



January 2010

StrataCom
www.stratacominc.com

Tech Tip

Latest Service Manager White Paper

Visit our website to access white papers authored by our senior Service Manager/ServiceCenter consultants. One of our latest whitepapers is:

Alerts in Service Manager, [click here](#).

To view our consultant blog, [click here](#).

Pre-recorded online demo of 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, [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.

StrataCom to Attend HDI 2010

The next Help Desk Institute conference is scheduled for March 16-19 in Orlando, FL and StrataCom is excited to be attending again!

If you are planning to attend, please stop by our booth. We always appreciate and welcome the opportunity to meet our clients and potential clients face to face! We will also be giving away an iPod touch to one lucky winner.

For more information on HDI 2010 and our attendance, please contact Laura Walker at 701-232-5697x27 or lwalker@stratacominc.com

You may also visit the official HDI 2010 website, [here](#).

- In this issue:**
- Tech Tip
 - Service Manager 7.1 Free Demo
 - StrataCom to Attend HDI 2010
 - About StrataCom

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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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