

# HEAT® plus FrontRange Discovery™

Increase Help Desk efficiency and user satisfaction

It's 9am on a Monday morning; a user calls in reporting that their PC is running slow and that they need an engineer to help fix it. But how can your Help Desk determine what has happened to the PC to make it perform poorly? Has it run out of disk space? Has a new software application been installed? Perhaps an operating system hotfix has been applied?

## FrontRange Discovery

FrontRange Discovery is a class-leading IT asset audit and inventory solution that makes it easy to find, track and report on all desktops, laptops, server and other network devices across the enterprise. With HEAT plus Discovery, this inventory is available to Help Desk users from within the HEAT interface.

This means that whenever a user calls in, Help Desk staff have instant access to critical information such as:

- Physical location of asset
- Hardware configuration (including memory, processor, hard disk etc)
- Software installations (including patch and hotfix levels)
- Operating System version
- File types

No matter where in the world IT assets are located, whether they are physical or virtual, or which platform they are running on, FrontRange Discovery gives IT and Help Desk staff immediate access to a full network inventory for the entire organization.

What's more, they get full access to the audit history, including additions, removals and changes. This makes it easier and faster to troubleshoot and find a suitable resolution.

## Multi-platform, multi-location inventory management

FrontRange Discovery is a true enterprise-wide inventory solution, optimized for organizations with disparate networks spread over multiple sites and geographies.

The solution finds, tracks and audits assets on all common enterprise IT platforms, including Windows, Mac OS X, Linux, Unix, AIX and more.

For remote locations and home workers, Discovery can easily track IT assets away from the network, with minimal bandwidth requirements and fully secure audit data transfer.

This means that no matter where your assets are located or what platform they are running on, Help Desk and IT staff will have instant access to the full inventory repository.

## Fully Integrated

Thanks to a seamless integration between HEAT and Discovery, Help Desk users can view all of the rich IT asset information provided by Discovery directly in the HEAT interface, without the need to change screens.

Users can quickly drill down to granular details about the caller's PC configuration and software installations. Discovery easy makes it easy to see the individual components installed on a PC, such as RAM chips, which enables replacement parts to be ordered without the need to send an engineer to the PC. This can reduce the overall number of engineer site visits by up to 80 percent.

## FrontRange Modules and Solutions

### FrontRange License Manager™

Tracks software usage against actual entitlements to avoid costly audits and over-licensing. Compliance can be demonstrated quickly and accurately with detailed audit reports. Software assets can be managed more efficiently throughout their lifecycle.

### FrontRange Desktop & Server Management

Fully-automated infrastructure tools, such as automated software packaging and deployment, configuration management and policy-based compliance monitoring. Proactive management and optimization of an ever-changing IT environment.

### FrontRange™ IT Service Management

Features nine ITIL® compatible modules for end-to-end IT service lifecycle management. Combines self-service functionality with advanced telephony to automate and accelerate IT service delivery.

### HEAT® Service and Support

Help desk solution with incident and inquiry tracking, case management, automation tools, advanced telephony, self-service functions, knowledge management, and mobile service desk.

## HEAT + Discovery: Instant Asset Information

The screenshot displays a helpdesk interface. At the top, a call log entry shows 'Call # IT 00000369' for user 'MHendric' with a status of 'Open'. Below this, employee details for MHendric are shown, including department 'Executive', first name 'Mrs. Marcia', last name 'Hendric', phone '2330', and email 'MHendric@example.com'. The 'Asset Information' section shows details for machine 'HEATDEPLOYC', including OS 'Windows XP', memory '512', disk capacity '20473', and IP address '192.168.1.243/24'. A 'System Information' table provides further details for computer 'SQL-01', including internal asset number '791', serial number 'VMware-56 4d af be 1f b1', asset type 'Server', domain 'DEMO', IP '192.168.1.10/24', memory '3216', disk capacity '20473', disk free space '4502', processor 'Intel' at '2000' speed, OS 'Windows 2003' with 'Service Pack 2', and a last scanned date of '14/09/2010'.

With FrontRange Discovery seamlessly integrated with HEAT, helpdesk users have instant on-screen access to all hardware and software configurations for IT assets across the organization.

### Easy to implement, easy to administer

FrontRange Discovery is fast to deploy, quick to return valuable information and requires minimal ongoing administration. Important asset configuration changes are automatically updated on the server, while other changes are updated as part of a configurable audit schedule (determined to suit the individual organization's specific needs).

For the Help Desk users, there is no requirement for any form of specialist training, as all the information is instantly available in the main HEAT interface. This maximizes user productivity and cuts down on the cost of running the enhanced Help Desk.

### Beyond the Help Desk

HEAT plus Discovery doesn't just benefit the Help Desk. Accurate and timely asset information can enable significant improvements in all areas of IT operations, including:

- Hardware refresh & migration planning – see exactly where assets are located and calculate the cost of upgrades versus new assets
- Software compliance and license optimization – a full software inventory, together with usage tracking overview, is essential to managing software licenses
- Security – poorly managed assets can become major liabilities if Acceptable Use Policies are not monitored and enforced
- IT Governance – means knowing what you have and being able to prove it

### Key Discovery features:

**100% asset visibility** – discover all IP-addressable hardware, including PCs, servers, network printers and other devices

**Full software audit** – find all software (including suites) and track application usage

**Multi-platform** – supports all common enterprise IT platforms

**Remote auditing** – keep track of IT assets across the world from a central console

### MORE INFORMATION

#### Corporate Headquarters

FrontRange Solutions USA Inc.  
5675 Gibraltar Drive,  
Pleasanton, CA 94588, USA  
Tel: 800.776.7889  
and +1 925 398 1800  
www.frontrange.com

#### FrontRange Solutions UK Ltd.

Benyon House,  
Newbury Business Park,  
Newbury, RG14 2PZ, UK  
Tel: +44 (0)1635 516700  
www.frontrange.co.uk