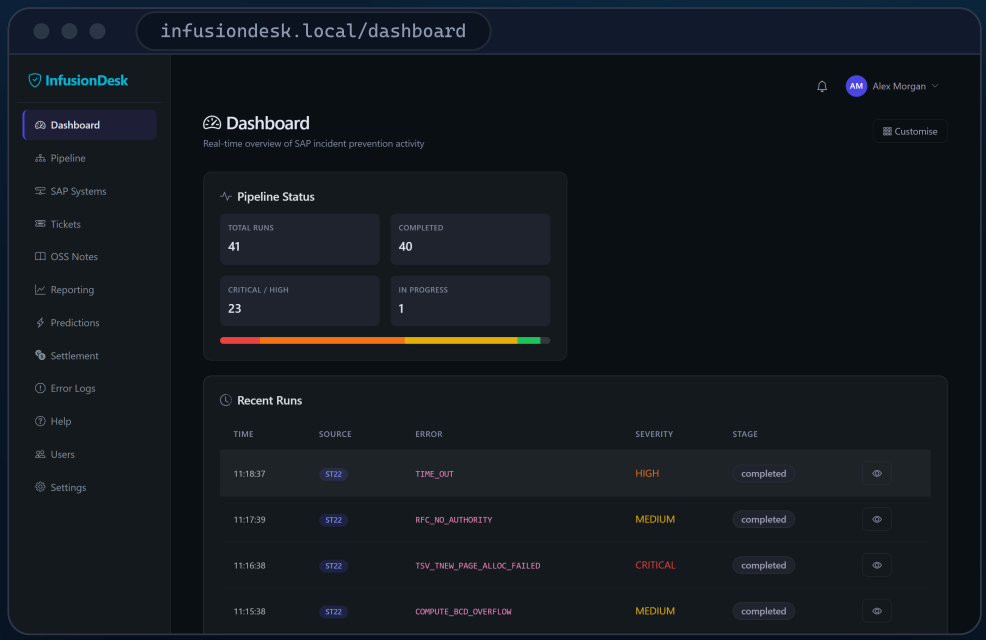
Infusion Desk BY LEC GROUP

AVAILABLE NOW · ON-PREMISE APPLIANCE

The SAP incident is diagnosed before anyone opens it.

Infusion Desk is an on-premise, AI-powered incident intelligence appliance for S/4HANA operations. It reads your ABAP short dumps, system logs and transport history, names the probable root cause with a confidence score, and files an enriched, human-approved ticket in the service desk you already run. SAP data never leaves your network, and it never changes an SAP system.

ST22 · SM21 · SLG1 · ST03N · STAD · CTS · 100% on-premise · Air-gap capable · Read-only to SAP



Triage is the tax on every SAP incident. Infusion Desk pays it for you.

Every SAP service delivery team, whatever its size, spends its best hours working out *what happened* before anyone can fix it. Infusion Desk automates exactly that first hour, and stops there on purpose: it observes, diagnoses and recommends, while your people keep every decision and every change.

WHAT IT IS

A self-contained appliance (application + database + local language model) installed inside your network. It ingests SAP telemetry, produces an evidence-backed diagnosis, and hands an enriched ticket to ServiceNow, Jira Service Management, SAP Solution Manager, BMC Helix ITSM or Salesforce Service Cloud.

WHO IT IS FOR

Any organisation running SAP S/4HANA, from a mid-size company with a three-person SAP team to a global enterprise with service delivery teams onshore, offshore or outsourced to an application management services (AMS) partner. Each of those teams loses the same first hour; Infusion Desk gives it back to all of them. AMS partners receive the enriched tickets in their own desk.

WHY NOW

SAP Solution Manager 7.2 leaves mainstream maintenance in December 2027. Teams are re-planning incident flow around Cloud ALM and third-party ITSM. Infusion Desk integrates with Solution Manager today and treats SAP Cloud ALM as an event source, so the transition does not strand your triage.

WHERE IT STANDS

Signed releases v0.2.0 and v0.2.1 (July 2026) carry the core diagnosis loop, five service-desk integrations, hardened authentication and an auditable update path; the current build adds retrieval-briefed diagnosis, desk administration, service delivery roles, schedules and notifications. Diagnosis accuracy is measured on your own incidents during the pilot, and the product is tuned as customers ask for more.

SAP TELEMETRY SOURCES

6

ST22 runtime errors, SM21 system log, SLG1 application log, ST03N workload, STAD statistics, CTS transport logs

SERVICE DESKS TODAY

5

ServiceNow, Jira Service Management, SAP Solution Manager, BMC Helix ITSM, Salesforce Service Cloud; others added on request

SAP DATA EGRESS BY DEFAULT

0 bytes

Diagnosis runs on a local model inside your perimeter. By default only a ticket to your own desk leaves; every other egress is optional and listed on page 9.

HUMAN APPROVAL GATE

On by default

No ticket leaves the appliance until an operator approves it, unless an administrator deliberately configures auto-submission.

The guarantee that makes it deployable. Infusion Desk never makes changes to SAP systems. No transports, no custom ABAP, no write authorisations. Humans execute changes through your own transport process, whether your landscape has two tiers or four.

Four roles feel the first hour, in-house or outsourced. None of them should spend it on triage.

BA

Senior SAP Basis Administrator

The champion

Opens ST22 at 7am, reads the same dump classes week after week, correlates by memory against last night's imports, and only then writes the ticket that someone else will work.

AS

SAP Application Support Consultant

The operator (L2 functional support)

Receives tickets with a symptom and no cause. Spends the first exchange with the user asking for the information SAP already logged.

SD

SAP Service Delivery Manager

The buyer (or Head of SAP Operations)

Owns the SLAs, in-house or across an offshore team. Needs mean time to resolve, volume and severity trends for the quarterly review, and a defensible number when the CFO asks what the AMS retainer is buying.

AM

AMS Delivery Manager

The partner (application management services)

Runs the outsourced support team and bills hours against incidents that arrive as one line of text. Every re-diagnosis is unbilled, or billed and resented.

WHAT THE FIRST HOUR ACTUALLY COSTS

- **Diagnosis is repeated.** The same dump class is investigated from scratch by whoever is on shift, onshore or offshore. Resolutions live in people, not in the system.
- **Transports are the usual suspect and the hardest to prove.** Correlating a production dump with the imports of the previous night is manual and rarely documented.
- **Tickets arrive thin.** Service desks receive symptoms, not evidence, so the desk and the SAP team trade messages before anyone starts work.
- **Reporting is reconstructed.** MTTR and diagnosis rates are assembled after the fact from ticket exports, not measured where the work happened.
- **Cloud AI is off the table.** ABAP short dumps contain program names, user IDs, table names and sometimes business data. Regulated teams cannot paste them into a public model.

THE DESIGN CONSTRAINT WE START FROM

Any tool that touches SAP operations must be safe to run next to production. That rules out automation that executes changes, cloud services that see SAP data, and add-ons that ship custom ABAP into your system. Infusion Desk is built inside those constraints rather than asking you to relax them.

WHAT CLOUD ALM WILL NOT DO FOR YOU

After Solution Manager, the successor pattern is SAP Cloud ALM plus a third-party service desk. Cloud ALM raises situations from aggregates and never carries the whole short dump, so the first hour still needs something that reads the full evidence and explains it. That is the gap Infusion Desk fills.

Observe, diagnose, hand off, learn. Never skip a step. Never touch SAP.

STEP 1 · OBSERVE

Read the landscape

Native parsers for ST22 ABAP runtime errors, SM21 system logs, SLG1 application logs, ST03N workload, STAD statistics and CTS (Change and Transport System) logs. Three ways in: file drop from standard SAP exports, a read-only RFC (remote function call) pull through SAP's own Solution Tools Plug-In (ST-PI), or an SAP Cloud ALM event that triggers a targeted pull of the full dump. Every SAP system in your landscape, two tiers or four, is catalogued with its own connection profile.

STEP 2 · DIAGNOSE

Name the probable cause

A local language model produces root cause, plain-language explanation, remediation recommendations, severity and category, each with a stated confidence. Before it runs, the model is briefed with retrieved evidence: prior confirmed resolutions, matched SAP Notes and transports imported in the correlation window. Every stage is timed and logged.

STEP 3 · HAND OFF

File it where you work

An operator approves the AI-drafted ticket, or your policy auto-submits above a confidence threshold. The enriched ticket (evidence chain, affected objects, recommendations, matched notes) goes to ServiceNow, Jira Service Management, SAP Solution Manager, BMC Helix ITSM or Salesforce Service Cloud. Send is an explicit, separately logged step, never a side effect of running a diagnosis.

STEP 4 · LEARN

Keep what you learned

When the ticket closes, resolution pollers pull the outcome back into a local knowledge base. The next diagnosis of a similar dump is briefed with what actually fixed it last time. Knowledge compounds inside your perimeter and stays when people move on.

WHAT A DIAGNOSIS CONTAINS

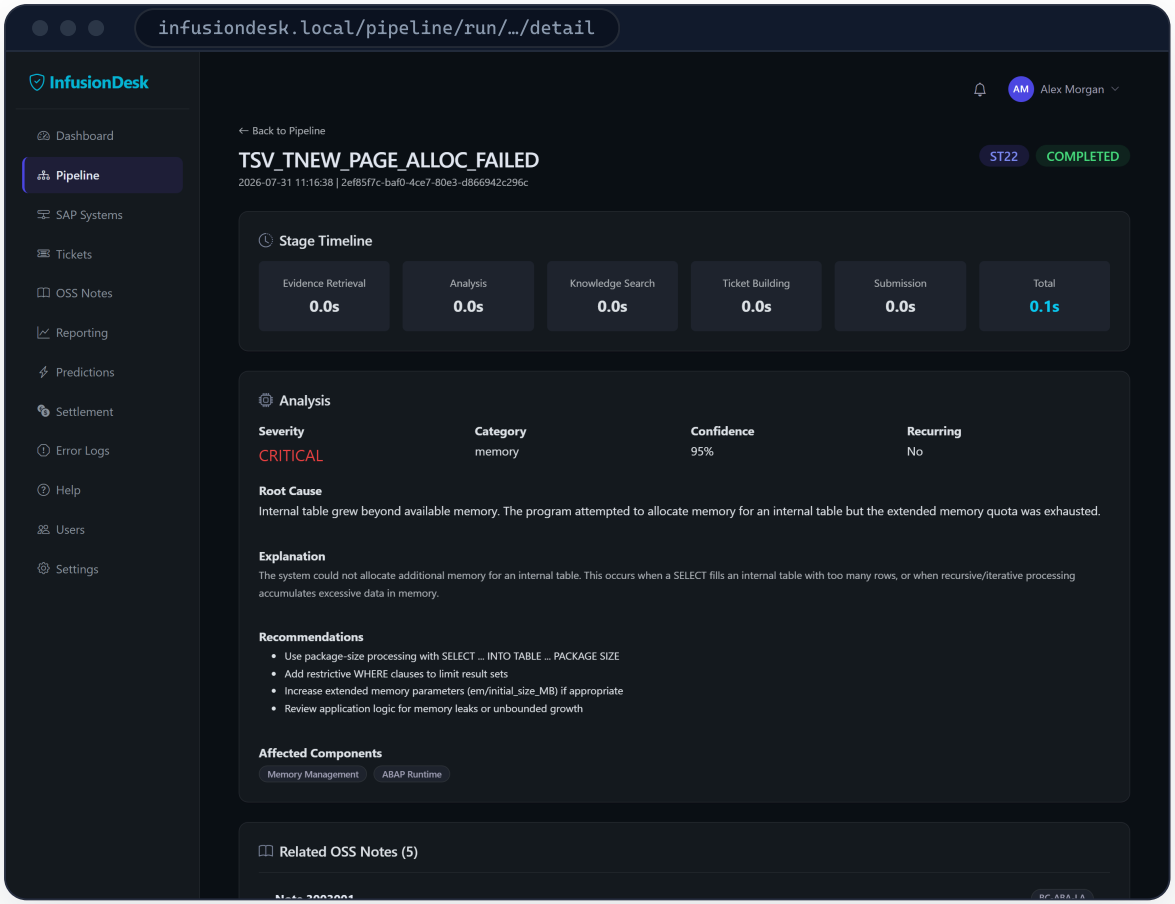
- **Root cause** with confidence score
- **Plain-language explanation** for the desk and the user
- **Evidence chain**: the dump, matched SAP Notes and transports imported in the correlation window
- **Affected objects**: program, user, client, system
- **Remediation recommendations** for the human who will act
- **Severity and category** mapped to how your team escalates
- **Stage timeline**: ingestion, analysis, knowledge search, ticket building, approval, submission
- **Who ran it**: operator and model attribution on every run

Human in the loop by default. Approval is required before any ticket leaves the appliance unless an administrator deliberately configures auto-submission. Every approval and submission is written to the audit chain.

HONEST ABSTENTION

When the evidence does not support a confident diagnosis, Infusion Desk says so rather than guessing. Our evaluation harness scores an honest abstention as a win and reports misdiagnosis per run, because a wrong confident answer costs more than no answer.

From short dump to root cause on one screen.



A diagnosis run on a sample memory dump (TSV_TNEW_PAGE_ALLOC_FAILED): severity, confidence, root cause, explanation and concrete recommendations in one view, with the stage timeline above it and the matched SAP Notes beneath. Demo office, sample SAP workloads, July 2026.

Evidence, not opinion

Every diagnosis carries its evidence chain: the dump itself and the SAP Notes it matched, so your Basis team can verify before they act. Transports imported in a configurable window (24 hours by default) join the chain, refreshed by the ingestion scheduler.

A stage timeline you can audit

Evidence retrieval, analysis, knowledge search, ticket building, approval and submission are individually timed. Slow stages are visible, not mysterious, and every action lands in the audit chain.

Severity that means something

Critical, high, medium and low map to how your team escalates, and drive per-desk severity floors, badges and notification rules downstream.

Matched SAP Notes, on the same screen

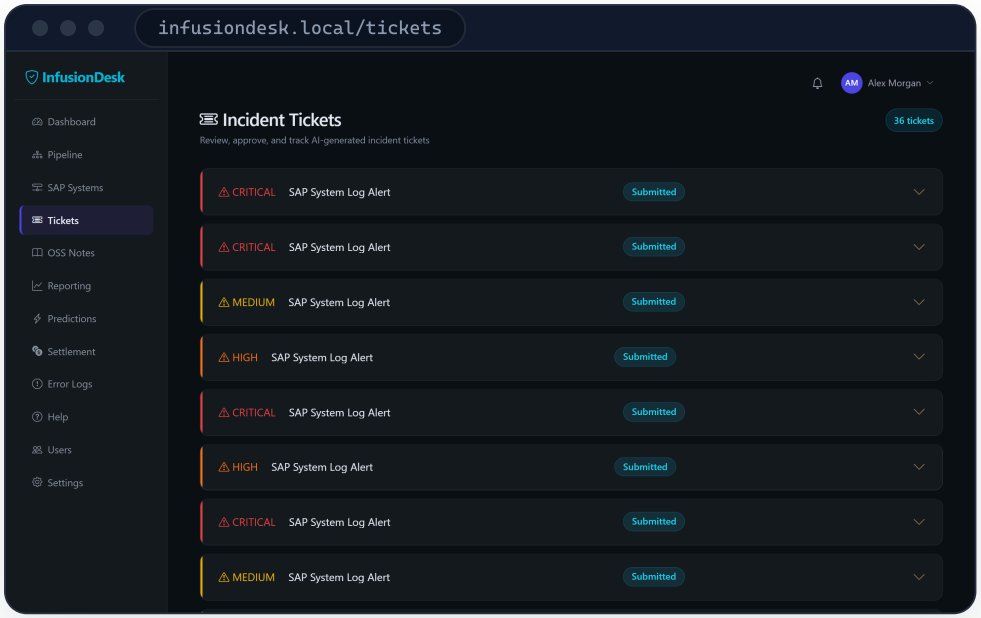
Every run lists the SAP Notes its diagnosis matched, with the note number your Basis team would search for anyway. Four specialised assistant roles (researcher, ABAP developer, Basis consultant, technical writer) share the work; the ABAP developer suggests a fix and never transports one.

DUMP CLASSES IN THE SAMPLE CORPUS

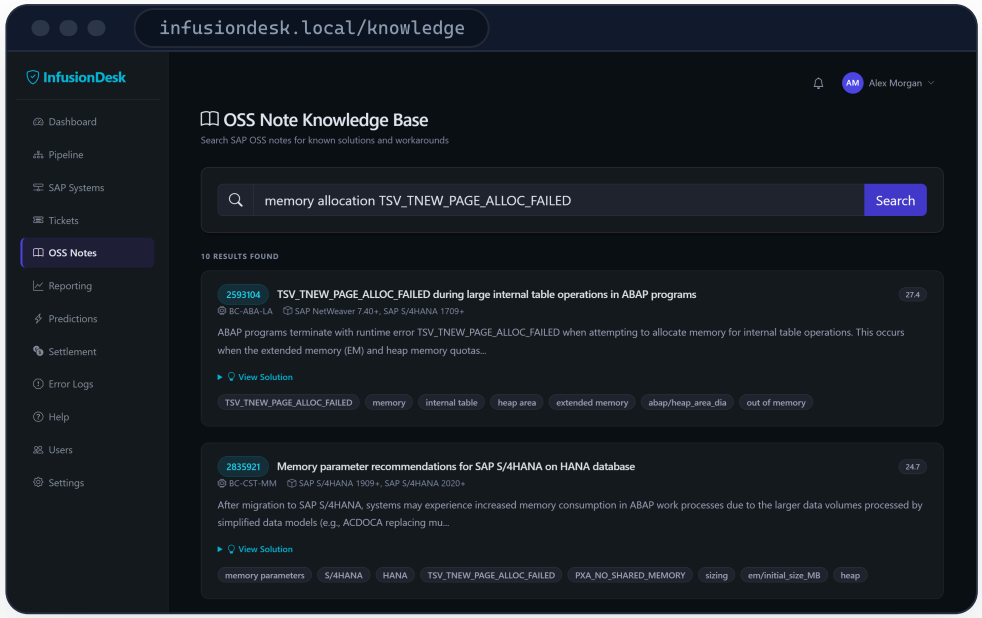
`DBSQL_SQL_ERROR` `TIME_OUT` `TSV_TNEW_PAGE_ALLOC_FAILED` `COMPUTE_BCD_OVERFLOW` `RFC_NO_AUTHORITY` `GETWA_NOT_ASSIGNED`

Screenshots: Infusion Desk v0.2.1 demo office running sample SAP workloads; the signed-in user is a seeded demo account. Not customer data.

Tickets your desk can act on. Knowledge that compounds.



Review, approve, submit, track. AI-drafted tickets queue for human approval, then flow to the desk you already run. Resolution details are pulled back when the ticket closes.



Ranked knowledge search (shown with a sample note index). Diagnoses cite the notes and prior resolutions that informed them. Live SAP Note search through SAP's support backbone uses your own S-user and stores nothing on disk.

SERVICE DESKS SUPPORTED TODAY

ServiceNow · Jira Service Management · SAP Solution Manager · BMC Helix ITSM · Salesforce Service Cloud

Bidirectional: push enriched tickets, poll resolutions back. Field and priority mapping per customer; retry-safe creation, never a duplicate. Another desk? Adapters are added on request.

ADMIN-CONNECTED DESKS, EXPLICIT SEND

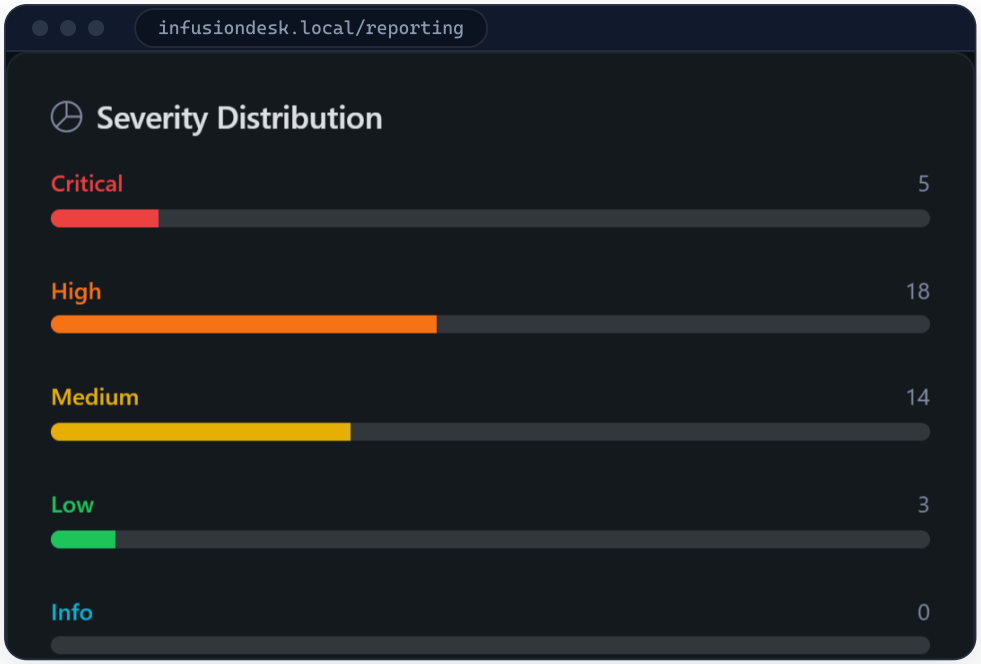
Administrators connect one or more desks, choose a desk per SAP system, set a severity floor and test the connection. Secrets are stored and never rendered again. Operators send a ticket as a deliberate, logged step.

SERVICE DELIVERY ROLES

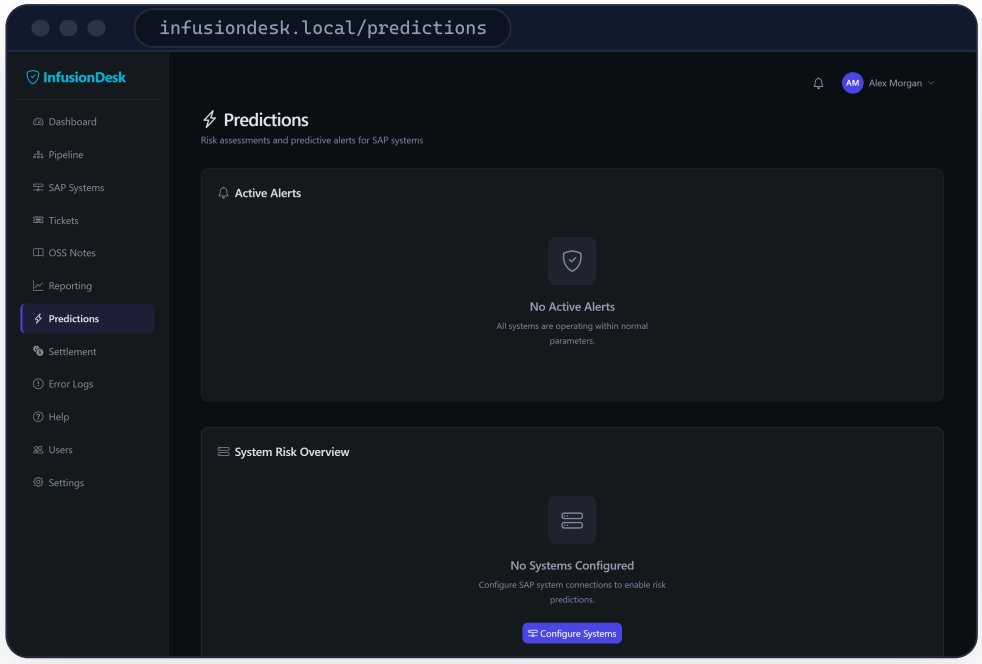
Define roles by SAP application component or product and assign members, so an enriched ticket names at most one accountable person. AMS partners never log in to Infusion Desk; they simply receive better tickets.

Screenshots: Infusion Desk v0.2.1 demo office running sample SAP workloads; the signed-in user is a seeded demo account. Not customer data.

Numbers for the quarterly review. Baselines for the next outage.



Reporting built for the ops review: diagnosis rate and accuracy, MTTR, volume, severity and source mix, resolution times, and an ROI view that prices avoided triage using assumptions you set (defaults: four hours mean time to resolve before Infusion Desk, and a cost per incident you set). Shown: the demo office's severity mix, not an accuracy claim.



Predictive alerts. Running baselines of dump, log, workload and transport activity per system role feed a risk score for transports whose profile historically precedes production incidents. Shown before any SAP system is connected. Off by default; switched on once thirty days of baselines exist on your landscape.

ROLE-SCOPED DASHBOARDS

Viewer reads dashboards, reports and knowledge. **Operator** runs pipelines, approves and sends tickets. **Admin** manages users, system configuration and updates. One table drives both navigation and enforcement.

PER-USER WIDGETS

Pipeline status, recent runs, system health, ticket statistics, error summary, quick actions and prediction alerts, arranged per user by drag and drop.

IN-APP NOTIFICATIONS

Role-scoped bell with read, acknowledged and resolved states, deduplication and escalation. In-app only by design: nothing is emailed or messaged out of an air-gapped site.

STATUS & ERROR TRIAGE

An appliance status page, maintenance banners and grouped application-error triage for administrators, without any third-party error service.

Screenshots: Infusion Desk v0.2.1 demo office running sample SAP workloads; the signed-in user is a seeded demo account. Not customer data.

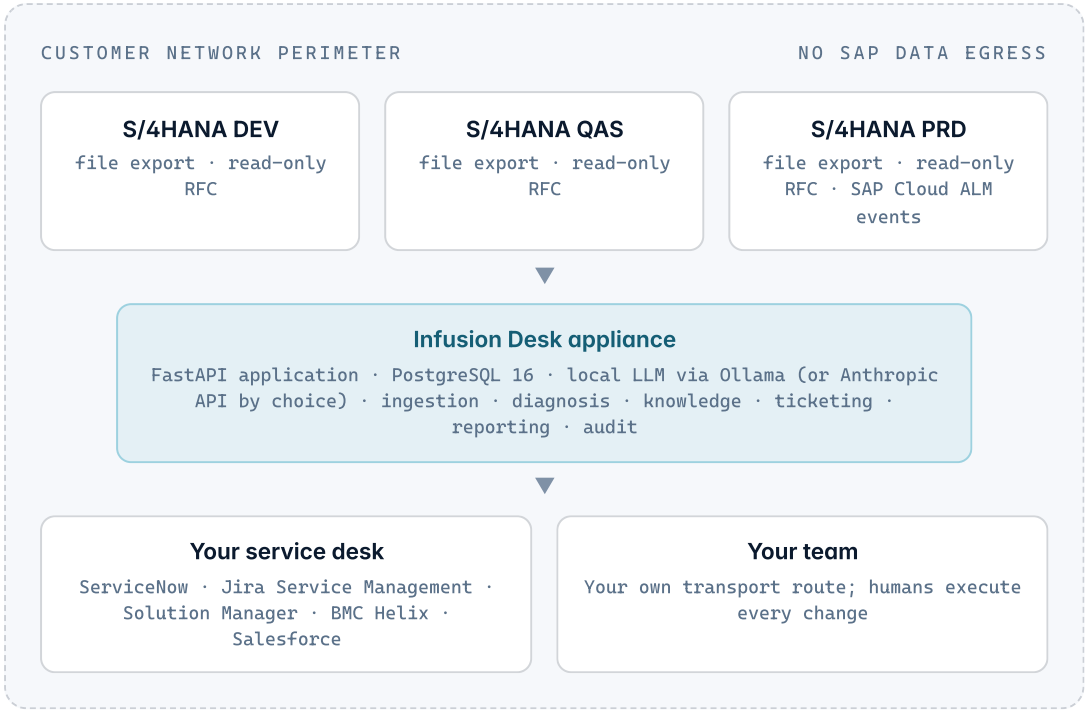
What the appliance does. Tuned further as customers ask.

CAPABILITY	WHAT IT DOES
File-drop ingestion	ST22, SM21, SLG1, ST03N, STAD and CTS exports from SAP GUI; no prerequisites on the SAP side
Read-only RFC ingestion	SAP ST-PI function modules only, allow-listed in code; validated 5/5 against an SAP ABAP trial system in our lab
SAP Cloud ALM trigger	Landscape and event-situation APIs trigger a targeted pull of the full dump text
Multi-system catalogue	Every SAP system in the landscape with its own connection profile and connection test
AI diagnosis	Root cause, explanation, recommendations, severity, category and confidence; honest abstention; timed stages
Retrieval-briefed diagnosis	Prior resolutions, SAP Notes and transports retrieved before inference; prompt budgeted, never silently truncated
Transport correlation	Transports imported in a configurable window (24 hours by default) attached to the evidence chain
Human approval gate	Approval required by default; policy-based auto-submit optional; Send is an explicit, logged step
Service desks	ServiceNow, Jira Service Management, SAP Solution Manager, BMC Helix ITSM, Salesforce Service Cloud; others on request
Desk connections & roles	Admin-connected desks, desk per SAP system, severity floor; service delivery roles by application component
Job schedules	Unattended diagnosis runs on a schedule; off until an administrator enables them

CAPABILITY	WHAT IT DOES
Knowledge base	Ranked note index; resolution capture from closed tickets; feeds the next diagnosis
Live SAP Note search	Through SAP's support backbone with your own S-user; nothing stored on disk
Reporting & ROI view	MTTR, diagnosis rate and accuracy, severity and source mix, configurable ROI assumptions
Predictive alerts	Baselines and transport risk scoring; off by default until thirty days of baselines exist
Authentication & RBAC	Viewer, operator, admin; Argon2id; TOTP with offline QR; Active Directory/LDAP bind; API key
Hash-chained audit log	Append-only, SHA-256 chain, human actor bound into the hash
Signed releases & updates	Cosign-signed images, SBOM attested, MFA-approved pull-only updates with automatic rollback
Air-gap install & update	Bundle import verifies the signature and every checksum before anything loads; no internet required to run
Notifications, status, error triage	In-app notifications; appliance status page and maintenance banners; grouped error triage for admins
Operations checks	Health, batch-job, spool, lock, HANA memory and parameter checks over RFC; observe only unless an admin explicitly allows a restart
Audit anchoring	Merkle root of the audit chain anchored to a public ledger on request; only a hash ever leaves the perimeter

Capabilities reflect the product codebase as of October 2026. Scheduled and predictive features ship off by default and are switched on per customer.

One appliance inside your perimeter. Receipts for the auditor.



WHAT LEAVES THE PERIMETER

- An enriched ticket to **your own** service desk
- Optionally, a version number and install id for update checks
- Optionally, a note search to SAP's support backbone with your S-user
- Optionally, a hash of the audit chain for ledger anchoring

WHAT NEVER LEAVES

- Short dumps, system logs, transport contents
- User IDs, program names, table names, business data
- Model prompts and outputs, when the local model is used
- Credentials: stored once, never rendered again

READ-ONLY TO SAP, PROVABLY

Three tiers shown; two or four connect the same way. Footprint: a read-only RFC user restricted to specific function groups, SAP's own ST-PI plug-in, optional file drop. No custom ABAP, no Z-objects, no add-on. The allow-list is enforced in code; the SAP authorisation trace proves it.

AUTHENTICATION

Argon2id password hashing, TOTP two-factor with offline QR codes, single-use recovery codes, lockout, and optional bind to Active Directory or LDAP with group-to-role mapping. No third-party identity service that phones home per login.

AUDIT YOU CAN PROVE

Every agent and operator action lands in an append-only audit log secured by a SHA-256 hash chain. The database rejects edits and deletes. The human actor is inside the hashed content, so attribution is cryptographically bound.

UPDATES WITHOUT A LEAP OF FAITH

- **Signed releases:** cosign-verified images against a pinned key, SPDX SBOM attested, Ed25519-signed update manifests
- **Pull, never push:** an MFA-gated administrator approves; the approval is written to the audit chain first
- **Rollback-safe:** verify → backup → cut over → health gate → automatic rollback; air-gap imports verify every checksum first

No SOC 2, ISO 27001 or SAP certification is claimed. Controls above are implemented in the product and can be inspected during a pilot.

Diagnosing your own dumps the same afternoon.

01
Day zero · file drop
Your Basis administrator exports up to ten ST22 and SM21 files. We diagnose them on the appliance the same afternoon. No prerequisites, no SAP changes.

02
Day one · install
Docker Compose kit with digest-pinned images, PostgreSQL and a local model. Mac Studio or Mac Mini, or Linux with an NVIDIA GPU. First administrator created on the console.

03
Week one · connect
An administrator connects your service desk and tests it; optional Active Directory/LDAP bind. A read-only RFC user per SAP system takes about thirty minutes; file drop keeps working regardless.

04
Weeks two to eight · measure
Diagnosis accuracy measured on your own incidents against guardrails agreed up front, with honest abstentions reported per run. Knowledge base seeded from your closed tickets. Requests from your team feed the next release.

05
Ongoing · operate
Signed updates you pull and approve. Support terms are agreed per engagement. Reporting feeds your ops review.

DEPLOYMENT OPTIONS

- **On-premise appliance** (lead offering): application, database and model on your hardware, air-gap capable
- **Model choice:** local open-weight model via Ollama by default; Anthropic API as a configured alternative where policy allows
- **Hosted by LEC Group:** a multi-tenant hosted profile exists in the codebase but is not offered while on-premise remains the lead; ask us if it matters to you

PILOT FIRST

Start on your own landscape: real systems, real dumps, measured accuracy. A pilot covers one or more SAP systems and the service desk you already run, with hands-on onboarding from the engineers who built the appliance. In-house teams, offshore delivery centres and AMS partners can all be in the loop from day one.

COMMERCIAL MODEL

Licensed per appliance under a proprietary licence; ask us for a proposal. Scope, support terms and the systems covered are agreed per engagement, and the engagement includes onboarding and a direct line to the product team. Where you need a capability the appliance does not have yet, we build it with you.

INSTALL FOOTPRINT

3 containers

Application, PostgreSQL 16, optional updater; plus Ollama for the local model

SAP-SIDE FOOTPRINT

0 custom objects

Read-only RFC user and SAP's ST-PI plug-in only

SIGNED RELEASES TO DATE

2

v0.2.0 and v0.2.1, July 2026; the release gate boot-tests the previous release against each new schema

LAB VALIDATION

5/5

RFC smoke checks passed against an SAP ABAP trial system in our lab, September 2026

Complementary to SAP Cloud ALM. Independent of Solution Manager.

NOW

- Diagnosis loop on file-drop, RFC and Cloud ALM telemetry with a local model
- Five service desks, approval gate, explicit Send, retry-safe submission
- Retrieval-briefed diagnosis, desk administration, service delivery roles, schedules
- Hardened auth, hash-chained audit, signed and air-gap updates

NEXT, WITH CUSTOMERS

- Diagnosis accuracy measured and published from live customer landscapes
- Predictive alerts calibrated on customer baselines
- Further service-desk adapters and SAP sources as customers ask
- Operations checks switched on where RFC is connected

LATER

- Scheduled audit-chain anchoring to a public ledger
- Deep link to Symmetry, LEC Group's SAP change-management platform, for transport lifecycle context
- Settlement between enterprises and AMS partners for verified resolutions

COMPARED WITH	WHERE INFUSION DESK DIFFERS
SAP Solution Manager	Integrates with it today; not dependent on it after December 2027. Adds LLM diagnosis and enriched hand-off.
SAP Cloud ALM	Complementary. SAP Cloud ALM raises situations from aggregates; Infusion Desk pulls the full short dump and explains it, triggered by Cloud ALM events.
SAP monitoring suites	Same observe-style ingestion, plus diagnosis, evidence chains, enriched tickets and a compounding knowledge base. Not a monitoring replacement.
Cloud AI assistants	SAP-native parsers and function modules; local model inside your perimeter; self-contained authentication; signed, pull-only updates.
Manual Basis triage	Automates the first hour with evidence, confidence and note matching. Keeps every decision and every change with your people.

Does it change anything in SAP?

No. It observes, diagnoses and recommends. There are no write authorisations, no transports and no custom ABAP. Humans execute changes through your standard process.

Which model does it use, and where does it run?

An open-weight model served locally via Ollama on your hardware by default; the Anthropic API can be configured where policy allows. SAP data goes only to the endpoint you choose.

What if the model is not sure?

It says so. Confidence is stated on every diagnosis, abstention is reported, and nothing is submitted without approval unless you configure otherwise.

How accurate is it?

We do not publish a blanket number. Accuracy is measured on your own incidents during the pilot, with misdiagnosis and abstention reported per run.

Built by people who run SAP for a living. Let's measure it on your landscape.

LEC Group

LEC Group is a technology company that builds production software and delivers deep SAP expertise. Our products are designed by people who implement SAP for Fortune 500 companies, and we measure success in production go-lives rather than decks. The portfolio is intentionally focused: **Symmetry** for SAP change management, **Infusion Desk** for AI SAP incident intelligence, **Sebenza** for seasonal workforce management (live in New Zealand), and **incub8ai** for a local-first AI workforce, alongside an SAP Global Trade Services practice across the US, EMEA and Latin America.

HOW WE BUILD

- Every screen passes a measured design gate with accessible contrast in light and dark themes
- Strict typing, lint and dependency audits on every change; hash-pinned dependencies
- Full-codebase security audit remediated; a multi-reviewer audit hardened v0.2.0 into v0.2.1 before tagging
- Expand-and-contract migrations so the previous release always runs against the new schema

Send us ten short dumps. We send back the diagnoses.

Whether your SAP support runs in-house, in an offshore delivery centre or through an AMS partner, the first step is the same: a thirty-minute call and up to ten of your recent short dumps. You see Infusion Desk on your own incidents before any install.

Send your dumps	Greg Wood	Web
support@lecgroup.com	greg@lecgroup.com	lecgroup.com

WHAT TO SEND US FOR DAY ZERO

- Three to ten recent ST22 short dumps (standard SAP GUI export)
- An SM21 system log extract covering the same window
- Which service desk you run, and who approves tickets today
- Whether a local model on your hardware is required, or an API model is acceptable

SISTER PRODUCT

Symmetry manages the SAP change lifecycle from change request through transport migration to production. A deep link between the two is on the roadmap so an incident can open on the change that caused it.

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