is done by Think Tree Technologies, you are free to market yourself if you have your resources available, in that case above sections in financial obligation doesn't apply to you.