



## ServiceCenter Software and Services Delivered for \$94,500

Are you looking for a way to automate service center management? You can deploy HP OpenView ServiceCenter quickly and effectively using Evergreen's Quick Start Initiative (QSI) for only \$94,500.

No one knows your service center management needs better than you do. By working with us you can have ServiceCenter up and working quickly. It's fast, it's proven and it works.

### ServiceCenter QSI: Service Support Foundation

ServiceCenter Service Support Foundation core includes:

- Configuration Management
- Service Management
- Incident Management
- Report Analytics
- Integration Connector

Our QSI gets you operational quickly and accurately by helping you gather configuration, security and supporting data, using pre-deployment checklists that help:

- Identify roles and responsibilities.
- Highlight server and database requirements.
- Drive key system configuration decisions.
- Pinpoint critical workflow issues.
- Gather and configure data in preparation for input.

### Once on site, we work with you on:

- *Business Process Alignment*, which ensures that project goals are aligned with essential business processes, as our process consultants works with executives, key management and others to establish the project's ROI. Includes executive workshops, a baseline of current operations and development of evaluation methods and success metrics.
- *Project Implementation*, where we come on site to perform implementation, guiding you each step of the way, based on ITIL standards, industry best practices and our knowledge and experience with what works best for your industry.
- *Testing and Quality Assurance*, which culminates in rigorous testing and QA prior to system deployment.
- *Knowledge Transfer and Project Completion*, where all engagement data is tracked against metrics and deliverables.

### Pricing

- *ServiceCenter QSI: Service Support Foundation Module Fixed Price Implementation* that includes 5 Named Seats and an additional 5 Floating Seats: **\$94,500**

Add-On Modules Are Priced Separately\*:

- Change Management
- Problem Management
- Service Level Management
- Request Management
- Asset Contract Management

*\*Contact your Evergreen representative for Add-on pricing.*

### Get a Jumpstart on ServiceCenter Management

If you've been looking for a way to implement service center management, quickly, on schedule and within budget, the ServiceCenter QSI program is tailored to fit your needs. Jumpstart the process with a program that combines planning, software and business process alignment with guaranteed on-budget implementation. Contact us for more information on combining Evergreen's IT best practices process improvement with HP's best of breed ServiceCenter management software.

### About Evergreen Systems

Evergreen Systems provides IT process improvement services ranging from strategy and planning to design and implementation. We make sure that what gets planned, gets done.