



## Mobile support made easy

Using HEAT® Service & Support™ has never been easier for on-the-go service and support technicians. With iHEAT™ they can securely access HEAT\* via a Web browser using either network or dial-up connections. Plug-ins are no longer necessary.

### Simply Powerful™ benefits from iHEAT:

- **Maintains the same look as HEAT** – Reducing training time and corresponding data-input errors
- **Browser access** – With instant access via Microsoft® Internet Explorer, installing software on a client's PC is unnecessary – HEAT becomes available from any desktop with network connectivity
- **Consistent functionality** – iHEAT not only provides the same look as HEAT, it also utilises the same custom functionality running inside a Web browser – in other words *your* version of HEAT with *your* customisation
- **Concurrent user licensing** – Simply work out the number of remote offices or home working users to get an accurate indication of the number of licenses required

- **Single-source administration** – Like other products in the HEAT suite, iHEAT has its own administration tools allowing you to quickly and easily make changes. This decreases its administration overheads and increases your business agility

- **Speed of installation** – Typical iHEAT installations take fifteen minutes or less compared to competitive products which require several days of professional installation

### HEAT add-ons deliver even greater value

- **HEAT® Self Service™** – improves efficiency and enables direct, timely customer self-service and issue management

- **HEAT® Asset Tracker** – Save up to 30% of your IT budget by reducing employee and system downtime, tracking and managing all your IT assets from acquisition to disposal

\*HEAT Service & Support is also referred to as HEAT.



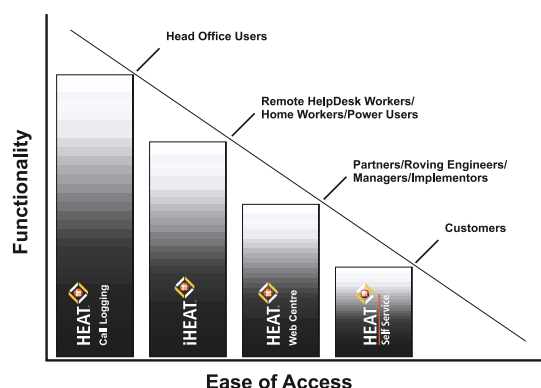


### iHEAT system requirements

iHEAT utilises Java™ and Microsoft Windows technologies. By providing exactly the same graphical user interface (GUI) format as standard HEAT software, iHEAT offers a Web solution that requires no additional training, therefore reducing data-input errors.

### HEAT add-ons deliver even greater value

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



### iHEAT server requirements

Number of users*	Recommended Hardware
1-25	750 MHz Processor 1 GB RAM ~ 20MB Hard Disk Space 100Mbps Network Connection
25-50	Dual 750 MHz Processor 2 GB RAM ~ 20MB Hard Disk Space 100Mbps Network Connection

\*Number of concurrent users is approximate. A comprehensive Capacity Planning Guide is available upon request.

### Workstation requirements

Operating System	Versions	Required Browser <sup>†</sup>
Microsoft® Windows®	98/Me/XP, 2000 or Windows NT 4.0 SP 6a	Microsoft® Internet Explorer 5.5 SP2 or higher or Netscape® Navigator™ 6.2 or higher
Macintosh®	Mac Os® 8.6 - 9.2	Microsoft® Internet Explorer 5 and Mac OS Runtime for Java Version 2.2
Linux®	Red Hat 7.3	Netscape® Navigator™ 6.2 or higher

<sup>†</sup>Java-based clients and plugins require Java Virtual Machine 1.1 or Java Runtime Engine 1.3.

### HEAT is a complete service management solution

Service management is the evolution toward a business activity view of service and support. By consolidating support, service level, knowledge and asset management, organisations can raise the level of support, increase customer satisfaction and reduce costs at the same time. Organisations need one solution that provides in-depth analysis of employee and customer interactions and complete service-level of their business. For more information about HEAT call : +27 11 325 5600, email [info\\_sa@frontrange.com](mailto:info_sa@frontrange.com) or visit [www.frontrange.co.za](http://www.frontrange.co.za)

FrontRange Solutions SA (Pty) Ltd  
1 Albur Park, Albury Road  
Dunkeld West  
Gauteng

Tel: ++27 11 325 5600  
Fax: +27 11 325 5660  
Email: [info\\_sa@frontrange.com](mailto:info_sa@frontrange.com)  
[www.frontrange.co.za](http://www.frontrange.co.za)



Copyright 2003 FrontRange Solutions Inc. All Rights Reserved. GoldMine, HEAT and other FrontRange products and brands are registered trademarks or trademarks of FrontRange Solutions Inc. in the U.S. and/or other countries. Other products and brands are registered trademarks or trademarks of their respective owners/companies