

Distinguish, differentiate, compare and explain what is the difference between CRM and ECC. Comparison and Differences.

Difference between CRM and ECC

1. A Customer relationship management (CRM) is a system for managing a company's interactions with current and future customers. An ERP System automates and integrates core business processes such as taking customer orders, scheduling operations and keeping inventory records and financial data.
2. In CRM web-based application concept is there. In ECC there is no Web-based application concept.
3. In CRM, users can create, change Business transaction documents in WEB-UI and GUI. In ECC, users can create, change Business transaction documents in GUI.
4. In CRM, we can add fields and tables with help of AET Tool without taking help of ABAPer. To add Fields and Tables we have to take ABAPer help in ECC.