

*If providing excellent IT service
feels like trying to scale a
mountain wall...*

*...Perhaps you're
using the wrong
tools.*

HP Service Manager

Rapid Advanced MarketPlace Delivery (RAMPeD)

Advanced MarketPlace can expedite the time to value with a RAMPeD solution and make the climb easier. Now you can have a world class HP Service Management solution with out-of-box best practice processes and lose the heavyweight implementation.

Blaze a New Trail!

For years, mid-size enterprises have had to compromise on what tools they use to deliver IT Services. Either implement a niche solution to limit the cost of the investment at the expense of features, scalability, extensibility, integration and automation as well as the uncertainty of the niche vendor's long term viability. Or, purchase an enterprise class product that would grow with their organization but face expensive licensing and long, costly implementations that drained an already tight budget. Now there is a third option available to the mid-size enterprise that leverages the best of both. The HP Service Manager RAMPeD Bundle outperforms any product on the market with a best practice, ITIL centric implementation built-in. In 21 days, your organization can have a new ITSM solution that changes the game without breaking the bank. The bundle delivers:

Key Benefits:

- » ITIL-centric, best practice solution up and running in 21 days
- » Enterprise class product without an enterprise cost to implement
- » Solution that can grow with your company
- » End user self-service out of the gate
- » Training included

- » Employee Self-Service Ticketing
- » Service Desk
- » Incident Management
- » Problem Management
- » Change Management
- » Forward Schedule Of Changes
- » E-mail Integration & LDAP Authentication
- » Asset And Configuration Management

Because Service Manager RAMPeD is built on the full HP Service Manager platform, the system can grow over time with your organization and include other optional features, such as:

- » Additional Help Desk Seats
- » Knowledge Management
- » Autodiscovery/Inventory Solution Integration
- » Service Catalog
- » And Much More...



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; 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 and 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 Bundle

- » HP Service Manager Starter Suite
- » 25 Named Licenses of Foundation, Help Desk Solution and Change Management Suite
- » RAMPeD Best Practice Bundle
- » Configuration and Data Setup
- » Training/Knowledge Transfer

Bundle Price: \$70,000 USD*

Additional RAMPeD Options**

- » HP DDMi Inventory Connection – \$8000 USD
- » Symantec (Altiris) Inventory Connection – \$16,000 USD
- » MSFT SCCM Inventory Connection – \$16,000 USD
- » LANDesk LDMS Inventory Connection – \$16,000 USD

* Maintenance not included **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.

