

EGLO achieves immediate benefit by automating SAP help desk processes using STA Ticket System

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STA Consulting Kft, leaders in optimizing SAP applications announce today the successful implementation of their STA Ticket System at EGLO Leuchten GmbH. The solution enables support tickets to be created automatically by users, reducing development effort and ticket resolution.

Tamás Holics, CEO of STA Consulting explains. "Creating tickets and investigating support issues is a time consuming process for both users and support teams. Most of the resolution time is spent trying to reproduce the problem because there is not enough information in the ticket."

The STA Ticket System™ has been developed for businesses running SAP to automate the collection of information that is needed to resolve a problem, reducing the effort for the user raising the ticket, and assisting support teams to resolve the problem in a more efficient and timely manner. The solution integrates with all major help desk systems, including HP Quality Center™, BMC Remedy™, ServiceNow™, Microsoft System Center Service Manager™, SAP Solution Manager™ and i-net HelpDesk™.

Alexander Gamper, EGLO's SAP Manager says "The international orientation of the EGLO Group and the associated complexity of IT systems as well as the variety of users with different skills is an enormous challenge for our helpdesk. Particularly in the SAP area incomplete or insufficiently formulated support requests can often be processed only with a great deal of extra effort and additional communication. We expect a significant improvement of the current situation by using STA Ticket System."

"Previously, tickets were always sent as an unstructured e-mail, usually without detailed technical information for the relevant 1st Level Support. Because the STA Ticket System is completely integrated in SAP, all this data is automatically provided in a structured form. This saves our helpdesk staff a lot of communication thus end users' valuable working time."

Gamper continues "The installation of STA Ticket System went smoothly and by following the supplied installation instructions this was no problem at all. With extensive testing, the tool was put through its paces. Reported problems or adjustment requests were dealt promptly by STA and processed to 100%, so STA Ticket System is tailored for the needs of EGLO."

"It is also important that our existing ticketing tool (i-net HelpDesk) can still be used as a central help desk system. Tickets in i-net were already reported via emails to a central address for the help desk, and then further processed. STA Ticket System uses this ability to integrate and sends all information as an email (including all attachments) to this address. Thus further processing in i-net does not change. Settings in i-net for STA Ticket System are minimal and with the appropriate guidance are done within a few minutes."

For more information, visit sta-technologies.com/products/ticket-system/

About EGLO Leuchten GmbH

Over the last years the EGLO group has evolved into one of the leading manufacturers of decorative interior and outdoor lighting. Meanwhile, the company has become a major player on the world market: In the current year more than 18 million luminaires were marketed in over 132 countries on all continents. With about 90 per cent of the product range having been developed by us, EGLO ensures the greatest possible independence when introducing new product solutions and we are extremely competitive due to the high quality levels of our manufacturing plants in Hungary, China and India.

About STA Consulting

STA Consulting was founded in 2008 in Budapest, Hungary, providing IT infrastructure services. Today STA Consulting focuses solely on application development for SAP systems. As an SAP Application Development Partner, the company creates add-ons that help its customers to simplify and automate SAP ITSM processes, cut related costs and help end-users to have a better SAP experience.

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