

# Quick Report

Agile. Simple. Affordable



## Enhance Your Existing SAP Ticketing A Supercharger to Create Tickets in the SAP GUI



28% Faster SAP Incident Resolution Time



12% Less Incidents with SLA Breach

This is a Certified  
ABAP add-on for SAP  
system

This allows SAP users to create tickets in existing ITSM platform directly from the SAP UI



If you use SAP Solution Manager ITSM then this add-on enhances its functionality



### Pain Points



### Solution

Cumbersome Ticket Creation



Create Tickets from the SAP UI

Poor Quality of Tickets



Automatic Data Collection

Manual Categorization and Routing



Automated Categorization and Routing

Many Duplicate Incidents



Effective Duplicate Management

Many False Incidents



Key User Concept

Underutilized Knowledge Base



Integrated Knowledge Base Search

Create tickets from SAP GUI and have all incident fields populated automatically based on defined rules. All SAP details are added to the incidents as attachments. Works with any ITSM platform on the market.

## Integrations



freshservice



bmc Remedy



servicenow



Jira Service Desk



ManageEngine ServiceDesk Plus



REDMINE



osTicket



zendesk