



## FrontRange Solutions® IT Service Management

The most comprehensive out-of-the box ITIL®-compliant solution for distributed and mid-to-enterprise organizations.

### Solution Overview

Considering a new model for business-aligned service management?

Our next generation global service management suite, FrontRange Solutions® IT Service Management (ITSM), brings together the best in management practices with the most advanced technology. It sets the standard for customer support excellence by combining self-service and advanced telephony tools with PC lifecycle and IT workplace automation technology. No other ITSM solution gives you this breadth of functionality with the same ease of configuration.

FrontRange leads the industry with a complete set of ITIL® best practices modules including Incident, Problem, Change, Configuration, Release and Availability Management, along with Service Level Management, Knowledge Management, Inventory Management and the Configuration Management Database (CMDB).

With FrontRange, Continual Service Improvement is a reality.

# Unleash the Business Value of IT

Whether you support a distributed enterprise or centralized global business, service quality depends on a business-oriented IT department. To help you better orient IT towards business goals, FrontRange suggests you adopt:

- Continual cost-of-service management
- Best practices process automation
- Service-driven lifecycle
- Business alignment

Let us show you how the FrontRange ITSM solution brings these elements together to transform IT into a significant business asset.

## Continual Cost-of-Service Management

### Enhancing Service with Continual Cost Control

To be successful in today's competitive environment, the IT department faces the daily challenge of delivering services at a lower cost to the company. At the same time, the business expects increased service levels, in spite of rapid change and complexity within the IT infrastructure.

FrontRange ITSM helps you manage this "double-edged sword"—improving quality of service, while containing costs at the same time. With FrontRange's unique combination

of business process automation, end-to-end service lifecycle tools, advanced self service and customizable dashboards, service costs can be proactively controlled and managed. Plus, FrontRange ITSM's ease of implementation means you get fast time to value and immediate return-on-investment (ROI).

## Best Practices Process Automation

### Incorporate the Latest in IT Best Practices

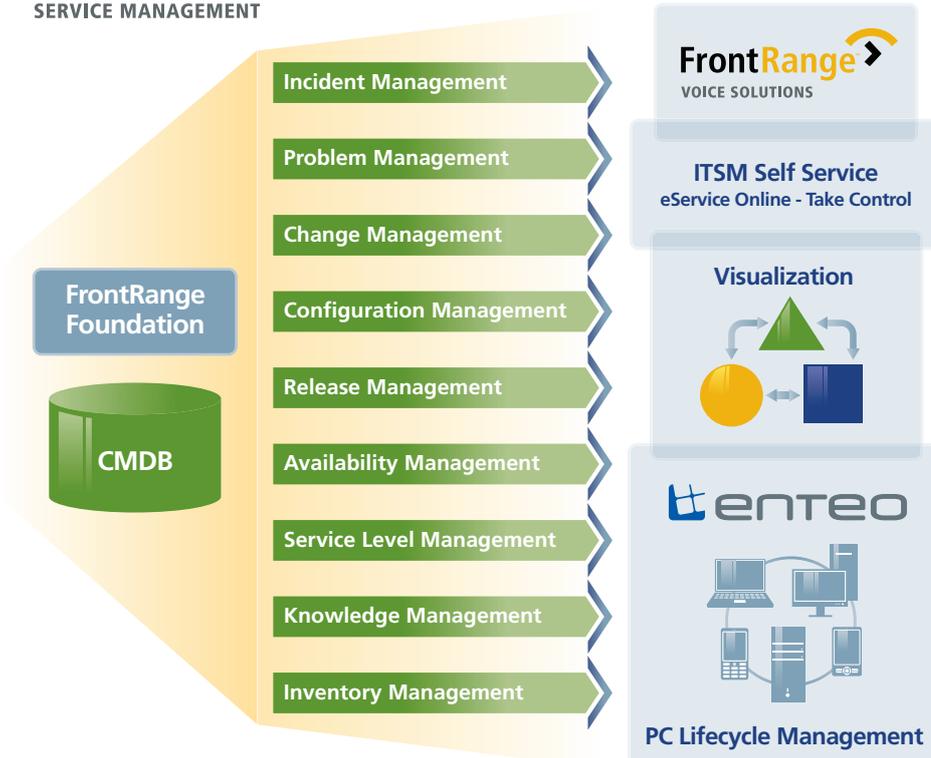
To help you leverage the latest in IT best practices as you standardize IT service delivery, FrontRange ITSM is a centralized,

*"We were looking for an ITIL-compatible framework, and FrontRange ITSM was the only one out there with ITIL support and the high level of customizability we wanted."*

**Jared Thompson**

*Systems Administrator, Ensynch*

best-in-class solution with integrated customizable process templates and prepackaged data modules. These out-of-the-box best practice templates and modules can help you get up and running with established IT processes without a lengthy business process analysis and customization effort.



*Together with a complete suite of IT Service Management modules, PC Lifecycle, and advanced Self Service and Voice access options, FrontRange delivers an industry-leading consolidated service desk.*

With 19 years experience and expertise in the business of IT, we pride ourselves on enabling a practical, standardized approach to adopting ITIL, COBIT and ISO 20000 best practices. Our strengths lie in the breadth of tools we offer to help you establish best practices and gain infrastructure control—taking you from *vision to measured success*.

## Service-Driven Lifecycle

### The Importance of the Service Lifecycle

As IT is now expected to become a true business service provider, there's a lot of hype around Business Service Management (BSM).

How do you turn BSM hype into reality?

The real momentum comes from a consolidated solution that supports the full lifecycle of service management and condenses BSM down to its practical application based on field experience in the real world. It comes down to leveraging best practices to better integrate IT with the business.

FrontRange helps you leverage people, process and technology to optimize the end-to-end service lifecycle. Plus, our breadth of integrated service management solutions helps IT achieve a workable service lifecycle approach to their business services.

### Leverage FrontRange's ITSM Strengths

- Integrated change, configuration, release and availability management automates the end-to-end service management process.
- PC Lifecycle Management—seamlessly integrated with the service desk—reduces the complexity and deployment challenge of implementing best practice processes.
- Integrated Customer Relationship Management further extends the service lifecycle.

## Business Alignment

### Making IT and business alignment a reality

As the business increases its dependence on IT, you need to do more, faster. IT leaders must manage a myriad of business priorities: compliance, improved quality, premier customer service, productivity gains and cost savings.

FrontRange ITSM is designed to deliver IT services that are tightly coupled to critical business imperatives. We take a partnership approach, working with your

## KEY FEATURES

### The FrontRange Foundation

FrontRange's open standards-based service oriented architecture provides a next generation development and customization platform to extend FrontRange's enterprise applications based on your unique business requirements.

### Configuration Management Database (CMDB)

The FrontRange CMDB provides a native, centralized data model that sustains the full IT service lifecycle. CMDB supports physical and logical configuration items (CI) and provides an extensive set of best practices attributes for today's complex infrastructure. As relationship mapping between CIs is core to the CMDB, FrontRange's CMDB is a hierarchical structure that supports federation and is easily extensible to address your unique data requirements.

### Real-time Management Dashboard

Dashboards can be easily customized with a wizard-driven administrator and drag-and-drop layout tools to create personalized views. Choose what to display for each of your roles from an extensive list of pre-defined metrics. You'll be in constant touch with business-critical analytics—vital for continuous service improvement.

### Business Policy Automation

FrontRange delivers a powerful automation engine and intuitive visual designer for modifying out-of-the-box automated processes without coding. Drag and drop objects onto the visual designer to easily adapt end-to-end processes to stay in synch with your evolving business requirements. The automation engine includes advanced features such as process bundling, process monitoring and debugging tools, reusable process libraries, web services calls, query and quick action calls.

### Compliance

FrontRange ITSM is a proven solution to accelerate compliance requirements, such as Sarbanes-Oxley. ITSM helps you manage audited operations and provide verification to auditors related to key IT control objectives. Extensive out-of-the-box reporting provides critical process and control documentation. Our comprehensive solution helps compliance-oriented industries gain and demonstrate control over IT security, data management, service impact management, change control, asset control and software licensing.

### 24x7 Multi-Channel End User Access

Extend the service desk to 24x7 user access via email, the web or phone with Self Service and FrontRange Voice.

### Built with ITIL Best Practices in Mind

FrontRange ITSM is certified by Pink Elephant as supporting ITIL processes, including Incident, Problem, Change, Release, Availability, Configuration and Service Level Management.

IT and business owners in the planning and design stages. Our pre-implementation workshops help you identify your critical business challenges and develop a transition plan that unites new business process adoption with your new application roll out.

*"We now have the ability to stop thinking system and start thinking service, which has fundamentally changed the way we look at ourselves and align ourselves to the business."*

**Shubha Raniga**

*IS Services Manager, The Warehouse Group*

Upfront investment in planning and design doesn't have to cost more. With FrontRange's Quick Start implementation and workshop program, you can be up and running within several months—without the risk of an open-ended consulting engagement.

Benefit from phased implementation. With FrontRange ITSM's modular, pre-integrated set of nine ITIL-based modules, you can further manage costs by deploying the modules you need at your own pace. As you introduce new functionality to round out your service management capability, incremental cost savings and service enhancement can be achieved together.



## INCIDENT AND PROBLEM MANAGEMENT

### Proactive Service Response Meets the Resolution Center

FrontRange ITSM Incident and Problem Management equips your service management team with a proactive response and resolution system designed to:

#### Increase Response and First-time Fix Rates

Quickly diagnose problems, determine workarounds and restore service with:

- Best practices workflow, escalations and notifications to automate routine tasks
- Easily accessible knowledge base
- Drill through analytics
- Intelligent ticketing and quick actions
- ITIL Best Practices workflow
- SLA traffic lights and sophisticated escalation workflow to ensure actual response stays in synch with established response goals

#### Reduce Service Desk Call Volume

Enable proactive problem management to easily pinpoint problem areas with:

- Dashboards, analytics and trend reports
- Broadcasts when a large scale outage has occurred or Known Errors are identified

#### Reduce Business Impact from Disruptions

Ensure the right resources are engaged at the right time:

- Linking Incidents, Problems and Known Errors to critical business services allows you to prioritize your resources around critical business services
- All employees impacted by an incident related to a downed server can be proactively notified by a group broadcast

#### Increase Overall Service Quality

A centralized communication platform:

- Journals, attachments, alerts, assignments, dashboards, and customer surveys for enhanced communication
- Upon resolution, all linked tickets are auto-closed and customer communication emails are auto-generated

### Extend the Solution Value

By introducing a consolidated incident and problem management service desk, your core IT service can advance from a recovery focus to a multi-level resolution center. This transition from reactive to proactive service management helps you achieve tighter alignment between IT and the business, enhancing service optimization and ROI.

#### Integrated Change Management

The Problem Manager can auto-open an RFC for one or more tickets, taking immediate action to prevent the occurrence of future incidents.

#### Availability Management

Proactive alerts sent to the service desk when a critical system or server is down improves the level of first time fixes.

#### Service Level Management

Design IT service quality agreements with the business units you support. Service Level Agreements (SLAs), Operating Level Agreements (OLAs) and underpinning contracts give you tools to monitor performance, achieve rapid response against goals and evaluate trends to improve ongoing service.

#### Knowledge Management

Your service desk can dramatically increase front line resolution and reduce call escalations. Knowledge workers can continuously refine published IT knowledge articles and solutions

to ensure accurate, up-to-date information. Together with a powerful search engine, 24x7 agent on-line help tools are critical to achieve proactive service management.

### Inventory Management

Agent-less discovery and automated population of the CMDB provides a history of asset transactions including state changes, helpful in the performance of root cause analysis.

### Voice

Introduce advanced telephony tools to your service desk with computer-telephony integration (CTI), automatic call distributor (ACD), and interactive voice response (IVR). Optimize first-call resolution with caller information auto-capture, intelligent routing, and automating remediation activities.

### Self Service

Lower call volumes when you enable users to proactively address their own issues. 24x7 web self-service gives users easy access to search for answers, view active outages and scheduled changes, log incidents, and request services via an intuitive user interface and service catalog.

### Visualization

A graphical service model provides visual representation of the critical business services impacted by incoming incidents. Tickets can be visualized to take immediate action.

### PC Lifecycle

Increase 1st call resolution rates when you can perform policy-based compliance, remote control/repair and automated distribution and patches from the service desk.



## CHANGE, RELEASE, AND CONFIGURATION MANAGEMENT

### Master the Dynamics of Change

With the addition of Change, Release and Configuration Management, you can take a lifecycle approach to managing your IT Infrastructure. By introducing a central CMDB and standardized procedures to manage IT assets and infrastructure changes, you gain awareness and control, mitigating the risk of poorly implemented changes. Automated quality control is introduced into the distribution and installation of changes to IT systems. As your service capability matures, Service Catalog features help you define and automate standardized services and fulfillment.

### Increase Compliance and Governance

Compliance and governance initiatives are driving IT infrastructure control initiatives:

- Change and Release templates and workflow ensure separation of duties, oversight and resource efficiency
- Multi-level approval assignment and automated Change Advisory Board (CAB) approvals streamline the change authorization process and provide detailed audit trails
- Standard and custom reports, including drill through exception reports support compliance reporting guidelines

### Reduce Business Impact from Unplanned Change

Mitigate the risk of failures caused by changes in IT:

- Control the variations of IT asset configurations with sophisticated drift reconciliation and enforcement tools
- Improve deployment time and quality by managing planning, authorization and deployment from a single interface
- Link related requests for change (RFC) and package related releases together to streamline the implementation schedule

### Increase Visibility of Changes

IT and business alignment enhances transparency:

- Correlation of ITSM transaction records to the related IT asset provides complete visibility to the service desk
- View actual CI status at any time and perform an impact analysis of changes
- Correlation to the service model reveals the relationship to business services and impact and risk to the business

### Increase Overall Service Quality

Armed with awareness and control of the IT infrastructure, service quality improvements will follow.

### Extend the Solution Value

By introducing change, release and configuration management to the consolidated service desk, core IT service can advance from a resolution center to an end-to-end service processing center.

### Integrated Availability Management

The Change Manager can monitor achievement against defined expectations. Successful change management is confirmed when system availability is on target.

### Service Level Management

SLAs, OLAs and underpinning contracts give you tools to monitor change action within established change windows.

### Knowledge Management

Equip your service desk with published IT knowledge articles that can simplify complex change procedures for known errors. Training time and staff churn are reduced with accurate change and release support tools.

### Inventory Management

The CMDB ensures an accurate representation of the underlying infrastructure, critical for change control. Device compliance monitoring aids proactive change management, reducing incident volume. Detailed device information provided from the scanning service, along with inventory item attachments for configuration specs, setup notes, network diagrams, and architectural maps are extremely helpful in support of the change process.

### Voice

Telephony tools such as ACD provide an automated alerting system for release calendar notifications and updates and emergency changes.

### Self Service

Users gain easy access to view active outages and scheduled changes. Authorized users can view and approve changes that are pending approval. Service Catalogs simplify the customer Service Request process. Workflow status keeps the customer apprised of progress throughout the fulfillment process.

### Visualization

The graphical service model provides visual representation of critical business services impacted by planned changes.

### PC Lifecycle

Add robust software license compliance and optimization reporting to achieve higher level governance. Limit and control the variations of configuration when you can perform policy-based compliance from the service desk. Automate release execution via standardized PC provisioning and mass updates, using a best practices request/plan implement/verify deployment model.



## SERVICE LEVEL AND AVAILABILITY MANAGEMENT

### Uniting Service Performance with Systems Availability

When you combine Service Level Management with Availability Management, you'll gain a centralized view that maps the customer's IT Service delivery expectations with actual infrastructure performance.

Proactive SLA management tools help you plan, define, continuously refine and monitor your service delivery and agreements—providing a basis for business-IT alignment and continuous optimization. Successful service delivery is confirmed with availability metrics, providing a 360-degree view of the performance of each critical IT component over time.

With these two FrontRange ITSM modules, realistic customer expectations are established and monitored—positioning IT as a true business partner, aligned around common achievement goals.

### Increase Compliance and Governance

Automated systems improve resource utilization:

- Manage service agreements throughout their lifecycle of agreement initiation and monitoring, taking action when services fall short of compliance
- Preplanning and designing standardized processing helps build in efficiency and governance across your support network

### Reduce Down Time

The early warning system enables proactive responses:

- Established SLA, OLA and underpinning contract service baselines create a foundation to monitor availability and proactively respond to SLA breach alerts
- Availability reports provide information on mean time between failures (MTBF) and mean time to repair (MTTR), giving the service desk the information they need to address specific points of failure

### Increase Overall Service Quality

Improve IT service quality through a new focus on customer experience and service excellence:

- Define and manage service catalogs representing your unique portfolio of services
- The Availability Dashboard provides key metrics to measure, monitor and review SLAs, OLAs and contracts against actual performance

- SLA monitoring will auto-generate alerts and escalations to ensure fast action to eradicate service issues
- SLAs provide a strong communication mechanism between IT and the business is serves

### Extend the Solution Value

By introducing service level and availability management to the consolidated service desk, a best practices request/plan/implement/verify deployment model can exist within the service management framework.

### Change, Release and Configuration Management

Closed loop change management is realized as a planned change can be confirmed with system availability and service performance monitoring.

### Voice

Telephony tools such as automatic call distributor (ACD) provides an automated alerting system for critical availability issues so proactive response can begin—reducing service down time.

### Self Service

Based on permissions, users can configure their self-service view to display the availability measurement dashboard from their Self-Service console.

### Visualization

Impact analysis is enhanced with service views visualizing the interrelationship between the point of failure in the infrastructure and the systems and services it supports.

### PC Lifecycle

Achieve an end-to-end service lifecycle approach to service management when you unite service strategy, service design, service operations and service transition. The service lifecycle provides a strong foundation for continual service improvement.



### THE INTEGRATED, EXTENSIBLE SOLUTION

With FrontRange ITSM, you can incorporate IT best practices into your organization to provide better, personalized customer and user services, increasing productivity while lowering your total cost of ownership.

Because FrontRange ITSM shares a common architectural platform with the full suite of FrontRange business solutions, you'll have access to an unmatched range of capabilities. FrontRange Solutions is your source for integrated applications achieved through seamless integration with other FrontRange solutions as well as easy integration with 3rd party technologies.

## About FrontRange Solutions

FrontRange Solutions develops award-winning software and solutions used by more than 130,000 companies and over 1.2 million users worldwide. They help manage a wide variety of business relationships and help provide exceptional service. FrontRange's family of products are designed specifically for distributed and mid-to-enterprise organizations. They include:

**IT Service Management with FrontRange™ ITSM and HEAT®** for complete service management.

**PC Lifecycle Management with Enteo®** for the ability to optimize the full lifecycle of a company's assets.

**Communication Management including IP Contact Center** for reduced telephony costs and increased agent productivity, streamlined customer service, and communications.

**GoldMine® CRM solutions** for business relationship management, team-based contact management, and sales force automation solutions.



## MORE INFORMATION

Call 800.776.7889 to speak to your FrontRange representative today, and discover the benefits of FrontRange IT Service Management.

[itsm.frontrange.com](http://itsm.frontrange.com)