Integrate your Help Desk and SAP to Create Incidents directly from SAP with all relevant information from SAP, attached to tickets

Learn how conveniently you can connect your SAP and Ticket Systems or even just a Help Desk mailbox using STA's ITSM Connector for SAP Applications.

The most significant feature of this integration is that the complete technical and business context is attached automatically to all incidents created from SAP. This reduces the time it takes for a business user to collect necessary information about SAP issues and brings immense value for your support staff and helps them solve problems much faster.

What is **ITSM Connector for SAP Applications?**

It is an add-on for SAP systems that is installed on the SAP application server. It extends the SAP GUI with a menu item that allows users to report errors directly from the screen where the error happened. It works with R/3 based SAP systems that use the SAP NetWeaver platform (for example SAP ECC, Fiori, SAP BW) and the latest S/4 HANA systems as well.

Create incidents from SAP dialogues

Your SAP end-users can report errors right from the SAP dialogues so there is no need pick up the phone, write emails or to open a browser window and log into the Helpdesk system to create the incident manually. The process is simple with our new Add-on feature.

SAP users can start the ITSM Connector in the transaction where the error occurred using the System menu. After that, the main screen appears where they can enter a description of the problem and classify the problem. Thereafter **the program will collect all relevant information regarding the SAP system, SAP user and currently running program and attach the information to the generated incident in the Ticket**

System or send an automated email to your Help Desk. It will additionally attach a screenshot, an authorization report for the current user and optionally a shortcut to the transaction where the error happened.

All this extra information and features provide enormous benefit to the service desk staff. **There is no need to clarify every missing detail with the caller to be able to start solving the problem.** This may save days of waiting for clarification for multinational companies especially if SAP support is outsourced.

Additional features

You can add your custom fields used in the ITMS system. Additionally you can implement any special business logic you require, like filling fields with default values etc. We provide a template that you can use right out of the box, simply copy and modify it to include your own business logic.

Automatic routing of tickets

As an additional benefit, tickets can be automatically routed to right people/groups in the Help desk depending on the SAP Module

Elimination of redundant and duplicate tickets

The system will recognize if similar tickets are created during the same timeframe and inform the user about this fact. The user can then decide if a new ticket should be opened or not.

Key-User feature

The tickets can also be initially routed to Key-Users who can decide if the ticket should be sent to the Helpdesk. The Key-user can add more diagnostic information.

Knowledge base

You can add information of resolutions of common errors to a knowledge base. The end-user will be informed about potential resolutions automatically. This feature can reduce dramatically the number of incidents sent to the Helpdesk.

Management Reports

With the Add-on product you will be able to produce in ServiceNow and other systems easy to use Dashboards providing extensive information about issues in SAP by module, Transaction code or any other metrics that you want to set up. You will be able to monitor resolution times and ensure that all SLAs are met by your service providers.

Benefits

Having all information readily available in every incident that is created, and the many additional features described in this document, **you can expect a significant reduction in ticket resolution time.** Additionally, since it is much quicker to submit an error report, your SAP users will have to spend less time on reporting problems from their valuable working time. All these result in a significant reduction of SAP maintenance costs as well as other indirect benefits, like less system downtime and job satisfaction and increased management control.

Implementation

The system can be installed in one hour. Evaluation programs are available, ranging from cloud based testing where no installation is needed to on-premise installation in your own environment.

More information

Contact ADSOTECH Sales via email sales@adsotech.com or for more information about the Ticket Add-on for SAP. The STA Ticket System Add on is developed by STA Consulting and distributed in the Nordic and Baltic countries by ADSOTECH. Additional information: https://www.adsotech.com/virtdb-sta/