



# Micro Focus Service Manager

## Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



IT Consultant at Innova

it\_user568182

### WHAT IS MOST VALUABLE?

I like that you can actually customize it for different customers without any kind of problems. You can write some simple scripts to handle some of the workaround solutions that are not out-of-the-box. Recently, the interface has been changed; they changed all the menus.

### HOW HAS IT HELPED MY ORGANIZATION?

We implemented HPE Service Manager for InterTelecom. It improves their company operation by allowing them to open incidents and new requests providing their customers with better, quicker service. They can implement SLAs and other modules that allow them to look over their problems and categorize them. This way they can filter them much easier.

### WHAT NEEDS IMPROVEMENT?

The user interface was not really good, but they improved it a little bit. Last year they released a new version and now it's much better. Speed could be improved also. It depends on your setup, share version, internet connection speed, and database.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Service Manager is stable. We have more than 20 consultants implementing Service Manager and our customer, InterTelecom, has about 100 or so people using it.

### WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability is good. InterTelecom is a medium size company with many subscribers.

### HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We are the biggest HPE partner for virtual solutions and when we open up cases, we get really good support.

 **Micro Focus Service Manager**

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**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

InterTelecom was a consultation project. They were using Service Manager with three different incidents. We consolidated and put everything into one incident and implemented some new features.

**HOW WAS THE INITIAL SETUP?**

Initial setup was complex. It took 6 or 7 consultants almost a year to finish the implementation project.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

We do not use HPE Service Manager ourselves. We implement it for our customers and they use various other vendors, such as CA IT Service Management.

**WHAT OTHER ADVICE DO I HAVE?**

We suggest to our customers that they use a similar solution to Service Manager even if they use different products. But we do suggest they switch to HPE products. We think it's worth switching over to HPE. They are a good company.

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