

August 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:

'Adding Conditions to a Link Record in HP Service Manger', [click here](#).

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

Pre-recorded online demo of Service Manager 9.2

HP Service Manager 9.2 has been released! If you'd like to learn more about which features and functionality have been added and improved, please contact our sales team for more information. If you are interested in a free demonstration, [click here!](#)

To view additional information on Hewlett Packard's Service Manager solution, visit the official website, [here](#).

StrataCom's Upgrade Services to Service Manager 9.2

StrataCom is perfectly positioned to upgrade ServiceCenter and Service Desk clients to Service Manager. Having completed several upgrades in 2009 and 2010, we have learned the gaps and can put together an accurate quote to successfully upgrade your environment.

Chicago—Vivit User Group Event

StrataCom is leading the Chicago Vivit chapter and will be hosting the Vivit ITSM User Group Event for HP Service Desk/ServiceCenter/Service Manager Clients in Naperville, IL.

This user group event will take place on Wednesday, September 8th, 2010 from 10:00am - 4:00pm. The ITSM focused agenda will include presentations from HP, as well as other companies, and will have open forum discussions for users and/or HP Partners. We hope you will be able to join us!

To register for this event, please visit the official Vivit website, [HERE](#).

For more information, feel free to call Laura Walker at 701-232-5697x27

StrataCom

www.stratacominc.com

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StrataCom's iPod Drawing and Prizes

StrataCom will be in attendance for the itSMFusa Fusion 2010! The conference will be held on September 19—22 in Louisville, Kentucky. This year we will be giving away exciting prizes including an iPod Touch!

Stop by, visit with our StrataCom team at our booth and be sure to register for our iPod drawing and get qualified to win a number of our giveaway prizes!!

To learn more about Fusion 10', click [here](#).

StrataCom at HDI Service Management Conference

StrataCom is also pleased to be attending the HDI Service Management 2010 Conference on October 6—8, in Miami, Florida!

If you are planning to be in attendance, please visit us at our booth. We always welcome the chance to meet individuals from the ITSM world!

Once again, we will be giving away another iPod Touch to one lucky winner!

For more information on our attendance, please email Laura Walker at 701-232-5697x27 or walker@stratacominc.com

To learn more about HDI Service Management 2010, [click here](#).

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](#).

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

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 AssetCenter, we would be thrilled if you would consider us!

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

www.stratacominc.com

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