

# ITSM CONNECTOR FOR SAP

## PROBLEMS OF SAP SUSUPPORT PROCESSES



### POOR TICKET QUALITY

70% of the time is spent on investigation



### DUPLICATE INCIDENTS

Extra manual work needed to manage duplicates



### MANUAL ROUTING OF INCIDENTS

With each ticket reassignment, end users lose 1h 38min



### UNDERUTILIZED KNOWLEDGE BASE

Missed opportunity to reduce the number of tickets

## HOW ARE THESE SOLVED



### CREATE TICKETS FROM SAP GUI/FIORI

The ITSM Connector lets SAP end users create incidents from the SAP user interface with a few clicks.



### AUTOMATIC DATA COLLECTION

All relevant information is included automatically in the tickets (SAP system, user and program details) along with a screenshot, authorization report etc.



### AUTOMATIC CATEGORIZATION AND ROUTING

Route your tickets to the relevant support team and set all incident fields based on the SAP transaction, Fiori App ID, application component etc.



### EMBEDDED KNOWLEDGE BASE SEARCH

Relevant knowledge base articles are displayed in SAP so users can solve their problems without creating a ticket.



### EFFICIENT MANAGEMENT OF DUPLICATED TICKETS

The product can establish a parent-child relation between duplicated incidents automatically.

**28%** FASTER INCIDENT RESOLUTION    **30%** REDUCTION IN SAP SUPPORT COSTS  
**15%** LESS SLA BREACHES                    **91%** LESS TICKET REASSIGNMENT

## IMMEDIATE BENEFITS

### **IMPROVE SERVICE DESK KPIs**

Boost all relevant KPIs like Average Ticket Resolution Time, First Call Resolution %, Average Number of Ticket Reassignments and Number of Incidents with SLA breach.

### **LESS INCOMING TICKETS**

As a result of identifying duplicates and integrating a knowledge base search into SAP, less tickets are raised and you can better optimize service desk resources.

### **SAVE VALUABLE WORKING TIME**

SAP end users have to spend less time on creating tickets and can resume working sooner.

### **LESS SYSTEM DOWNTIME**

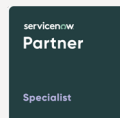
Critical incidents in production systems may cause huge losses if not solved quickly.

### **CUT SAP SUPPORT COST**

All the above benefits will help you to reduce SAP support and maintenance costs and improve service desk KPIs.

## ABOUT STA TECHNOLOGIES

We are based in Budapest, Hungary and focus on add-on development for SAP systems, especially integration with external ITSM platforms.



## NOTABLE CUSTOMERS USING THE ITSM CONNECTOR



Mercedes-Benz



thyssenkrupp



wintershall dea



# ALL SAP DETAILS SAVED

now

Certified App

Header information SAPT0025026

Number	SAPT0025026	Client (Mandant)	100
Timestamp	2023-07-03 08:18:35	Client category	Demo
SAP system ID	S4H	Client description	Demo client US & DE
Authorization check failed	<input type="checkbox"/>	User name	KEYUSER_HT
Application component	FI	Logon language	E
Application Component	Financial Accounting	Package	FFE
Incident number	INCO036059	Universal Request	
Change request number		Case Number	
Requested Item			

- Program details
- RF screen
- Webdynpro details
- BSP details
- Flori details
- Background job details
- Last message details
- Selected screen field
- SAP Application Server information
- SAP host information
- Database information
- SAP user information
- Client information
- Short dump information
- Alert details
- Process Chain details
- Neptune details

Transaction code	FB50	Parameter transaction	FB50
Transaction variant		Transaction variant text	
Program (screen)	SAPMF05A	Screen number	1001
Program (subscreen)	SAPMF05A	Subscreen number	1010
Report	SAPMF05A	Program (GUI)	SAPMF05A
Title line	Enter G/L Account Document: Company Cc	Current GUI status	FSKB
Selection screen variant		Selection variant text	
Logical database		Workflow logical system	
Workflow object type		Workflow object ID	

Update Delete

- SAP screen fields (21)
- SAP selection screen fields
- SAP call stacks
- SAP system components (98)
- SAP MAI details

Field name Search Actions on selected rows... New

Program name	Screen number	Field name	Field description	Field value	Value description	DDIC reference	Comment
SAPMF05A	1001	*ACGL_HEAD-WAERS	Currency	USD	United States Dollar	ACGL_HEAD-WAERS	
SAPMF05A	1010	ACGL_HEAD-BLART	Document Type	SA	G/L Account Document	ACGL_HEAD-BLART	
SAPMF05A	1010	ACGL_HEAD-BLART_TXT	Long Text	G/L Account Document		ACGL_HEAD-BLART_TXT	
SAPMF05A	1010	ACGL_HEAD-BLDAT	Document Date	20230703		ACGL_HEAD-BLDAT	
SAPMF05A	1010	ACGL_HEAD-BUDAT	Posting Date	20230703		ACGL_HEAD-BUDAT	
SAPMF05A	1010	ACGL_HEAD-BUKRS	Company Code	1710	Company Code 1710	ACGL_HEAD-BUKRS	
SAPMF05A	1010	ACGL_HEAD-BUKRS_TXT		Company Code 1710 Palo Alto		ACGL_HEAD-BUKRS_TXT	
SAPMF05A	1010	ACGL_HEAD-MONAT	Posting period	07		ACGL_HEAD-MONAT	
SAPMF05A	1001	ACGL_HEAD-SUMHABEN	Credit Total	0.00		ACGL_HEAD-SUMHABEN	
SAPMF05A	1001	ACGL_HEAD-SUMSOELL	Debit Total	0.00		ACGL_HEAD-SUMSOELL	
SAPMF05A	1001	ACGL_HEAD-WAERS	Currency	USD	United States Dollar	ACGL_HEAD-WAERS	
SAPMF05A	1010	ACGL_HEAD-WAERS	Currency	USD	United States Dollar	ACGL_HEAD-WAERS	
SAPLFSKB	0100	ACGL_ITEM-ACROBJ		@1FQAccrual Object@		ACGL_ITEM-ACROBJ	
SAPLFSKB	0100	ACGL_ITEM-BUKRS	Company Code	1710	Company Code 1710	ACGL_ITEM-BUKRS	
SAPLFSKB	0100	ACGL_ITEM-DMBTR	Amount in Loc. Curr.	0.00		ACGL_ITEM-DMBTR	
SAPLFSKB	0100	ACGL_ITEM-EOBJ		@1FQProft. segment@		ACGL_ITEM-EOBJ	

# SAP INCIDENT DASHBOARD

