



## June 2009 Edition

[www.stratacominc.com](http://www.stratacominc.com)

This is a monthly newsletter distributed by StrataCom, Inc.

To view past issues of our newsletter click [HERE](#).

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## Tech Tips

### Access StrataCom's technical white papers surrounding HP's ITSM solutions!

StrataCom has created a new section on our website that offers white papers authored by our senior Service Manager/ServiceCenter consultants. The first positing is:

#### “Categorization in Service Manager”

To read this article, [click here](#).

Tech Tip questions? Contact Laura Walker [lwalker@stratacominc.com](mailto:lwalker@stratacominc.com)

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## StrataCom to Present at Software Universe

StrataCom's Principle Consultant, Eric Krueger, will be co-presenting at HP Software Universe 2009 with Carlson Companies regarding their HP Service Manager 7 implementation. One audience member will win an iPod touch! The presentation will take place Wednesday, June 17<sup>th</sup> at 2:30. Join us for an interesting and fun presentation!

For more information about this presentation, Contact Laura Walker [lwalker@stratacominc.com](mailto:lwalker@stratacominc.com)

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## Curious about Service Manager 7.1

Service Manager 7.1 has been released! If you'd like to learn more about which features and functionality have been added and improved upon, please visit the following link to a pre-recorded demonstration from one of our experts:

<https://www1.gotomeeting.com/register/596431785>

Additional information on Hewlett Packard's Service Manager solution can be found on HP's site at:

[https://h10078.www1.hp.com/cda/hpms/display/main/hpms\\_content.jsp?zn=bto&cp=1](https://h10078.www1.hp.com/cda/hpms/display/main/hpms_content.jsp?zn=bto&cp=1)

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#### Contact Us

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 701-232-5697 ext 27

**Rebecca Daigle**

## StrataCom's Upgrade Services to Service Manager 7.0 or 7.1

StrataCom is perfectly positioned to upgrade ServiceCenter and Service Desk clients to Service Manager. Having completed several upgrades in 2008, one of which Hewlett Packard plans to showcase as a success story (coming soon!), we have learned the gaps and can put together an accurate quote to successfully upgrade your environment.

Contact Laura Walker today to learn more about this valuable service: 701-232-5697 ext 27 or [walker@stratacominc.com](mailto:walker@stratacominc.com).

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## HP Software Universe 2009

**Visit us next week at the HP Software Universe 2009!**

*The Venetian Resort, Las Vegas, June 16 – 19*

As an HP silver partner, StrataCom will be exhibiting at the HP Software Universe conference next week in Las Vegas. We will be hosting a drawing at our booth for an iPod touch. Stop by, visit with our team, and register for the drawing! We will contact the winner by cell phone or email at the closing of the exhibit hall on Thursday at 1:00. We look forward to seeing you there!

Learn more at the [HP Software Universe 2009 Website](#)

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# About StrataCom

## Our Talent. Your Success.

StrataCom began in 1997 by three enthusiastic consultants, Eric Krueger, Steve Jones, and Bill Rentfrow. After several years of consulting in the corporate world, they knew without a doubt that they had gathered enough exposure and experience to begin a company that knew how to do things not only right, but **GREAT**.

Eleven years later, our team 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 your Service Management investments.

If you are considering any of the following initiatives related to Service Manager, ServiceCenter or AssetCenter, we would be thrilled if you would consider us!

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

Call today for a free consultation! 701-232-5697 ext 27

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