

# ITSM Starter Package

Ready in 5 Weeks



# Introduction

**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.

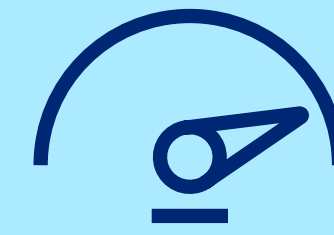


# Start with a Fixed Price in 3...2...1

**“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



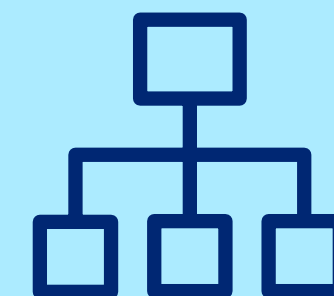
Quick introduction of  
USU IT Service Management



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?

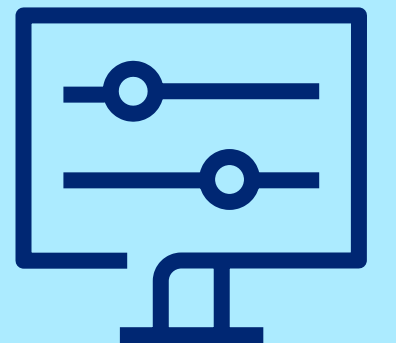
- SaaS environment with the components:
  - USU Service Management: Incident & Service Request Ticketing
  - USU User Management
  - USU Orchestra
- On-prem possible, but with customized conditions

### 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

### 2. Data Provision

- Master data
- Interface information
- ...

### 4. Instruction / Training

- Process employees
- Process manager

■ USU  
■ Customer





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