



BEYONDSOFT

QUICKSTART SERVICES for HP SERVICE ANYWHERE

THE CHALLENGE

You've made the decision for HP Service Anywhere and now want to move forward. But how? What's the most efficient way to get to production? And will you be ready internally to support it?

We can help accelerate time-to-production and deliver risk free with Beyondsoft *QUICKSTART* for HP Service Anywhere.



Beyondsoft *QUICKSTART* for HP Service Anywhere is a fixed-price, low-cost starter service to maximize value and get you up and running quickly. Guaranteed.

THE SCOPE

Here's what you get with *QUICKSTART* for HP Service Anywhere:

- ✓ **Incident / Problem / Change** management that leverages out-of-box workflows and **ITIL v3** best practices
- ✓ Loading of your reference data
- ✓ eMail and LDAP **integration**
- ✓ Configuration of **self-service ticketing**
- ✓ Team mentoring, **training** and knowledge transfer
- ✓ **Documentation**
- ✓ Project Management
- ✓ Go-Live & 30-day post production **support**

Beyondsoft *QUICKSTART* Services will have HP Service Anywhere configured and ready for deployment in 30 days. Guaranteed.

QUICKSTART STEPS

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| Training | Get your team up to speed on HP Service Anywhere with the goal of being self sufficient post-deployment as quickly as possible. |
| Planning | We'll work with you to review your current environment, integrations, internal team and develop a project plan that you can use to track project status. |
| Design | We'll configure HP Service Anywhere to your needs, load the user accounts and implement any in-scope changes to process flows & forms. |
| Transition | Get ready to go-live! We'll support user testing to ensure the system is functioning as expected and don't worry, we'll be there to support you for 30 days after to answer any questions. |
| Documentation & Knowledge Transfer | You'll be working with us every step of the way so your administrators and IT staff will be familiar with the system. We'll give you documentation of any configurations and we'll run through some typical scenarios to ensure you have the skills to maintain the system. |

WHY HP?



Codeless configuration

- Simple graphical interface to modify process flows
- No programming knowledge required
- Retains custom configuration for seamless upgrades



Social service desk

- Embedded chat and IM features
- Context-based real-time collaboration
- Close tickets faster with better success



Leverage SaaS

- Rapid and scalable implementation
- Minimized capital expenditures
- Seamless, automatic upgrades

WHY BEYONDSOFT?

15+ years working with companies of all sizes to deploy, integrate, upgrade, report and support their mission critical IT Helpdesk solutions.

With one of the largest IT Service Management practices in North America, we'll help you cross the finish line in record time. **Risk free.**

v2.2.0

For more information please contact us at ITSM@beyondsoft.com
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