



HP Service Manager 7 Migration Experience

The HP next-generation IT Service Management solution is the industry-leading consolidated IT service desk.

Contact Us:

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Experience That Counts

Advanced MarketPlace consulting teams have completed dozens of successful Service Manager 7 implementations and are ready to put that expertise to work for you. If you are driving a complex international help desk consolidation project or just need to open data silos that are down the hall from each other, our seasoned and experienced Service Manager team has the experience that counts.

Your needs are unique, so are the solutions offered by Advanced MarketPlace. Our deeply experienced and expert team of dedicated HP Service Manager specialists will work with you every step of the way to make your project successful and deliver the business results that you require.



Why choose Advanced MarketPlace and HP?

» **Credibility you can trust.**

HP selected Advanced MarketPlace to be the Service Manager 7 training partner world-wide.

» **Experience you can rely on.**

12+ years in ITSM software consulting and education.

» **Timelines you can count on.**

AMP is a Service-centric organization that delivers true value and has a 100% go-live rate.



Real-world Recent Migration Experience:

Large energy customer –

- » This upgrade from Service Manager 7.0 to Service Manager 7.11
- » Included new implementation of Problem Management, Knowledge Management and Change Management Modules, with Service Catalog right behind Change Management
- » Integrations Contacts are loaded from the customer HR system directly through Oracle procedures on the backend and inbound e-mails come into the system via Connect-It
- » From the top, an AMP Sr. Consultants (also a trainer) conducted a tailored Service Manager class mixing elements of the Essentials and Advanced classes
- » The joint project team (including AMP) decided on modifications based on business need, cost of modifications and ease of maintenance. They came to a comfortable compromise between out of box capabilities and business requirements that required some product customization to mesh with existing processes
- » Knowledge transfer activities occurred throughout the implementation as well as during focused sessions after production cutover activities were completed

International Food Manufacturer -

- » The project for this customer consolidated two disparate service management systems (ServiceCenter 5.x and Service Desk 4.5) into a single, internationally used Service Manager 7 system
- » The Service Management system was developed and deployed in a Unix environment with an Oracle database
- » The Interaction, Incident, Problem, Configuration, Change and Service Level Management modules were implemented
- » In addition to the Service Manager application, integrations were developed including:
 - Asset Manager to Service Manager via Connect-It
 - Service Manager to TelAlert for paging
 - Custom Java applet that provides a real-time Incident/Change integration
- » Advanced MarketPlace conducted detailed requirements analysis, application and integration design, application and integration development, created data migration strategies, assisted with comprehensive testing, conducted train-the-trainer sessions and provided mentoring, provided system documentation, and supported the pilot and production rollouts

Large financial institution –

- » This implementation began in February 09 and will continue until EOY '09
- » It involved the elimination of multiple systems including Service Desk, ServiceCenter and small systems for requests (Domino, etc.)
- » Phased rollout which began with Problem Management allowed the customer to get the foundational Service Manager system set up with all the core tables with minimal impact to users
- » Once Problem Management was completed and the foundation system was established, the customer moved to Configuration and Change Management
- » Phase 2 is Incident Management – which is a bigger business risk and has involved both Gap Analysis activities as well as detailed requirements sessions
- » Had the added complexity of moving the outsourced Tier I onto the new SM7.10 implementation. To date, Problem, Configuration and Change have been delivered with Incident scheduled for mid November. Service Catalog and Request Management configurations are in progress today and scheduled to go live in Feb '10
- » The biggest challenges have been gathering requirements from stakeholders that were at differing levels of readiness to move to the new corporate tool. The key to this has proven to be early involvement and teaming with these stakeholders rather than a 'forced' approach

HP Service Manager 7 base Modules:

HP Service Management Foundation
HP Service Manager Help Desk

HP Service Manager 7 Add-On Modules:

HP Service Manager Change Management
HP Service Manager Service Level Management
HP Service Manager Request Management
HP Service Manager Knowledge Management
HP Service Management Service Catalog