

## Matrix42 Marketplace Products

# SAP Solution Manager Connector

**The purpose of the SAP Solution Manager Connector application is to synchronize ticket data between Matrix42 Software Asset and Service Management ("Service Store") and SAP Solution Manager.**

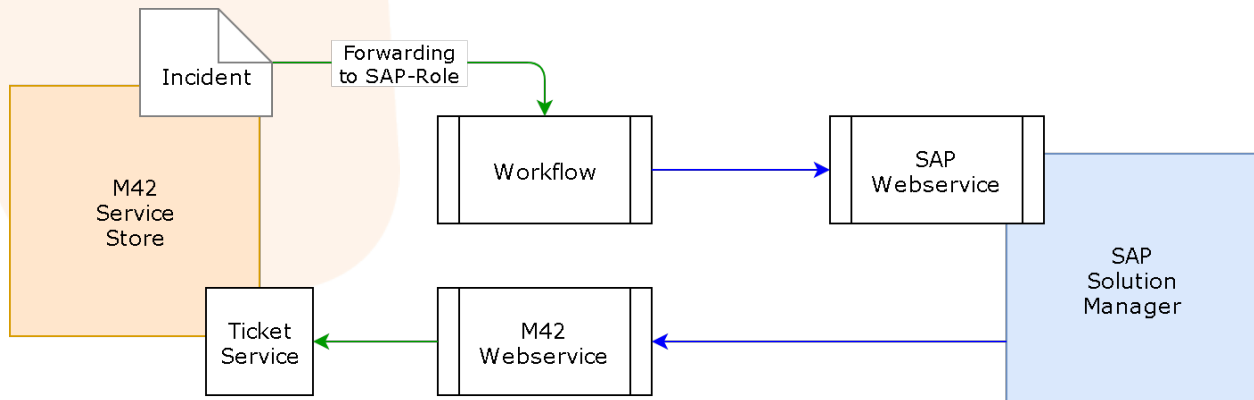
## Description

The purpose of the SAP Solution Manager Connector application is to synchronize ticket data between MATRIX42 Software Asset & Service Management ("Service Store") and SAP Solution Manager. This application is a basic implementation that can be expanded by a developer in the context of a particular customer system, so that it covers the specifics of the local service store and uses the web service provided in the SAP system.

The basic application includes a SOAP web service that is hosted in the IIS of the Service Store server. In addition, a template-like workflow is included, in the course of which the communication with the SAP System is carried out. There, another SOAP web service is expected, which is provided in the context of the SAP Solution Manager and which can use the data sent from the Service Store, but other ways of data exchange are also conceivable.

The basic application includes extensions of the data models that can contain the necessary additional information for tickets, and also includes value mappings for status and priority. At present, the data synchronization of Incidents is available. For other types of tickets (problems, changes, etc.) the data exchange can be added upon request.





### Important notice!

In addition to the acquisition of this basic application, overhead is always necessary to incorporate the specific features of the local service store installation (e.g. extensions of the data model) into the synchronization mechanisms, as well as to transfer ticket data to the SAP Solution Manager.

- This creates separate costs for the customer in order to provide a web service on the SAP side, which can be consumed from the service store, and, on the other hand, to address the web service provided on the service store side.
- A WSDL of the SOAP web service provided in the service store is included in the download of the volume app.
- This package includes three days Customizing, operational and implementation support.

## Additional information

Digital Workspace Platform (DWP) Compatibility	10.0, 8.1, 9.0, 9.1
License metric	Per Installation
Manufacturer	Matrix42 AG
Contract type	Subscription
Product link	<a href="https://marketplace-staging.matrix42.com/product/sap-solution-manager-connector/">https://marketplace-staging.matrix42.com/product/sap-solution-manager-connector/</a>