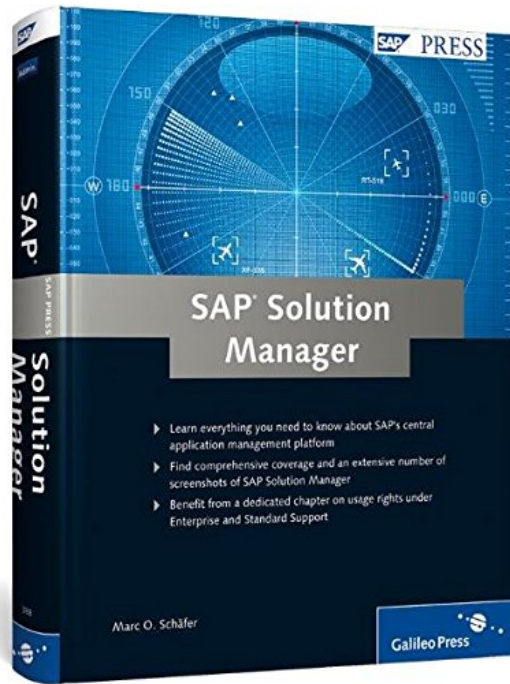
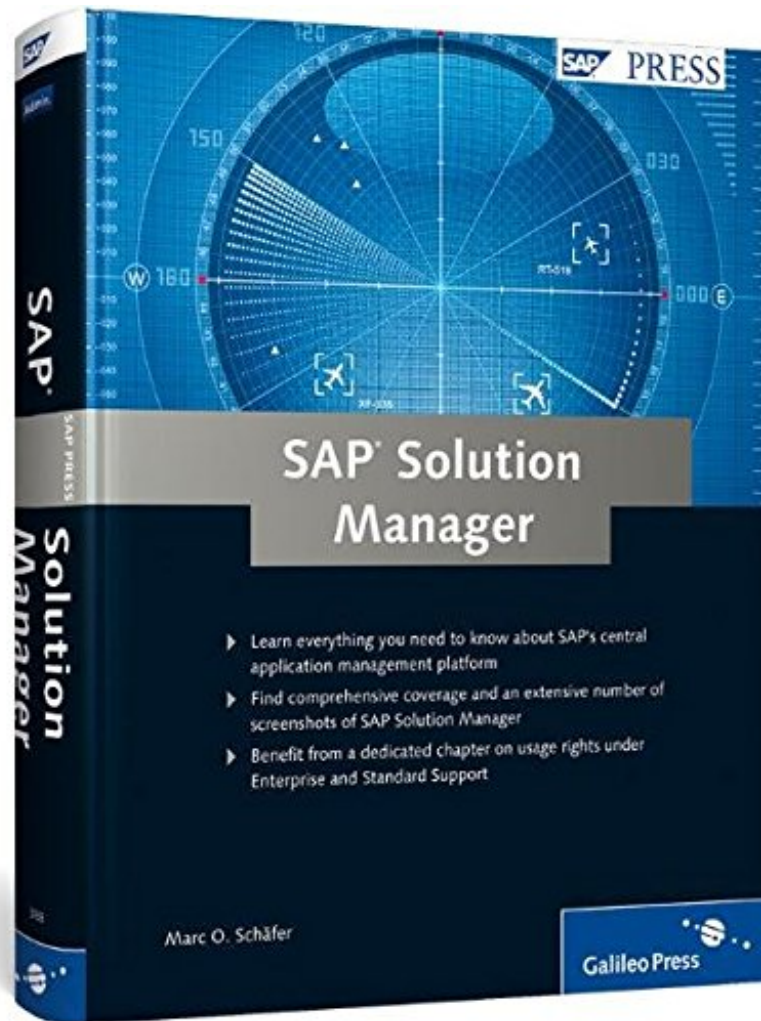


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Marc Oliver Schäfer studied English and German Literatures and Languages at the University of Tübingen and worked with DaimlerChrysler as a language and intercultural trainer for two years. He joined SAP in 2000 as a product manager for the Customizing Tools development team. In 2005, Marc became part of the Service Solution Management organization as a senior product manager where his responsibilities lie with compliance, Change Request Management and Service Desk topics in SAP Solution Manager. He can be reached at marc.oliver.schaefer@sap.com.

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