

September 2010

StrataCom

www.stratacominc.com

## 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:

**Unlocking the Database, [click here.](#)**

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

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## 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.

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## Virginia—Vivit User Group Event

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

This user group event will take place on Thursday, October 14th, 2010 from 10:00am - 4:00pm. The ITSM focused agenda will include several HP Service Manager and ITSM reporting presentations! In addition, we 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 or to view the agenda in detail, please visit the official Vivit website, [HERE.](#)

Please note that this event will be available via Webex. Please call Laura Walker for the links. For more information, feel free to call Laura Walker at 701-232-5697x27 or [walker@stratacominc.com](mailto:walker@stratacominc.com)

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## Dallas, TX—Vivit User Group Event

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

This user group event will take place on Wednesday, October 27th, 2010 from 10:00am - 4:00pm. The ITSM focused agenda will include several HP Service Manager and ITSM reporting presentations! In addition, we 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 or to view the agenda in detail, please visit the official Vivit website, [HERE](#).

Please note that this event will be available via Webex. Please call Laura Walker for the links.

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## Houston, TX—Vivit User Group Event

StrataCom will be hosting the second Texas Vivit ITSM User Group Event for HP Service Desk/ServiceCenter/Service Manager Clients in Houston, TX.

This user group event will take place on Thursday, October 28th, 2010 from 10:00am - 4:00pm. The ITSM focused agenda will include several HP Service Manager and ITSM reporting presentations! In addition, we 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 or to view the agenda in detail, please visit the official Vivit website, [HERE](#).

Please note that this event will be available via Webex. Please call Laura Walker for the links.

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## StrataCom Attended the itSMFusa Fusion 10'

StrataCom attended the itSMFusa Fusion 10' conference in Louisville, KY this month. Thanks to all who stopped by our booth and visited with our friendly staff. We always welcome the chance to meet with attendees. Please stop by again next year!

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

## StrataCom Headed to Miami!

Next week StrataCom will be heading to Miami for the HDI Service Management Conference and Expo. This is the first time that we will be in attendance for this conference and we are excited to be going!

If you will be in attendance, please stop by our booth to visit with our team and register for our drawing. You could become the lucky winner of a brand new iPod Touch! We will contact the winner by cell phone or email at the closing of the exhibit hall. We hope to see you there!

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

For more information on our attendance, please email Laura Walker at 701-232-5697x27 or [walker@stratacominc.com](mailto:walker@stratacominc.com)

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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
- 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

### Contact Us About:

[License Quote](#)

[Professional Services](#)

[Website](#)

To view past StrataCom newsletters,

[CLICK HERE.](#)

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