

StrataCom Expertise

HP Service Manager
HP ServiceCenter
HP Asset Manager
HP AssetCenter
uCMDB
DDM
Decision Center

“StrataCom’s business model revolves around one core concept: customer service. As a company, we succeed by providing graceful and workable solutions for technology’s most difficult challenges.”

Steve Jones, President

Contact Us

Laura Walker

Director, Business Development
701-232-5697 x27
lwalker@stratacominc.com



StrataCom Profile

StrataCom is a Hewlett Packard Gold Partner specializing in HP’s IT Service Management Solutions. StrataCom has provided professional services for a long list of Fortune 500 clients since 1997. With over a decade of IT Service Management experience, most of which have concentrated on HP Service Manager and legacy solutions, our mastery of this technology greatly benefits our clients who look to us to successfully move their visions from concept to reality.

Advantages of Engaging StrataCom

StrataCom employs a full-time staff of 12 consultants specializing in HP Service Manager. We are not generalists. Our team has combed the country for the very best consultants specializing in HP Service Manager.

- StrataCom’s senior consultants have 10-25 years of experience within the ITSM industry, focused on HP Service Manager since 2001
- We rely on our W-2 staff as our resources are tried and true
- Many of our consultants began their careers working on a help desk and are well versed in the business process behind these tools
- StrataCom’s staff consultants possess both technical skill sets and refined communication skills
- When multiple consultants are engaged, StrataCom has the advantage as our consultants are accustomed to working together gracefully
- StrataCom’s team serves as an invaluable internal knowledge base
- StrataCom has completed hundreds of projects focused on HP Service Manager and legacy solutions
- StrataCom offers a full-range of references surrounding a variety of ITSM projects

StrataCom’s Services

- Implementations
- Customizations/Enhancements
- Upgrades
- Project Management
- Integrations
- Database Conversion
- ITIL Process Consulting
- Managed Services
- Business Process Consulting
- Remote Administration
- Reporting and Metrics

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StrataCom at a Glance

- Headquarters location: Fargo, ND
- Company size: 17 employees
- Offices located in: North Dakota, South Dakota, Minnesota, Wisconsin, Virginia, Florida, New Mexico
- Expertise: HP Service Manager, HP Asset Manager, uCMDB, DDM, Decision Center, HP AssetCenter (legacy), HP ServiceCenter (legacy), HP Service Desk (legacy)
- Areas of Operation: Serving clients across the country and internationally
- Regularly engaged by HP Professional Services to service Fortune 500 HP clients
- Only HP ITSM partner that operates HP Service Manager user groups across the country through Vivot, the official HP User Group Community
- Presents at the annual HP Conference annual at the request of HP

StrataCom Clients

- PepsiCo
- Discover
- Liberty Mutual
- UnitedHealth Group
- Discover
- Liberty Mutual
- UnitedHealth Group
- Eli Lilly
- JP Morgan Chase
- WellPoint Insurance
- FedEx
- Volkswagen Credit
- University of Minnesota
- Carlson Companies
- GMAC Insurance
- Giant Eagle
- Valero Energy
- Kohler
- Boeing
- US Bank
- US Air Force
- US Army
- Blue Shield of California
- Los Angeles County
- Hyundai/Kia
- Department of the Interior
- General Motors
- US Department of Justice
- DTE Energy
- Caterpillar
- Sprint
- Many more...