

June 2010 Edition

## 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:

'Read Only' Issues, [click here](#).

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

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## 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 relationship with HP." -Steve Jones, StrataCom-

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## StrataCom Attended the HP Software Universe 10'

StrataCom attended the annual HP Software Universe Conference in Washington D.C. this month. We were encouraged by the strong level of interest and commitment attendees showed to HP Service Manager. StrataCom wants to thank all attendees who were in attendance for our speaking sessions and who stopped by our booth. We thoroughly enjoyed meeting you and would love to visit with you again at next year's HP conference!

To learn more about HP Software Universe 2010, [click here](#).

**StrataCom**

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

#### In this issue:

- Tech Tip
- Gold Partner Status
- StrataCom/HP Conference
- HP ITSM Blog
- HP Software Web Events
- About StrataCom

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## ITSM Blog: HP IT Service Management

HP is hosting their very own ITSM forum titled, "ITSM Blog—HP IT Service Management" , please do take a minute to check it out if you have not done so already!

To access the site, [click here](#).

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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](http://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
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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.

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

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