Case study

CELSA GROUP™

CELSA Group™ headquartered in Barcelona, Spain, is one of the largest manufacturers of steel long products in Europe, also the most diversified and vertically integrated.

We focus on offering the highest quality and attention regarding the services that our clients demand. Through our products we provide services to sectors such as construction, automotive, energy and equipment goods, among many others.

The group employs over 33,233 people (direct and indirect jobs) in 120 work centers distributed all over the world.

At CELSA Group we take serious care of our surroundings, the environment, the use of natural resources, the people who work with us and society in general.

SAP usage at the Celsa Group

The Celsa Group has been using SAP ERP to manage main business processes since 1997. Currently the group is using SAP ECC 6 and planning to migrate to S/4HANA. There are 2200+ end-users in 120 work centers around the world using SAP. The ServiceDesk function is centralized and employs 12 people. The ITSM system used is ManageEngine ServiceDesk Plus.

Challenges in the IT ServiceDesk function

When SAP business end-users encounter problems in SAP, they need to report the problems to IT ServiceDesk by email, phone or web. For an end-user it is challenging to gather all necessary information for the IT ServiceDesk and this results in poor incident reports, delays in the resolution process and a subsequent negative impact on the business.
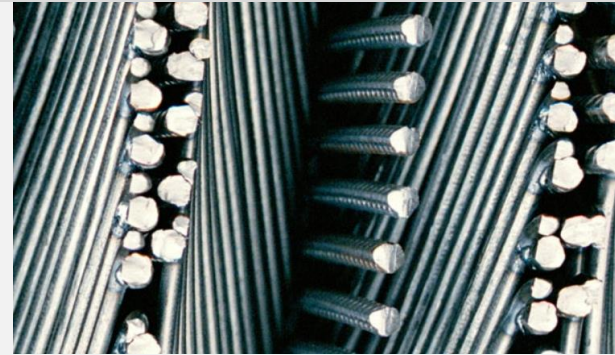
Industry
Steel

Challenge
Very slow process to handle and escalate SAP tickets, with around 1000 new incidents per month.

SAP and ITSM platform
SAP ECC 6.0
ManageEngine ServiceDesk Plus

Solution
ITSM Connector for SAP (SAP Add-on) from STA Consulting Kft.

SAP® Certified
Powered by SAP NetWeaver®

Results
€ 47.000 savings per year related to ticket resolution costs
10%-45% reduction of average ticket resolution times (depending on load, holiday season etc.)

Sales partner

adsotech

Sandra Gimeno, IT Applications Support Manager at Celsa Group in Barcelona, explains that Celsa IT was looking for ways to improve the SAP application ticketing process and then was contacted by ADSOTECH Scandinavia, a partner of STA Consulting Kft. – which is a software development and consulting company in Hungary – to evaluate an SAP Add-on called STA ITSM Connector for SAP Applications.
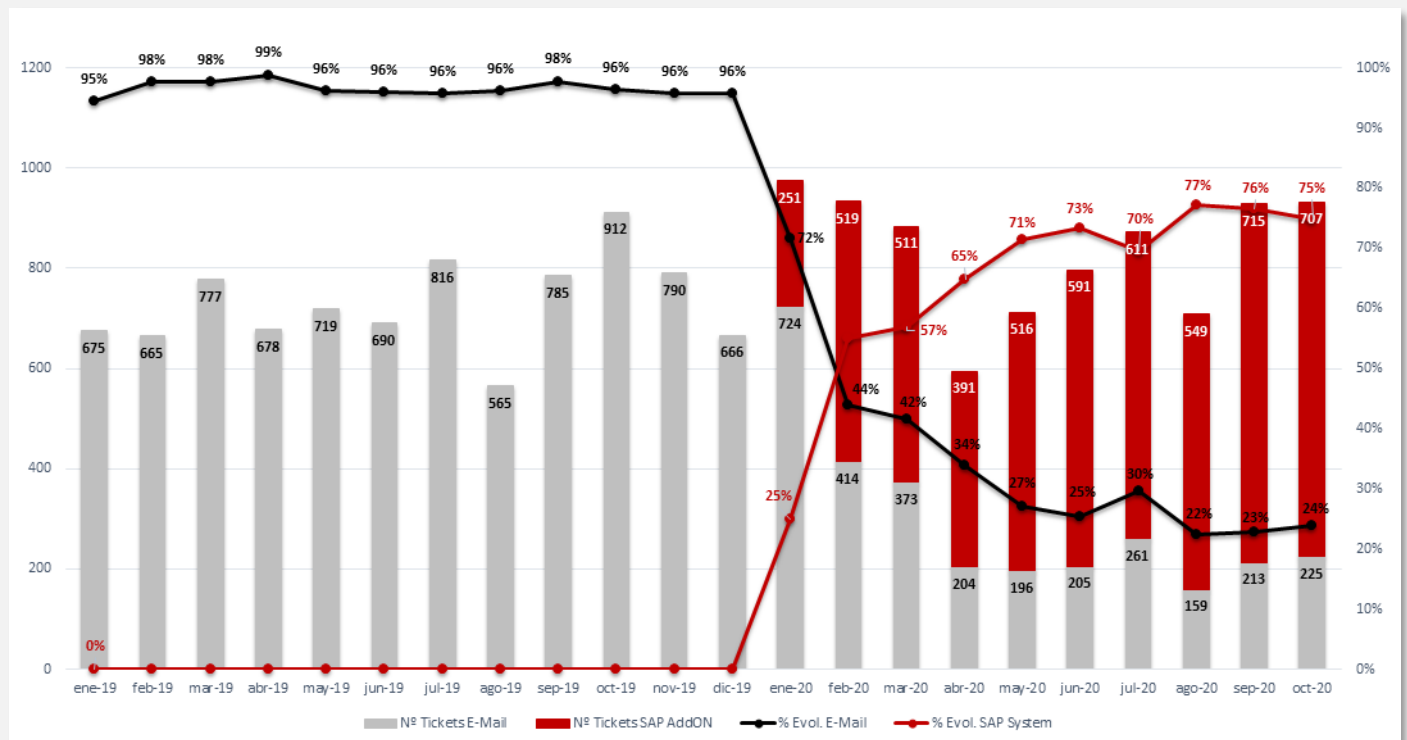
Sandra Gimeno
IT Applications Support Manager

The solution: a certified SAP Add-on for integration with ITSM platforms

The product allows SAP end users to create incidents directly from SAP GUI (including Fiori Apps) with a few clicks. All relevant information from SAP is attached to the tickets created. The Add-on automates the reporting of incidents to ticket systems and reduces duplicated and redundant tickets.

The most significant feature of this integration is that the complete technical and business context is automatically attached to all incidents created from SAP. This reduces the time it takes for a business user to collect necessary information about SAP issues and brings immense value for your specialized support staff and helps them solve problems much faster. All this without having to go through the first support line (IT Service Desk).

Implementation of the product

According to Sandra Gimeno, the installation of the product was very easy and simple. After the installation, STA Consulting implemented additional CELSA specific functions. These functions are focused to eliminate waste in the flow and improved the resolution time of incidents:

- Assign the SAP specialist team based on the transaction where users report their incidents or the logon language of the SAP user
- Inform other users about the incident reported adding a CC field in the tool (as an email)
- Automatically send a notification email to the user including the incident number registered in the ITSM platform

Support from the supplier and product developer

According to Sandra Gimeno, "*The service from STA consulting and ADSOTECH has been excellent and the quality of the product is outstanding. We have improved the resolution time and the volume of the incidents we can manage, because all the information is already included in the incident. In addition, the users don't receive calls asking more info and the resolution arrives in less time than before*".

Benefits

As the graph below shows in results, there is a significant reduction in the average resolution time of tickets managed through the SAP Add-on compared to the rest of the input channels. It has also made it possible to **reduce the average resolution time of all tickets**, with a growth in demand and with the same number of application consultants.

"*In Addition, based on the ROI calculations we have made, the savings we have reached in IT ServiceDesk thanks to automates the reporting of SAP incidents are* **€ 47.000 per year**, *considering that the management of this type of tickets takes an average of 15 minutes. This is allowing to assimilate the* **growing demand for service without increasing resources** *and delegating higher value tasks to the operators*", according to Sandra Gimeno.

Average Resolution Time by input modes (2020)