

Galileo Group AG announces its new product Conigma Flight Recorder

Date: 09-24-2007 03:35 PM CET

Category: [IT, New Media & Software](#)

Press release from: [Galileo Group AG](#)

Higher quality and more efficiency for SAP® users, combined with faster processing of problem reports with SAP® user support organizations

Munich, September 20, 2007 - The Galileo Group AG, one of the leading providers of software solutions for application and transport management of SAP®, has announced the immediate availability of its latest product, the Conigma™ Flight Recorder. The Conigma™ Flight Recorder proactively records all SAP-relevant end user actions in a temporary directory of the front-end PC, and whenever a problem arises these records can be forwarded to the help-desk. This adds a new dimension of quality and transparency to the communication between SAP end user and help-desk analyst. Problem reports can be processed far more quickly and with a much greater degree of accuracy.

Today larger companies, many of which have thousands of SAP® users, are confronted with a steadily increasing need to provide better support for the members of their staff, who are working with SAP® solutions. Frequently the end user creates a ticket and describes a problem, but the help-desk analyst can't reproduce the error because the end user's description isn't precise enough from a support perspective. A time-consuming exchange of communications is often necessary until finally a complete and correct description of the situation is available, and error analysis can begin. In addition to simplifying the whole communication process, the data stored with the Conigma™ Flight Recorder can also be used to produce or update training material, and to assist in quality management by eliminating errors in test case analyses.

The Conigma™ Flight Recorder consists of two elements.

Proactive Data Recording Service

The Conigma™ Flight Recorder stores all SAP® relevant end user transactions in a temporary directory on the front-end PC. The program running in the background oversees, filters and categorizes the user actions being performed. Appropriate intervals for the creation of screenshots are ascertained automatically, on the basis of activity analysis during the SAP® session in use at the time, and they are evaluated according to relevance by means of a points system. These screenshots are automatically augmented by the Conigma™ Flight Recorder with valuable contextual information such as system fields.

Snapshot Organizer

When the end user wishes to create a ticket for the IT help-desk, he chooses from the screenshots presented in the Snapshot Organizer of the Conigma™ Flight Recorder the screenshot sequence which was created by the program at the time the problem appeared. The SAP® end user can send these screenshots to the help-desk on a selective basis as a textual description of the problem.

"It is entirely possible to employ the Conigma™ Flight Recorder without any additional training for help-desk analysts or end users," explains Josef Huber, Vice President Sales and Marketing with the Galileo Group. "For anyone interested in this product we have created a download facility on our website, so the software can be installed for a trial period. We are absolutely convinced that the Conigma™ Flight Recorder represents a crucial step forward for a large number of companies which will contribute very quickly to enhanced productivity and efficiency."

"Again and again IT managers complain that a large number of tickets are passed on to Support which contain nothing more than a statement that the SAP® is not working. And frequently it is not even possible to discover easily and quickly which transaction was being performed when the error occurred," adds Malte Klassen, CEO of the Galileo Group.

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The Galileo Group AG is one of the leading providers of Application and Transport Management solutions for SAP. The Conigma™ suite integrates administration and processes for further developing, adapting and customizing SAP software seamlessly with existing IT support infrastructure, such as SAP procedures for allocating software (ABAP TMS and Java CMS). This results in significant rationalization potential based on the more efficient, automated development and change processes; in addition, IT compliance initiatives are given optimal support by means of wide-ranging workflow functionalities and the detailed recording of all procedural steps.

The clients of Galileo Group include LSV (Landwirtschaftliche Sozialversicherung), Postbank, Siemens AG and Züricher Kantonalbank. Galileo Group AG may be found in the Internet under www.galileo-group.de.

[You can find this press release here](#)