



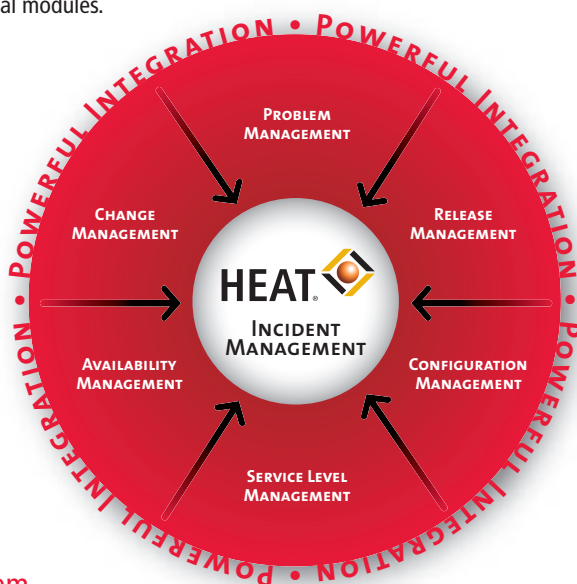
Enhance, extend, integrate

FrontRange IT Service Management modules give HEAT® power and punch

As a HEAT user, you've experienced firsthand the power, flexibility and fast time to benefit of this industry-leading service management solution. Now, FrontRange Solutions helps you extend your HEAT investment with a series of easily integrated IT Service Management modules—all from the same provider you have come to trust to satisfy the demands of your evolving support desk. Fully committed to HEAT, ITIL and IT best practices, these modules are a rich, low-risk resource that provides the flexibility to build out your service desk, increasing technician productivity and improving customer support. And, you can expand with one or many modules—all at your own pace.

No matter the problem, your team has the solution

The FrontRange IT Service Management solution family offers a complete, modular approach that helps organizations increase efficiency, reduce expenditures and improve overall service quality. All through seamless integration with HEAT. If you are utilizing HEAT for Incident Management, you may want to extend through these additional modules.



Problem Management

To minimize the adverse impact of errors within the IT infrastructure, Problem Management assists in finding the root cause of incidents to allow the service desk to move fast and correct the situation. As a

result, service desks deal with fewer incidents so they can concentrate on proactive initiatives. In addition, Problem Management gives the service desk increased visibility through real-time dashboard reporting. The result is improved customer satisfaction, a lower number of repeat incidents and enterprise-wide improvements in knowledge sharing.

Change Management

Often, companies' service desks struggle with effectively managing changes, resulting in increased incident reports. Ensuring that processes are used optimally to implement changes, Change Management minimizes the impact of changes on day-to-day business operations with a business process engine that monitors the flow of the process. In addition, Change Management uses dashboards to fully manage the entire change life cycle, with automatic notifications to control traffic. Your staff does more with less, keeping your costs down and productivity up.

Release Management

Creating the smooth rollout of software and related hardware is at the heart of Release Management. This is easier said than done: incidents often increase during rollouts from inconsistent versioning of software throughout the organization and poorly managed internal processes such as insufficient testing. By customizing work flow, triggering rules off release milestones and using excellent assignment management, Release Management improves the manner in which releases deploy throughout an enterprise, reducing implementation time and costs and increasing rollout visibility and quality. The end result? Maximum IT efficiency.

Availability Management

Often, IT departments have no way to accurately calculate the availability of an IT component or service and, consequently, cannot understand how a single point of failure affects the other elements of their infrastructure. The proper identification and remedy of this dynamic is what Availability Management is all about. Through best practices—driven dashboard reporting and tight integration with Service Level Management, Availability Management increases service reliability, facilitates understanding of the relationship between departments and reduces configuration repair times.



Configuration Management

Correctly and efficiently identifying, defining and reporting configuration items in an IT system is the main role of Configuration Management. This is a complex process; often service desks have no way to view the interrelationship of assets, do not understand an asset's life cycle and have no way of capturing frequent changes in the state of assets. By delivering best practices, including real-time reports, a dynamic object model and an automated approval and assignment process, Configuration Management provides a single repository for all IT assets, with the ability to view the actual status of change incidents.

Service Level Management

It is not unheard of for customers to become unsatisfied due to a misunderstanding of what IT can actually deliver, as well as the more common long resolution times. Contributing to this is a poor understanding of how IT and third-party services affect Service Level Agreements, and improving this understanding is the core of Service Level Management. Through automated notification of service contract review dates and the ability to define agreements, Service Level Management increases customer satisfaction via more customized service and expectation-setting, resulting in better communication between parties and overall cost savings.

Migration for the growing enterprise

If your service management requirements are growing beyond incident-centric case management to more advanced ITIL support, or if you need a higher level of customization and scalability, a wholesale migration to IT Service Management on one platform may be the logical next step.

Call +27 11 325 5600 to speak to your FrontRange Solutions representative today, and discover the benefits of integration or complete migration.

www.fronrange.co.za

Minimum System Requirements

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

Server and Technical Requirements

- 2 GHz Intel® Pentium® IV processor
- 2 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

- 1 GHz Intel Pentium IV processor
- 1 GB 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

