ITSM CONNECTOR FOR SAP APPLICATIONS

OVERVIEW

The ITSM Connector for SAP® Applications is a certified ABAP add-on for SAP systems. It allows support tickets to be created in your existing ITSM platform directly from the SAP UI by users.
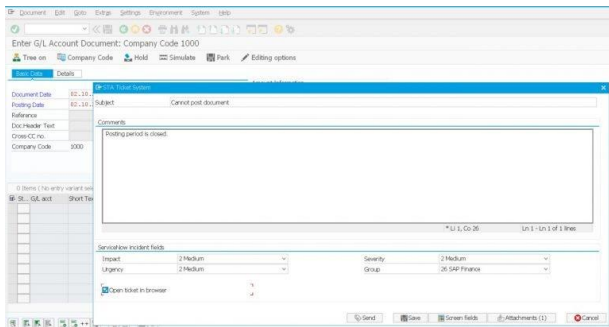

Figure 1: Create ticket from the SAP UI

SIMPLE AND EFFECTIVE

Create tickets from SAP UI and have all incident fields populated automatically based on pre-defined rules. All the details are added to the incidents as attachments, including screenshot and background programs used.

ITSM Connector can be integrated with any ITSM platform.

- 28% faster SAP incident resolution time.
- 12% fewer incidents with SLA breach

SUPPORTS FIORI AND S/4HANA

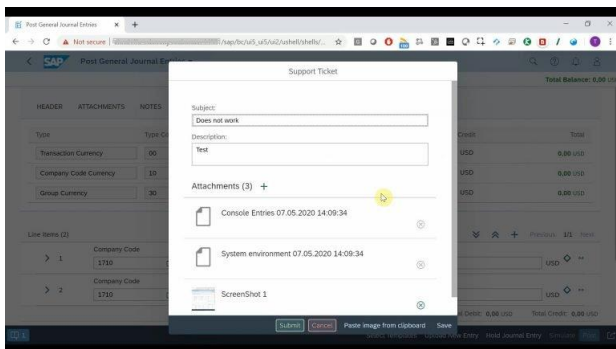Tickets can be submitted from Fiori apps too, from any device. The product works with all available S/4HANA releases.

Figure 2: Create ticket from Fiori

USING ITSM CONNECTOR

Create tickets from the SAP UI

SAP users can create tickets with a few clicks from the screen where they encounter an error

Quick and simple ticket creation

Users create tickets directly from their SAP UI (including classic SAP GUI, Fiori, CRM WebUI, WebGUI, Business Client and Enterprise Portal)

Automatic data collection

All relevant SAP details are attached to every incident, including screenshots, authorization reports, and job logs.

Faster ticket resolution time

A complete information package is added to every ticket so the service desk team can immediately start working on a solution.

Automated categorization and routing

Can set ticket fields to fixed constants or values based on the SAP system, module or transaction code for rapid team routing.

All ticket fields set correctly

All ticket fields can be populated automatically based on rules to assign the ticket to the relevant support group.

Effective duplicate management

The program notifies the SAP user about similar recently submitted tickets

Automatic Parent-Child relationship

Parent-Child relationship can automatically link similar incidents so closing them all at once is much easier

Key user concept

To prevent known duplicate issues, you may limit ticket creation to experienced SAP users only.

Lett incidents send to the service desk

Novice SAP users may only send error reports to your experienced SAP users who can act as the first level support

ITSM CONNECTOR FOR SAP APPLICATIONS

COMPONENTS

Certified SAP add-on

- Create incidents from SAP GUI (including Fiori apps)
- Automatic categorization and routing
- Automatic data collection
- Easy management of duplicate incidents

Certified ServiceNow App

- This is an optional component
- This requires the SAP add-on
- Display SAP details on ServiceNow forms
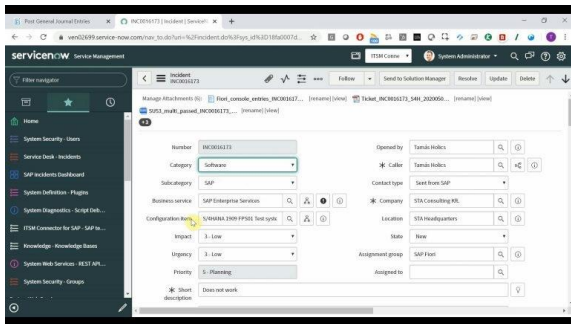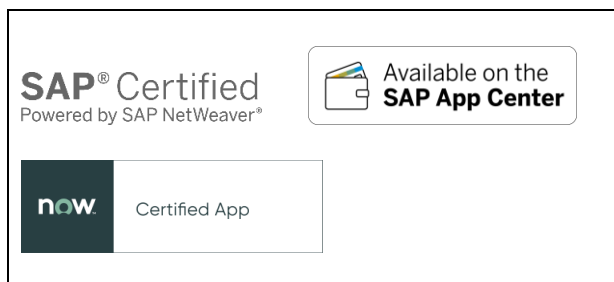- SAP incidents dashboard

Figure 3: Create ServiceNow tickets

CERTIFICATIONS

The ITSM Connector is an SAP-certified ABAP Add-on and is available on the SAP App Centre

The ITSM Connector for ServiceNow is available on the ServiceNow App Store

PROBLEMS SOLVED

Cumbersome ticket creation

Reporting SAP errors via email, phone, or a service portal is time-consuming and error-prone.

User must manually type all details

End-users have to enter all relevant information manually to the description of the ticket

Poor quality of tickets

SAP users often submit incomplete or incorrect error reports

Wasted time and money

The problem may not be reproducible without all technical details making issues resolution difficult.

Manual categorization and routing

Service desk teams have to manually set all incident fields and assign the incident to the relevant support group.

Unnecessary manual work

Often tickets are passed between support groups multiple times until the responsible team is correctly set.

Many duplicate incidents

Some errors may affect hundreds of SAP users resulting in multiple tickets for the same issue.

The difficulty of managing duplicates

Each incident must be reviewed by the service desk teams manually and determine if it is a duplicate of an existing one or not.

Many false incidents

Novice SAP users often submit tickets that are user mistakes and not program errors.

Too many incidents flood the service desk

The first level of support still needs to handle the incidents

Underutilized Knowledge Base

No matter how great your Knowledge Base is if your SAP users won't use it

Waste of effort and more incidents

Even if you spent a lot of money and effort on building a Knowledge Base, that won't reduce the number of incidents if not used effectively