



## *Increase employee productivity – improve customer service*

To support customers and make the right decisions, your business cannot afford to lose crucial operational data – or access to it. But your business can afford the tools to help you locate the information you need when you need it.

Such information often comes from many sources, in different formats. Unfortunately most current web-based content solutions require all critical information to be centralised in one location and in a single format.

### **Is your organisation facing one or more of these dilemmas?**

- **Barriers to collaboration** – Most of a company's knowledge resides in the minds of its employees. And if the employee leaves the organisation so does the knowledge. Many companies do not have systems that facilitate collaboration among experts in different parts of the organisation, making it harder to share information with customers and partners to deliver excellent customer service
- **Hard-to-reach content** – Your company's collective knowledge is likely to be stored in different business units in separate repositories and in different formats

- **Unstructured content** – Unstructured information cannot be readily stored in a relational database and is therefore difficult to access

HEAT® Plus Knowledge structures and provides a powerful search engine – a knowledge portal that requires no training to use or extra administrative overheads. A secure log-on restricts access to would-be readers.

### **With HEAT Plus Knowledge you can:**

- Utilise information from diverse business units
- Combine separate content repositories and various data formats in one system
- Organise real-time information directly from its local source, without duplication
- Explore structured and unstructured data concurrently
- Create consistency by constantly building on historical information
- Reduce training times for new support employees
- Shortens call times and decreases escalation rates to reduce overall service management costs
- Improves response consistency





### Benefits to your organisation:

- **Extended reach of existing systems** – Helps consolidate information from diverse sources. It can also link up to content management systems such as Interwoven, Vignette, groupware from Lotus Notes, databases, intranets, extranets or internet sites
- **Increased employee productivity** – Access more of what your organisation already knows, regardless of where information is stored or in what format. Call length and numbers can be dramatically reduced by reusing information that already exists
- **Reduced risk of non-compliance** – Ensure employees have the information they need to comply with current corporate policies, procedures and marketing materials etc by providing a single point of access to up-to-date information
- **Improved customer service** – Improve customer service and increase cross-selling opportunities by making information quickly and easily accessible across organisational boundaries. Improve customer service even more by enabling customers to help themselves more often by linking up to HEAT® Self Service (see HEAT Self Service data sheet)

### Unleash the power of information

When information is difficult to find it is often under utilised. Companies need to focus on maximising the use of their existing information assets and subject-matter experts. The key to remaining competitive is increased productivity, improved customer service, compliance with policies and other operational efficiencies that can only be achieved through complete access to your most important information.

HEAT Plus Knowledge can only be used in conjunction with HEAT® Service & Support™.

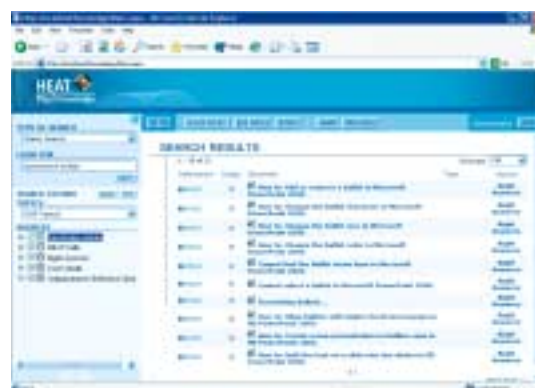
### HEAT Plus Knowledge server requirements

- Operating system:
  - Microsoft® Windows® 2000 Server SP 3 or higher
  - Microsoft® Windows® 2000 Advanced Server SP3 or higher
  - Microsoft® Windows Server™ 2003
- 500 MHz, 256 MB RAM, 100 MB hard drive space (minimums)
- 100 MB network connection (recommended only)
- Microsoft® Internet Information Services (IIS) server 5.0 or higher
- Microsoft .NET Framework 1.1 or higher
- Crystal Reports® 9

### Workstation requirements\*

- Any operating system that supports Microsoft® Internet Explorer, or Netscape® Communicator
- Microsoft® Internet Explorer 5.5 (English)
- Microsoft® Internet Explorer 6.0 (English)
- Netscape 6.2 (English)
- Netscape 7.0 (English)

\*The technician interface of HEAT Plus Knowledge requires Microsoft Internet Explorer. The HEAT® Self Service™ interface can be used with either Microsoft Internet Explorer or Netscape Communicator.



Quickly search on keywords and show their relevance

### HEAT add-ons deliver even greater value

To learn more about HEAT add-on modules, such as HEAT Asset Tracker, iHEAT, HEAT Self Service or HEAT Plus Remote Support Suite visit [www.fronrange.co.za](http://www.fronrange.co.za)

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