



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:

Designing for the Service Manager Web, [click here.](#)

StrataCom Achieves Gold Partner Status

StrataCom has been promoted to Gold Partner status with Hewlett Packard as of February 2010. 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

StrataCom to Present at HP Software Universe

StrataCom will be presenting two IT Service Management focused sessions in cooperation with our clients at the HP Software Universe 2010 Conference. Please be sure to attend by registering for the following valuable and informative sessions:

Title: Volkswagen Credit: Moving from HP ServiceCenter to HP Service Manager with a shiny new Service Catalog
Primary Speaker: Cheryl Falk Novak, Application Support Analyst, Volkswagen Credit
Co-speaker: Tony Stauss, HP ITSM Consultant, StrataCom
Eric Krueger, Principle Consultant, StrataCom
Schedule: Tuesday, 6/15/2010, 5:00 pm

Title: UnitedHealth Group: lessons learned from a very large-scale HP Service Manager migration and implementation
Primary Speaker: Eric Krueger, Principle Consultant, StrataCom
Co-speaker: Tim O'Neil, Technical Manager, UnitedHealth Group
Schedule: Thursday, 6/17/2010, 9:00am

In this issue:

- Tech Tip
- Gold Partner Status
- StrataCom to Present at HP Software Universe 2010
- HP Software Web Events
- About StrataCom

Business

Development

Team

Laura Walker

Director, Business Development

701-232-5697 x27

lwalker@stratacominc.com

Rebecca Daigle

Business Development Manager

701-232-5697 x24

rdaigle@stratacominc.com

Attendees of each session will have the opportunity to sign up for a \$50.00 gift certificate to Best Buy. The winner will be selected by a random drawing at the close of each session.

Learn more on the HP Software Universe featured track sessions, [here](#).

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
-

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.

Thirteen 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

www.stratacominc.com

Contact Us About:

License Quote

Professional Services

Website

To view past StrataCom newsletters,

[CLICK HERE.](#)

Corporate Office:

1316 23rd Street South

Fargo, ND 58103

Phone: 877-880-5697

Satellite Offices:

Denver, CO

Cape Coral, FL

Duluth, MN

Stevens Point, WI

Sioux Falls, SD

