

QUICKSTART for HP SERVICE MANAGER

THE CHALLENGE You've made the decision to deploy HP Service Manager and 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-value and deliver risk free with SuMO QUICKSTART for HP Service Manager.



“Thank you for your great help once again. You demonstrated that you are the best partner our team has had in regards to HP Service Manager”

WHAT IT IS SuMO QUICKSTART for HP Service Manager is a fixed-price, low-cost starter service designed to accelerate time-to-value by getting you up and running quickly. Guaranteed.

HOW IT WORKS By leveraging out-of-box workflows and our implementation methodology - an agile & iterative approach based on HP best practices and our deployment experience – we can deliver quicker, for less.

SCOPE Here's what you get with QUICKSTART for HP Service Manager:

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



SuMO *QUICKSTART* Services will have HP Service Manager configured and ready for deployment. Guaranteed.

certified | experienced | professional | responsive

QUICKSTART STEPS

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|------------------------------------|---|
| Planning | We'll work with you to review requirements, integrations, training needs and develop a project plan that you can use to track project status. |
| Training | Get your team up to speed on HP Service Manager with the goal of being self sufficient post-deployment as quickly as possible. |
| Design | We'll configure HP Service Manager 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 post-production 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. |



**HP Software
Gold Business Partner**



WHY SuMO?

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. Guaranteed.

V2.1.0

* Ask your account executive for details

For more information please contact us at solutions@hireSuMO.com or visit hireSuMO.com/forhp

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