



February 2010

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:

Contact/Operator Integrations into Service Manager, [click here.](#)

StrataCom Achieves Gold Partner Status

StrataCom is being promoted to Gold Partner status with Hewlett Packard beginning in February 2010. StrataCom is moving from silver to gold partnership after meeting specific requirements surrounding revenue and certifications. With extensive industry experience dating back to 1997, StrataCom is a leading expert within the HP Service Management World.

"StrataCom is honored with the recognition shown by HP in promoting us to the level of Gold Partner. We consistently perform at the highest level for our customers and will continue building and nourishing our relationship with HP." -Steve Jones, StrataCom-

HDI 2010: March 16-19

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 walker@stratacominc.com

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

StrataCom

www.stratacominc.com

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HP Software Web Events: Tech Talk

HP has made it notably more convenient to get a better technical understanding of HP Software products. You now are able to access a variety of presentations and product demonstrations whenever you have the time.

If you are not aware of this, please check it out. Go to www.hp.com/go/techdemos Note the drop down for different dates.

Get a technical understanding of HP Software Products:

- See presentation, product demonstration and engage in Q&A
- Presented by one of our HP Software Solution Architects
- Sessions are 60 minutes and reoccur live weekly
- All sessions start at 10:00am PT/ 1:00pm ET

www.stratacominc.com

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To view past StrataCom newsletters,

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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

