



# ITSM Product Offerings



## ENABLING YOUR PROCESSES WITH ITSM TOOLS

### Introduction

The selection, implementation and management of IT Service Management (ITSM) tools significantly influence the projected IT process maturity levels. At the same time your IT staff's performance increases dramatically when working with the right set of ITSM tools and technology.

Ever since the introduction of ITIL® the tool vendor community has invested vast amounts of money to better support ITIL's best practices. Some have done a better job than others so far. InterProm USA has monitored this market segment since 1992 to advise our customers and assist them with the implementation of best possible tool solution.

### What do we offer to help you?

We assist our customers in multiple ways with our **ITSM Product Offerings** (some will be announced soon):

- InterProm USA's has certified consultants on its team to help you with the implementation and integration of:
  - ClearCost®
  - HP Service Center®
  - HP Service Manager®
  - HP BTO
  - IBM Tivoli CCMDB®
  - Westbury USA®
- Through our preferred business partner network we are also able to refer you to experienced resources to help you with the implementation of competing ITSM products such as:
  - Axios Assyst®
  - BMC Patrol®
  - BMC Remedy®
  - CA Unicenter®
  - FrontRange ITSM®
  - InfraEnterprise®
  - Marval ISM®
- InterProm USA is a proud reseller of the following ITSM products:
  - ClearCost®
  - HP BTO®
  - IBM Tivoli®
  - iET IT Service Management®
  - Managed Objects®
  - Mirror42®
  - Orsyp®
  - Westbury USA®

### Combined Process and Tool Expertise

Our customers have recognized the importance of having combined ITIL process and ITSM tool expertise available when starting the ITIL journey and while going down the road of continuous process and service improvements. Making use of ITSM consulting firms lacking this combined hands-on expertise has slowed down many ITIL practitioners' growth in process maturity. Examples exist of multi-million dollars of wasted investments...

### End-to-End ITSM Tool Architecture

Implementing ITSM products impacts deeply any IT organization. ITSM products help managing the business of IT and are as such business critical applications. The dependency of the IT and the business on ITSM products can therefore not be overrated. IT organizations that have recognized the importance of ITSM products within their tool architecture strive for end-to-end architectures that allow full insight at any given time in the performance of the IT services, the IT organization, and the supporting IT tools and technology.

InterProm USA designs and implements these end-to-end ITSM tool architectures driven by the business needs and service and process requirements.

The first step you take to also benefit from our **ITSM Product Offerings** is to contact us. After having determined your needs we will make you an offer that will enable you making a quality decision how to best benefit from our ITSM services.

**Please contact us for more information.**

### Why InterProm USA?

- InterProm USA is one of the very few ITSM firms that combine its ITIL process training and consulting expertise with implementing ITSM tool solutions for more than a decade.
- Our customers directly benefit from our ITSM tool implementation project library and experience we have built over the years
- We use our own ITIL and ITSM tools certified consultants
- Since its inception in 1992, InterProm has monitored the ITSM tool vendor market as well as implemented ITSM solutions of all the major players in the ITSM market.