

July 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:

'Tab Issues Starting', [click here](#).

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

New York City—Vivit User Group Event

StrataCom will be co-hosting an upcoming Vivit ITSM User Group Event for the HP Service Desk/ServiceCenter/Service Manager Clients in the big apple next month!

This user group event will take place on Thursday, August 26th, 2010 from **9:00am - 4:00pm**. The ITSM focused agenda will include presentations from other users, partners, and HP regarding "What's New in Service Manager 9.2" We hope to see you there!

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

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

In this issue:

- Tech Tip
- New York City—User Group Event
- Chicago—User Group Event
- Minneapolis—User Group Event
- StrataCom/Fusion 10' Conference
- HP ITSM Blog
- HP Software Web Events
- About StrataCom

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Minneapolis—HP User Group Event

If you are located in the greater Minnesota area, please join us at the upcoming HP ITSM user group event! This event will be held on Friday, August 20th, 2010 from 9:00am - 4:00pm at the Se- curian headquarters in St. Paul, MN.

The agenda will include informative presentations on "Service Manager 9.2" and Reporting Options that are available to you and your ITSM team! To register for this upcoming user group event, [click here](#).

You can visit the HP MN ITSM official website, sponsored and hosted by StrataCom below:

<http://mnhpitsmusergroup.com>

For more information, contact Laura Walker at 701-232-5697x24 or lwalker@stratacominc.com

StrataCom to Attend Fusion 10' Conference

It 's almost that time of year again and the annual itSMFusa Fusion 10' Conference is just around the corner. StrataCom is enthusiastic about being in attendance for the second year in a row! Fusion 2010 is scheduled for September 19 - 22 in the attractive city of Louisville, KY.

If you are planning to attend, please be sure to stop by our booth. We consistently appreciate and welcome the chance to meet our clients and potential clients in person! We again will be giving away an iPod Touch to one lucky winner.

For more information on the Fusion 10' Conference and our attendance, please contact Laura Walker at 701-232-5697x27 or lwalker@stratacominc.com

To visit the official Fusion 10' website, 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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