



Premier Partners



OUR PREMIER BUSINESS PARTNERSHIPS TO YOUR BENEFIT

Introduction

InterProm USA provides a tool and vendor-agnostic consulting services. What is even more worthwhile being aware of is that we distinguish ourselves from many Business Service Management (BSM) and Information Technology Infrastructure Library (ITIL™) training and consulting firms through our BSM tool and vendor knowledge, experience and hands-on expertise. This has been acknowledged by many vendors in the BSM market who hire our consultants to help determining the future direction of the vendor's tool solution as well as assisting with how to market their offerings.

Our Premier Partners

InterProm USA is a proud business partner of:



Hewlett-Packard



IBM



Managed Objects

Other Business Partners

InterProm USA has also established business partnership relationships with:



GamingWorks



iET Solutions



Infra Corporation



Mirror42



Software License Consultants



Westbury

Our Knowledge to Your Benefit

How do our customers benefit from our tool and vendor knowledge and expertise? Here are just a few examples of the packaged services we offer that have benefited our customers:

- BSM Tool Architecture Design Services
- BSM Tool Implementation Roadmap Design Services
- BSM Tool Selection Consulting
 - We select the right tool/vendor on your behalf
 - We write the RFI/RFP on your behalf
 - We monitor the tool/vendor selection process on your behalf and provide a second opinion
- We resell the tool solution of your choice at competitive fees
- Multiple training courses to successfully implement BSM tool solutions
- Our certified consultants install, customize and/or integrate the tools of our business partners
- And last but not least, we design and define your processes, procedures and work instructions in such a way that the preferred tool solution is able to support them. A service that market-leading ITIL-consulting firms are not able to offer...

Please contact us for more information.

Why InterProm USA?

- InterProm USA is one of the very few BSM firms that combine its ITIL process training and consulting expertise with implementing BSM tool solutions for more than a decade.
- Our customers directly benefit from our BSM tool implementation project library and experience we have built over the years. We don't reinvent the wheel on your dime...
- We use our own ITIL and BSM tools certified consultants
- Since its inception in 1992, InterProm has monitored the BSM tool vendor market as well as implemented BSM solutions of all the major players in the BSM market
- InterProm USA was the first vendor-neutral ITIL consulting firm in the US to implement ITIL processes combined with an ITIL-based tool solution in 1997. The project deliverables of this engagement became the foundation of one of our Premier Partner's process model which is still in use...
- InterProm USA provided the project manager when P&G started its ITIL journey.