USU

ITSM Starter Package

Ready in 5 Weeks

The ITSM starter package was developed to provide medium-sized and large companies with a quick and uncomplicated introduction to USU IT Service Management. Because an ITSM project does not have to be lengthy, complex and intransparent. That is why we have developed the ITSM starter package with our ITSM consulting experts. Within 5 weeks, we want to enable every customer to get started with their new ITSM tool.

Start with a Fixed Price in 3...2...1

"Ready in 5 weeks" means guaranteed conditions for the consulting services for your ITSM project with USU. The starter package thus offers planning security for the start of the project and budget security for your IT project manager.

Your benefits at a glance:
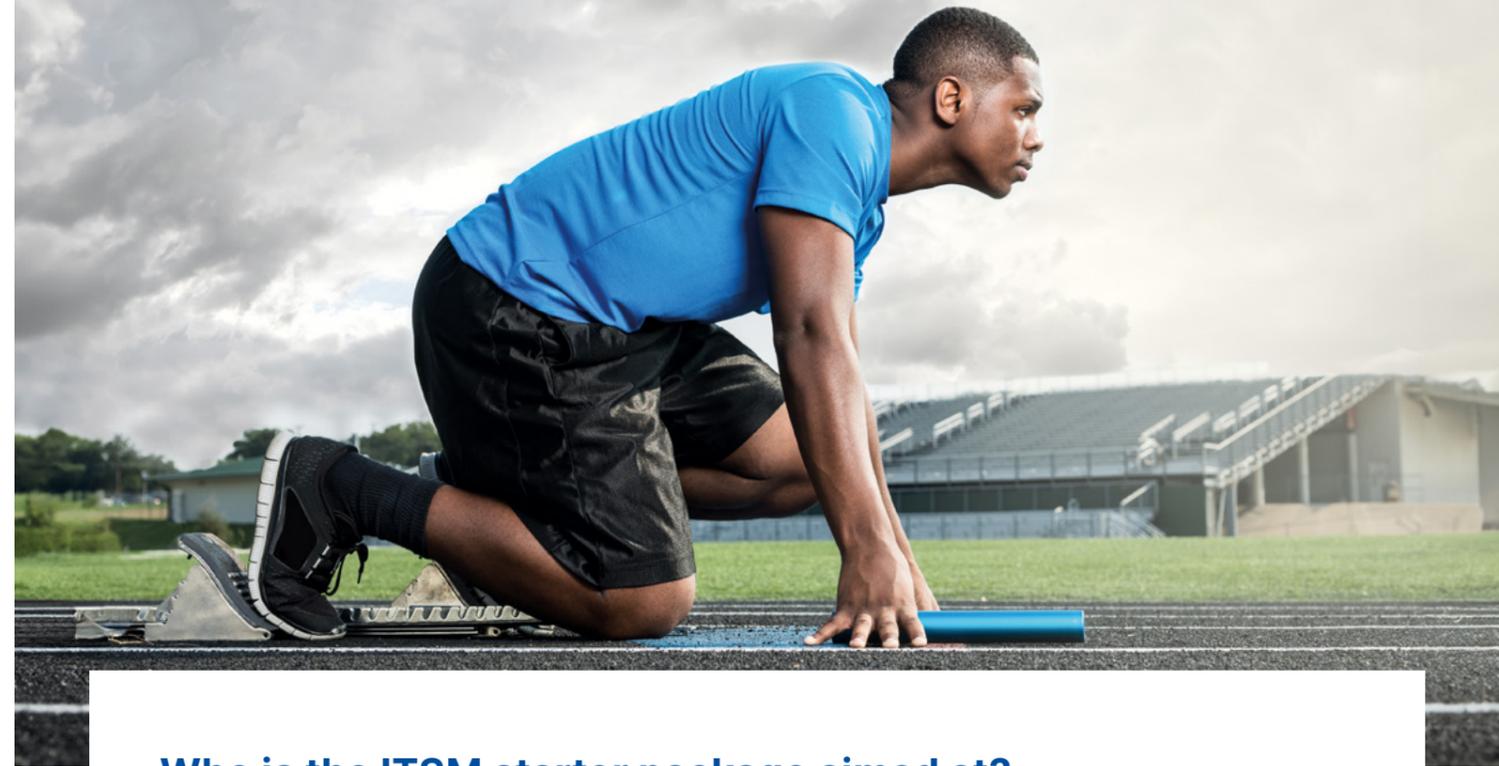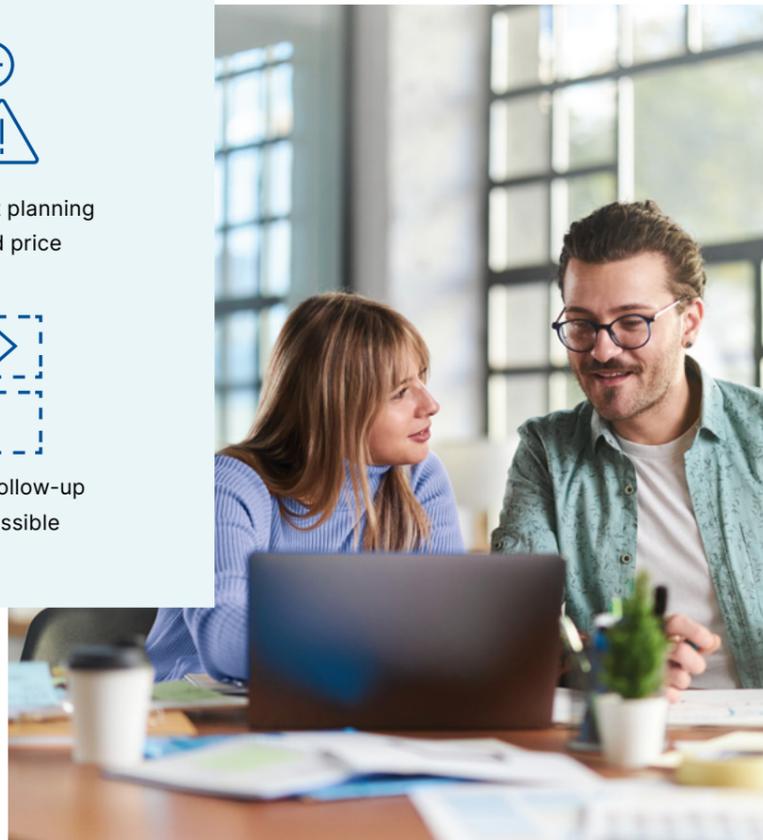
Quick introduction of USU IT Service Management

Secure budget planning due to fixed price

Defined functional scope

Subsequent follow-up projects possible

Who is the ITSM starter package aimed at?

→ Companies that want to get started quickly and easily with USU ITSM

→ Company size with approx. 50 employees in the IT department

→ IT departments that want to replace their open-source tool, in-house development or tool mix with a powerful ITSM tool

Which modules are included in the starter package?

→ SaaS environment with the components:
  - USU Service Management: Incident & Service Request Ticketing
  - USU User Management
  - USU Orchestra
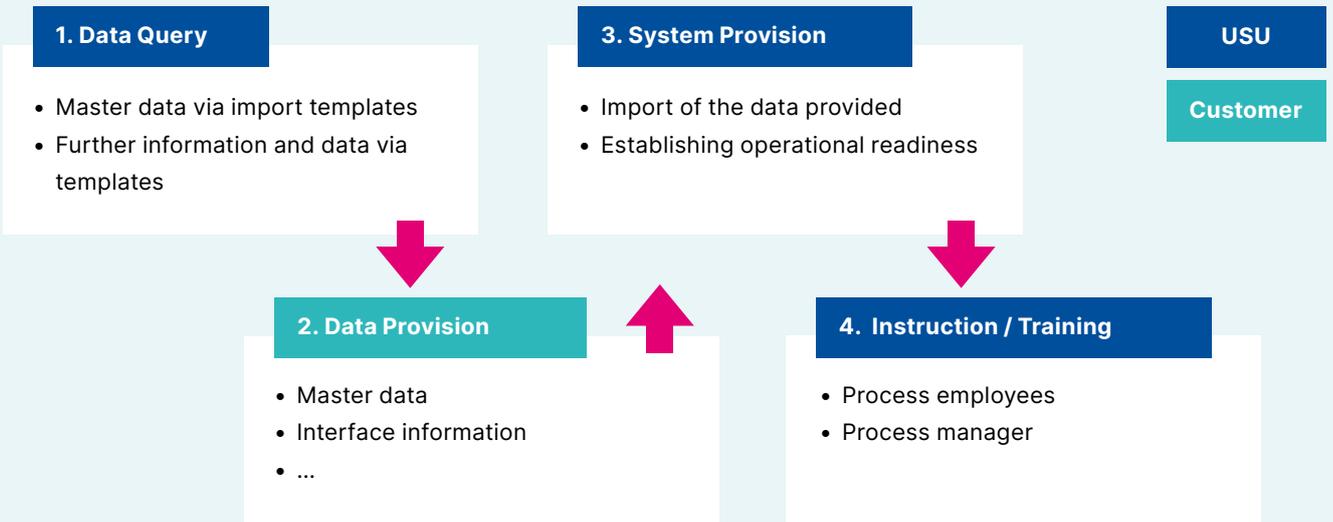
→ On-prem possible, but with customized conditions

What do I have to provide as a company?

→ Provision of organizational data and master data (addresses, locations, users, user groups, etc.)

→ Interfaces to Active Directory and Mail-IN

What are the specific conditions?

→ Fixed price (available on request from our sales team)

→ 5 weeks from start to briefing of the customer's project team

The ITSM starter package in 5 weeks

1. Data Query

- Master data via import templates
- Further information and data via templates

3. System Provision

- Import of the data provided
- Establishing operational readiness

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Customer

2. Data Provision

- Master data
- Interface information
- …

4. Instruction / Training

- Process employees
- Process manager

Get in touch for further information.

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