



A Proactive Perspective on Service and Support

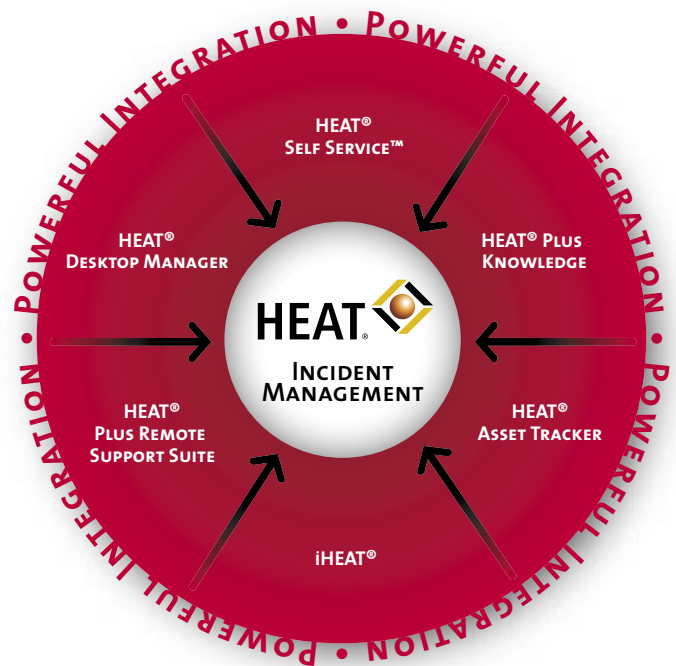
In a world of increasing complexity and competition, the quality of your support has a direct impact on the efficiency and profitability of your organization. Today, support managers are challenged to adapt to rapid business changes and higher service expectations. A solid service management strategy that focuses on providing superior customer and employee support will increase productivity and customer satisfaction while reducing costs.

How can better service and support cost less?

Service management achieves this goal by evolving traditional service and support operations into a business activity view across the whole organization. By consolidating and integrating service and support operations at an organizational level, organizations can gain a complete analytical view of their end-to-end performance. With this complete view, they can deliver a higher level of service and customer satisfaction at a lower cost.

This value can't be achieved through separate point solutions that often don't work together, don't provide complete customer and process analysis, and don't grow with an organization's needs. These incomplete solutions result in increased staff and costs. Differentiation through service management can only be achieved through one solution that allows support centers to manage Service Level Agreements, knowledge, assets and field support for all employee and customer service departments, including IT, facilities, HR, technical support and customer support.

HEAT® is that complete solution.



"HEAT provided us with a rich and flexible feature set at a price that made sense. When compared to the CRM system we had in place, HEAT provided us the flexibility to customize work flow to our specific business needs rather than costly reengineering of our business to meet the needs of the old CRM system."

—Jim Bennight
Vice President, Customer Operations
Thomson RIA Compliance



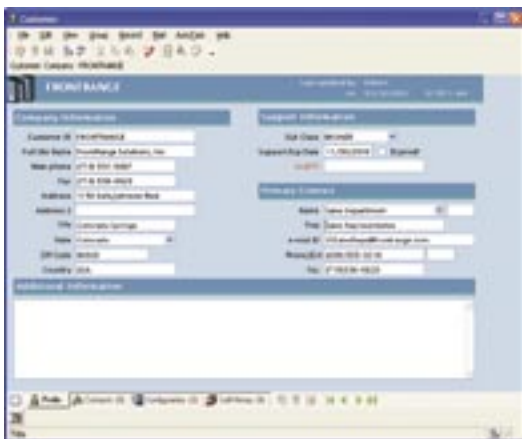
Every piece of information becomes part of the solution.

Built on nearly 15 years of service management experience, HEAT® Service & Support™ is the industry's first and leading solution built specifically for the small to midsize enterprise and distributed enterprise market—no matter your vertical, no matter your size. Whether for internal IT or external customer support, hands down, HEAT will help you reduce costs and increase operational productivity.

HEAT was also built with IT and ITIL best practices in mind. It is verified by Pink Elephant as supporting these ITIL processes:

- **Incident Management**—Mobilize resources across the entire enterprise to reach quick resolution and meet Service Level Agreements, all with a single ticket.
- **Problem Management**—Improve your service quality by uncovering the root cause of problems.
- **Change Management**—Minimize the impact of daily changes by ensuring that a set of standardized processes are established and followed.
- **Configuration Management**—Manage license and lease agreements to control and maintain every asset throughout its life cycle.

And if ITIL processes are a focus for your organization, you can also integrate HEAT with a complete set of ITIL modules through FrontRange IT Service Management.



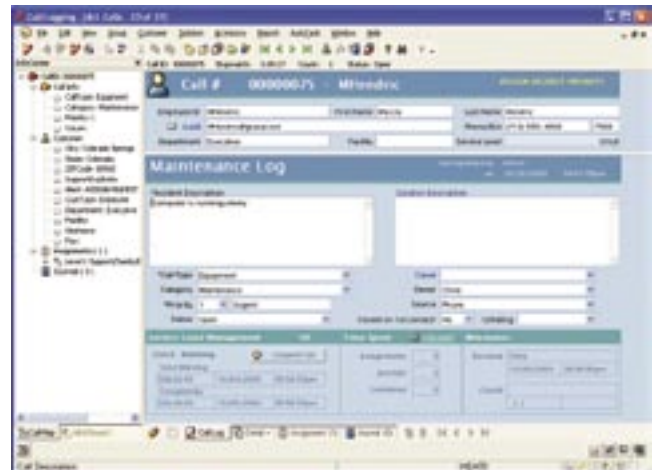
Enter contact information and establish the service level.

Increase the level of support with HEAT.

When implemented with FrontRange IP Contact Center, HEAT dramatically improves response times and customer satisfaction by routing and managing all incoming calls to the proper representative, so answers are ready and right the first time.

Benefits:

- **Increase productivity**—By streamlining processes and accessing a knowledge base of information through an easy-to-use interface, accurate answers to issues are just a mouse click away.
- **Improve customer satisfaction**—HEAT enables customers to get the consistent answers they need when they need them through 24/7 self-service capabilities, e-mail, Web access or telephone.
- **Enhance efficiency**—HEAT offers support technicians a variety of access and deployment options—client server, thin client and Web based—to extend functionality across the organization.



Access the account history for more effective and personalized service and support.



One vendor delivers one powerful solution.

With HEAT, you benefit from working with a market leader: FrontRange Solutions. The modular components of HEAT allow you to deploy features and functionality on your timetable as your needs grow, giving you a powerful service management solution suited to your organization.

HEAT® Self Service™

Reduce call volume and ease the pressure on your technicians and your budget with HEAT Self Service. HEAT Self Service allows your employees and customers to access the problem-solving capabilities of your knowledge base from any Web browser 24 hours a day, seven days a week. Combined with an intuitive interface, HEAT Self Service lets your customers and employees resolve issues expeditiously at a lower cost per transaction.

HEAT® Plus Knowledge

Find the information you need, exactly when you need it, regardless of format or structure. HEAT Plus Knowledge organizes real-time information and allows you and your customers to search against multiple content repositories. HEAT Plus Knowledge easily provides consistent information that allows you to reduce training time and costs and provide quicker call resolution.

HEAT® Asset Tracker

Designed to reduce the complexity of asset management, HEAT Asset Tracker quickly and accurately captures software- and hardware-related information from a variety of platforms. HEAT Asset Tracker helps you comply with your software agreements and avoid the risk of over- or underlicensing.

With HEAT Asset Tracker, you can manage the asset life cycle from acquisition through changes and retirement, allowing you to control your IT budget and increase operational efficiency.

iHEAT™

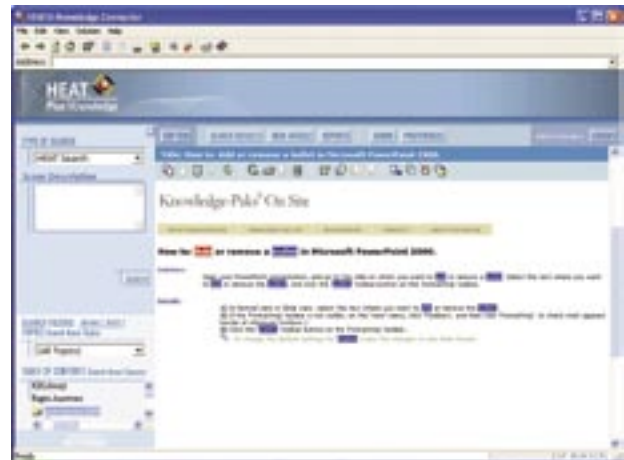
Access the power of HEAT anytime, anywhere via the Web, and give technicians greater mobility and access to real-time data through one centralized database—all while keeping your data completely secure. With the same look as HEAT and clientless installation, iHEAT is simply powerful.

HEAT® Plus Remote Support Suite

Support your customers more quickly and easily with a more efficient IT support environment. HEAT Plus Remote Support Suite provides SSL-encrypted sessions to protect remote support activities, and it includes a remote incident resolution suite with remote control, real-time system information, chat, file transfer, and remote execute and reboot.

HEAT® Desktop Manager

Integrate your LANDesk® Management Suite (LDMS) with your HEAT system to easily view LDMS activities within HEAT.



Harness the power of knowledge management for quicker issue resolution.

"With HEAT, we're saving money because we're saving time. We don't have to run around to all our different resorts as much, so we can focus on resolving the most important issues quickly."

**—Jennifer Woolley
IS Help Desk Supervisor
Vail Resorts**





HEAT is the point of differentiation.

With over 7,500 installations of HEAT worldwide, FrontRange Solutions developed the service management capabilities of HEAT through real-world application and refinement. HEAT is a highly flexible platform with a choice of accessibility and deployment methods to deliver a scalable solution for businesses in any industry.

As part of the FrontRange IT Service Management suite, HEAT solves your service management needs and offers the practical benefits of scalability with the long-term advantages of extensibility. The powerful components of HEAT are loaded with features and functionality that raise the level of your service. HEAT pushes your service and support beyond expectation and into the exceptional.

Call **800.776.7889** to speak to your FrontRange representative today, and discover the benefits of HEAT.

www.fronrange.com

"The low costs we have for maintaining HEAT are unreal!
Now we can think about doing other things because we have more room in the budget."

—Allen Murdock
Director of Customer Operations
Thomson RIA Compliance



HEAT System Requirements

Disk Space Requirements

- HEAT 8.0: 175 MB (full HEAT installation)

Database Management Software (DBMS)

- Microsoft® Access 2000/2002
- Microsoft SQL Server™ 7.0 (SP4 or later) or 2000 (SP3 or later)
- Sybase® SQL Anywhere® Studio 9.0 or later
- Oracle 8.16 (using 8.16.6 driver) or 8.17 (using 8.17.6 driver)
- Oracle9i™ (using 9.01.3 driver)
- Oracle9i Release 2 (using 9.2.0.1 driver)

Server Requirements (recommendations for the HEAT database server)

- On average, HEAT requires 2–3 MB of hard drive space for every 1,000 call records.
- All system requirements were developed using Microsoft SQL Server as the HEAT database application.
- When using other database applications, contact the database vendor for recommendations.

HEAT is compatible with:

- Microsoft Windows® 98SE
- Microsoft Windows Me
- Microsoft Windows NT® 4.0 SP6a
- Microsoft Windows 2000 SP3 or later
- Microsoft Windows XP Home/Professional SP1a or later
- Microsoft Windows Server™ 2003

Sales, Marketing
& Relationship Management

Customer Service

Communication
Management

Infrastructure
Management

IT Service Management

FrontRange
SOLUTIONS