Educational institutions using enterprise software systems within their courses show a very particular behavior in system usage, different from that of operational businesses. This requires an adjusted operating and service model for the underlying IT systems. A service provider running and maintaining such educationally dedicated systems can meet bigger parts of these special requirements by implementing a flexible IT infrastructure which adapts to the customers' demands. We propose a concept based on a blade server architecture which allows a flexible handling of an SAP® system landscape. The technical concept is embedded into a proposed model of providing services for educational institutions.
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