

# HP Service Anywhere Quick Start

Accelerating time to value



## HP Platinum Partner

ResultsPositive is a leader in Strategy Planning, and Governance, Cloud & Automation, Operations Management, Mobility, Application Lifecycle Management, and Business Intelligence solutions to medium sized and Fortune 500 companies.

As both an HP Specialist Partner and HP ASMP-S Support Provider, ResultsPositive has the experience and services necessary to turn complex IT processes into tangible business solutions.

## Why ResultsPositive?

Results Delivered

- Reduce implementation time and costs up to 50%
- Accelerate usage and organizational adoption
- 100% customer satisfaction

## Quick Start Program Summary

Accelerate implementation through ResultsPositive's unique Quick Start Program. The Quick Start Program provides organizations with the ability to quickly get access to HP's leading Service Anywhere solution self-service discovery and reporting analytics.

## Key Benefits

With the Quick Start Program, ResultsPositive is able to reduce total implementation time and costs by up to 50% from the standard implementation approaches.

## Quick Start Program Details

The Quick Start Program is a 3 week program to setup, implement, and conduct knowledge transfer sessions for organizations looking for quick time to value in implementing HP's Service Anywhere solution. Program details include:

### Solution Design

- Review and confirm solution requirements
- Define and design Employee Self Service experience
- Define and design minor updates to Interaction, Incident, and Problem forms
- Design role base dashboards using OOTB components

## Solution Configuration

- Personalize solution with customer logos and colors
- Tailor Interaction, Incident, and Problem forms
- Setup and integrate with LDAP/AD for system access
- Setup defined role based dashboards
- Setup Employee Self Service end user portal with 3 to 5 categories, services, and offerings

## Solution Setup & Data Loading

- Setup and activate Service Request Mgt, Incident Mgt, and Problem Mgt capabilities
- Setup Service Desk and End User request notifications
- Load employee, location, and group data
- Load initial CI's / integrate with UD / CMDB

## Knowledge Transfer Services

- "How To" walkthrough of HP solution capabilities for Service Desk team members
- Review Employee Self Service capabilities for end users
- Discuss best practices for Top Topics and Problem analytics

