



April 2007 Edition

www.stratacominc.com

This is a quarterly newsletter distributed by StrataCom, Inc.

To view past issues of our newsletter on our website, click [HERE](#)

ServiceCenter Tip of the Quarter

ServiceCenter Tech Talk: HP Influence on ServiceCenter

HP Influence

HP's acquisition of Peregrine ServiceCenter last year caused a lot of speculation on the future of the ServiceCenter product line. With the release of HP OpenView ServiceCenter 6.2 on November 1, these questions were answered and the results are excellent.

Many of our StrataCom consultants agree, HP has molded ServiceCenter into a polished and even more powerful application with the release of 6.2. Here are some of the new features they are raving about:

SC Change Calendar

The HP new change calendar solution is slick. It is a shining example of the new web capabilities from the ServiceCenter web-tier and one of the most exciting features of version 6.2. With the change calendar in HP OpenView ServiceCenter Change Management, it becomes easier than ever to manage, schedule and update changes.

This visibility turns the complexity of tracking changes, approvals, task assignments and planning into easily understandable processes, which can drive productivity and help eliminate the cost and risk of delays.

Be sure to look at the change calendar if you are interested in implementing Change MGMT or thinking about upgrading to version 6.2.

Service Catalog

The Service Catalog is a new addition with the 6.2 module and has many of our clients excited to utilize it in their organization. It is a way for the customer or employee to easily request items from the portfolio of available services. Whether it is requesting an application to be installed to the ID card request, the Service Catalog easily allows different items to be offered via the web or through the windows client.

This service-driven feature is focused on the employee and customer. It is easily tailored and quickly adaptable to your organization as well. Unlike request management, the Service Catalog features connectors to link to any module of ServiceCenter and its strong base request list is very useful. The Service Catalog is the future of ServiceCenter and will quickly become the cornerstone of the ServiceCenter

In This Issue:

[Tip of the Quarter](#)

[HP Software Universe
2007](#)

[ServiceCenter Remote
Upgrade Service](#)

[New Product: HP
Service Catalog](#)

[About StrataCom](#)

Contact Us

[Consulting Services](#)

[Remedy License Quote](#)

[Website](#)

Corporate Office

1316 23rd St S
 Fargo, ND 58103
 877.880.5697

Satellite Office

Locations:

Minneapolis, MN
Sioux Falls, SD
Detroit, MI
Bozeman, MT

ITIL Alignment and Code Restructure

With the addition of the Service Catalog and the nomenclature change from calls to "Interactions", HP OpenView ServiceCenter continually improves on ITIL alignment. It must also be noted with the release of 6.2 at least 372 SCRs (Software Change Requests) were implemented, fixing previous issues with the product and responding to the needs of HP customers. The SC 6.2 release is most powerful and strong release to date. Contact StrataCom for more information on an upgrade or new installation. We will be happy to show you more about this exciting new release!

Further Questions? Please feel free to contact Eric Krueger at ekrueger@stratacominc.com.

Hewlett Packard Software Universe, June 17-23, 2007 in at The Venetian in Las Vegas StrataCom Exhibits

StrataCom, an HP PartnerONE partner specializing in [System Integrations for all legacy Peregrine products](#), will be exhibiting again at this exciting conference to be held in Las Vegas, June 17-23.

Please stop by our booth at the Exhibit Hall for free goodies and a chance to win exciting prizes! You will also have the chance to meet our Principle ServiceCenter consultant in person to discuss the ServiceCenter roadmap and any other questions, concerns, or ideas you may have.

For more information on HP Software Universe, visit the [website](#) or contact Laura Hagen at 406-388-0598 or lhagen@stratacominc.com.

StrataCom Services

HP ServiceCenter 6.2 Remote Upgrade Service

How it works . . .

- StrataCom Senior HP ServiceCenter consultants will install your files in the StrataCom, Inc. ServiceCenter test lab.
- Your files will be analyzed and a tailored proposal will be produced for your specific upgrade requirements.
- The data analysis and upgrade proposal are provided free of charge.
- Should you and your team accept our proposal; the migration of your data into ServiceCenter 6.1 will then be completed in our test labs in a timely and efficient manner.
- This process produces a custom upgrade that easily translates into your production environment.

Please contact [Audra Kutz-Behl](#) today for more information and scheduling regarding this popular upgrade service.

New Product: HP Service Catalog

HP OpenView ServiceCenter Service Catalog module provides your organization with an IT shop window of all the goods and services that are available to your end users. It automates workflow and streamlines the request and approval process, so IT can efficiently fulfill requests, reduce costs and build customer satisfaction.

Key Benefits

- *Simplify the process of defining and maintaining a standard set of user goods and services.*
- *Enable a quicker, easier and friendlier ordering process for the end user.*
- *Reduce the service desk's workload by raising and status-checking requests via the web.*

Questions?

Contact Eric Krueger at ekrueger@stratacominc.com to find out more about the new HP Service Catalog.

About StrataCom

Our Team. Our Talent. Your Success.

StrataCom began in 1997 by three enthusiastic help desk consultants, Eric Krueger, Steve Jones, and Bill Rentfrow. After several years of help desk consulting in the corporate world, they firmly believed that they had enough exposure and experience to begin a company that knew how to do things not only right, but GREAT!

Nine years later, StrataCom is still going strong with Eric, Steve, and Bill continuing as our fearless leaders. With a full time devoted staff of BMC Remedy consultants, we continue to strive for excellence in service and are proud of the fact that never in our history have we had a single dissatisfied customer. Our mantra is, "We never want to have a conversation with an unhappy client . . . and know that they are right."

We pride ourselves on the fact that our clients can count on StrataCom to recognize the individuality of their business processes. We work diligently to maximize the return on their BMC Remedy investments; for it is our firm belief that no company should ever have to change its business to fit a software package. It is your company. You know what works.

If you are considering any of the following initiatives for your BMC Remedy environment, we would be thrilled if you would consider us!

- Implementation
- Customization
- Data Migration
- Integration
- Upgrade
- Business Process Consulting
- Remote Administration

Contact



Laura Hagen

StrataCom
Business development manager
lhagen@stratacominc.com
406-388-0598



Audra Kutz-Behl

StrataCom
Director of business development
akutz@stratacominc.com
701-232-5697 ext 21

