ITSM Connector for SAP Applications

SEAMLESSLY INTEGRATE YOUR SAP SYSTEMS WITH YOUR ITSM PROVIDER
The ITSM Connector for SAP Applications is a certified SAP add-on that allows end users to create tickets in external ITSM platforms directly from both the SAP UI and Fiori. Every submitted ticket automatically contains the detailed information required by your support staff to immediately start working on a solution.

HOW CAN IT HELP?
Inefficient handling of SAP incidents leads to wasted service desk resources and unhappy SAP users. Having all the required information readily available for each ticket in your ITSM platform allows service desk teams to spend less time with follow-up communications, which may delay solving the ticket by hours or even days.

The ITSM Connector for SAP Applications has many advanced features and benefits that further improve the SAP incident handling process.

- Faster creation and resolution of tickets from SAP
- Detailed attachments automatically added to tickets
- Automatic categorisation, prioritisation and routing of tickets
- Duplicate ticket functionality prompts users with similar incidents already raised
- Automatic SAP Note search
- Key user approach to manage ticket volumes
- Integration with Solution Manager incidents

Additional features are available when your ITSM platform is ServiceNow

- Certified ServiceNow App for additional features and Performance Analytics
- Automatically search your ServiceNow Knowledge Base for relevant KBAs before ticket is raised

COMPATIBLE & FLEXIBLE
The ITSM Connector for SAP Applications also offers automatic creation of incidents when SAP Solution Manager alerts are raised. All details of the alert and the relevant metrics are added to incident description, including featuring direct links to relevant SAP transactions in the affected system. This helps your service desk to understand why an alert is raised, investigate immediately and to find a solution more quickly.

The add-on is compatible with SAP UI technologies like classic SAP GUI, Fiori, CRM Webclient UI, Enterprise Portal, Web dynpro applications like NWBC, and WebGUI. It supports many popular platforms including ServiceNow, JIRA, BMC Remedy, Micro Focus Service Manager and many more. In addition, the add-on provides an API and also can send tickets as emails, and so supports most ITSM platforms on the market.

WANT TO KNOW MORE?
For more information on the ITSM Connector for SAP Applications including videos or to organise a live demo please visit our website at https://www.rs-ap.com/solutions or get in touch via info@rs-ap.com.