

Concerned
about making the
leap to Service
Manager?



...AMP just made it
easier than ever.

Upgrading to HP Service Manager Just Got Easier

Key Benefits:

- » Be on a fully supported version
- » Extensive out-of-box preconfigured ITIL v3 capabilities
- » Better alignment with the business
- » Powerful self-service functionality
- » More functionality than your current license entitlement
- » Leverage newer technology such as web services
- » Protects your investment

AMP's RAMPed Migration Takes the Pain Out Upgrading

You know you have to move from your current version of HP Service Desk or ServiceCenter. At AMP, we realize that you're concerned with the cost of a migration, the impact to your users of learning a new system and the overall disruption to your support organization. Working with HP, we now have the solution which is sure to make a splash!

The RAMPed Service Manager Migration Bundle is comprehensive solution that converts existing licenses to SM9 and delivers services, training, and support in a cost-effective, compact engagement.

How is a RAMPed Migration Different?

To support migration projects and simplify efforts, we have developed a set of best-practice migration tools that allows AMP to stand Service Manager 9 up in an unprecedented 21 days!

NOBODY else provides a fully implemented Service Manager system in this time frame at our price point. How does AMP do that when no one else can?

We leveraged over 100 years of combined ITSM experience and history as a Service Manager leader. RAMPed makes moving from previous versions of HP's ITSM products less complex with a shorter time to value.



Service Manager 9 has been developed with ITIL v3 in mind. Now that many customers are starting to prepare for uptake of new processes, it is good to know that SM9 is providing an option to configure it along ITIL v3 process and terminology, making it perfect to support your ITIL v3 implementation projects.



The RAMPeD Migration from AMP gives you confidence, integration, automation, and the fastest ROI available!

In just 21 days....

You have a new consolidated service desk. Everything needed to transform your service delivery is included!

Pre-delivery preparation – In advance of the delivery of Service Manager RAMPeD, documentation is provided that details what is needed including license conversion; forms to be completed by the customer. Documentation is reviewed and discussed with the customer to ensure that the planned implementation will meet the customer’s needs. A SOW is then prepared that defines the scope and deliverables of the implementation.

Installation Guidance and Support – Customer installs all hardware components prior the event. AMP provides guidance and support with installing the basic application.

Configuration and Data Setup – AMP delivers a preconfigured system that includes workflows, formats, reports and role-based access. Customer specific configuration using out of box capabilities will be assessed and performed according to the SOW, which will include data imports, and simple modifications to preconfigured attributes and user forms.

System Administration Mentoring & Training – Throughout the implementation the AMP Consultant works closely with the customer to transfer knowledge on best practices for system configuration techniques and maintenance.

Service Manager RAMPeD Migration Package

- » HP Service Manager License Conversion
- » RAMPeD Best Practice Bundle
- » Configuration and Data Setup
- » Migration of Core Data Tables
- » Training/Knowledge Transfer

Bundle Price: \$30,000 USD*



Additional RAMPeD Options*

- » Existing SD/SC Ticket Data Migration
- » Knowledge Management
- » Request Management
- » Service Catalog
- » Integration with 3rd party applications

Related HP Products:

- | | |
|-------------------------------------|----------------------|
| HP Asset Manager | HP Release Control |
| HP uCmdb Solution | HP Client Automation |
| HP Discovery and Dependency Mapping | HP Server Automation |

*Pricing includes applicable HP Connector licenses, Inventory Mapping and bi-directional integration. Prices do not include inventory licenses which must be purchased or already licensed. Additional options are available upon request.



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