



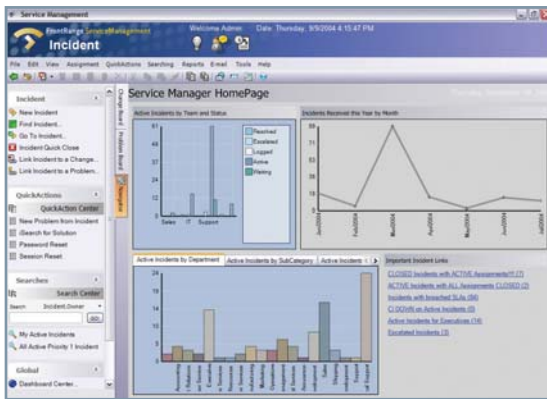
Complete capabilities at your fingertips

The FrontRange IT Service Management solution family offers a complete, modular approach that helps IT organisations increase efficiency, reduce expenditures and improve overall service quality. Satisfy the demands of your evolving service desk with modules that are fully committed to HEAT® and IT best practices. Reap the benefits of a rich, low-risk resource that provides the flexibility to build out your service desk, increasing technician productivity and improving customer support.

Key features

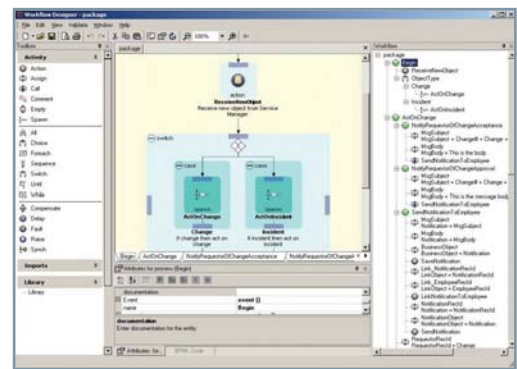
FrontRange IT Service Management empowers IT with the functionality to rapidly respond to critical failures in business systems and provide proactive support. Technicians and end users have access to accurate, timely information through Web-based self-service.

- **Real-time reporting:** View real-time system data through an easy-to-use graphical dashboard. Dashboards can be tailored to meet a user's specific needs based on his or her role within the organisation.



Create an unlimited number of role-based dashboards to get real-time information about your IT organisation.

- **Business process automation:** IT Service Management includes a standards-based business process automation engine that provides real-time alerts and event-driven rules processes. Compliance with BPML allows you to run business processes across multiple applications.



Use the powerful Work Flow Editor to easily automate business processes.

- **Integrated architecture:** Because IT Service Management shares a common architectural platform with other FrontRange Solutions products, it has a range of technical functionality and flexibility.

The use of a common technology platform allows all solutions from FrontRange to communicate with each other and share technical capabilities in such key areas as security, business rules and reporting. Users are provided with a single view of all activities no matter where data is stored.

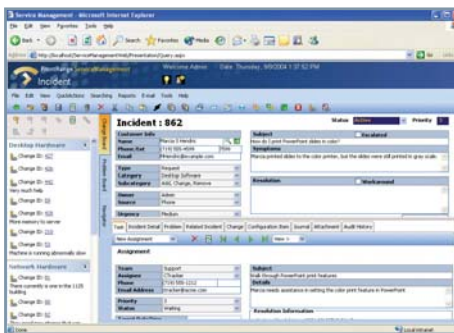


Share and view service desk information from multiple sources.



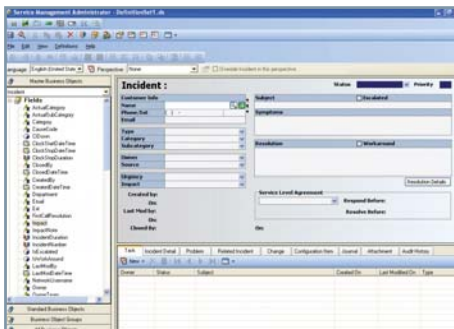
| From the creators of award-winning GoldMine® and HEAT® software. |

- **Robust integration:** An extensible API allows you to integrate IT Service Management with your existing applications and databases. This approach provides you with a single view of all activities regardless of where that data is located in the organization.
- **Anytime, anywhere access:** Smart client and Web client capability ensures access from any location. This approach reduces deployment and upgrading costs and allows users to choose the client that matches available bandwidth.



Access all IT Service Management applications from a standard Web browser.

- **GUI-based administrator tools:** IT Service Management includes wizard-driven customisation tools. These WYSIWYG, drag-and-drop tools allow administrators to create new objects, manipulate forms and fields, create new forms on the fly and much more—all without coding.



Create or modify applications to match your specific needs.

Attention HEAT® customers

FrontRange Solutions is fully committed to HEAT and its HEAT customers. For HEAT customers that need to integrate ITIL best practices into their processes, IT Service Management provides the flexibility to add modules to your service desk solution. You can build out your service desk while increasing your technicians' productivity and improving customer support.

With IT Service Management, you now have a new, modular solution that integrates with HEAT and extends its value by incorporating ITIL best practices.

Minimum System Requirements

Please note that requirements vary by implementation. Contact your FrontRange Solutions representative for more information

Server and Technical Requirements

- 1-GHz Intel® Pentium® III processor
- 1 GB of RAM
- 500 MB of free hard disk space (recommended)
- Microsoft® .NET Framework 1.1
- Microsoft Internet Information Services (IIS) server 5.0 or higher
- Microsoft Internet Explorer 5.5 SP2 or higher
- Microsoft Windows® 2000 Server SP3 or higher or Microsoft Windows Server™ 2003
- Database: Microsoft SQL Server™ 2000 SP3 or higher
- Oracle 9, release 2, driver 9.2.0.5

Client Requirements

- 600-MHz Intel Pentium III processor
- 256 MB of RAM (recommended)
- 100 MB of free hard disk space (recommended)
- Microsoft .NET Framework 1.1
- Microsoft Internet Explorer 5.5 SP2 or higher
- Microsoft Windows 98, Windows 2000 Professional, Windows XP Professional

