

October 2009

Tech Tip

Latest ServiceCenter and Service Manager White Papers

Visit our website to access white papers authored by our senior Service Manager/ServiceCenter consultants. **Our LDAP Integration white paper has received high interest since it's release. To view this white paper, [click here](#).**

To read these articles outlining StrataCom's Tech Tips, [click here](#).

Curious about Service Manager 7.11?

Service Manager 7.11 has been released! If you'd like to learn more about which features and functionality have been added and improved upon, please contact our sales team for more information and, if you are interested, a free demonstration! Visit the following link:

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

To view additional information on Hewlett Packard's Service Manager solution can be found on HP's site, [click here](#).

StrataCom's Upgrade Services to Service Manager 7.11

StrataCom is perfectly positioned to upgrade ServiceCenter and Service Desk clients to Service Manager. Having completed several upgrades in 2009, we have learned the gaps and can put together an accurate quote to successfully upgrade your environment.

Press Release: HP/StrataCom Success Story

Success Story for Carlson Wagonlit Travel

"We went through an extensive evaluation to find a vendor who could understand the legacy system we had in place, and who had the expertise we needed in Service Manager. We found the StrataCom engineers to be very knowledgeable and responsive."

-Laura Dale, Team Lead, Carlson Wagonlit Travel Service Management

To read this detailed success story about the Carlson Wagonlit's journey from ServiceCenter to Service Manager, [click here](#).

StrataCom
www.stratacominc.com

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About StrataCom

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 Asset-Center, we would be thrilled if you would consider us!

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

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