

# STA Ticket System

Connect your existing ticketing tools with SAP

## ABOUT THE PRODUCT

STA Ticket System is an add-on that allows end-users to create tickets directly in SAP and transfer them to your existing Issue Tracking System. It includes several handy features to provide very detailed and accurate bug reports.



### EASE OF USE

The program can be started from the System menu in the SAP Gui with just a few clicks.



### SIMPLE INTEGRATION

Send tickets to any third party ticketing tool that offers an API or an email interface.



### RUNTIME INFORMATION

All runtime information is included automatically in the tickets (system, user and program name, transaction code, screen number, screen field values, message number etc.).



### SAP ATTACHMENTS

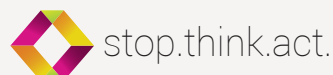
Add SAP-specific attachments like short dumps, authorization checks (SU53) and shortcuts to transactions.



### QUICK INSTALLATION

It takes a few minutes to install the product and a few days to integrate it with any third party issue tracking system.

## INTEGRATION EXAMPLES



## BENEFITS



**Compliance** - an automated view of each incident with a comprehensive description of each process, associated data, system state and technical impact.



**Cost** - each incident can be reviewed and decisions taken on remediation without the need for further technical and business input.



**Time savings** - development and testing resources can be managed more effectively with fix and test cycles being considerably reduced.



**Integration** - the solution is compatible with all standard ticketing applications and can enhance the quality of error reports in the existing Issue Tracking Systems.



**Implementation cycle** - the solution can be rolled out into the SAP ecosystem with a single transport.

## ABOUT STA CONSULTING

Our company was founded in 2008 in Budapest, Hungary. We focus solely on application development for SAP systems. As an SAP Application Development partner, we create add-ons that help our customers to simplify SAP IT processes, cut related costs and help end-users to have a better SAP experience.



## FREE 30-DAY TRIAL

Test the product in your own SAP system without any obligations. Full technical support provided during the evaluation period.