

FrontRange Solutions® HEAT® and Enteo® PC Lifecycle

Unified Service Request Fulfillment for the Service Desk

Reduce call handling time and increase first-interaction resolution.

Due to today's complex technology, IT support requires a higher level of technician expertise. With the increased complexity of each call, resolution times are increasing beyond acceptable limits. Although self service and voice response help, more challenging requests require a different set of tools.

Consider the seamlessly integrated combination of two market-leading FrontRange products, HEAT® Service & Support™ and Enteo® PC Lifecycle Management. The powerful features of this combined solution give service organizations sophisticated management tools to remotely access, manage, and repair PCs. These tools provide the perfect backdrop to standardize IT processes, simplify the introduction of complex infrastructure modifications, create

transparency, and help achieve compliance with organizational standards.

Complete Power – Complete Solutions

HEAT and Enteo PC Lifecycle is designed to speed up the incident manager's resolution efforts and reduce the problem manager's dependency on a higher level of expertise. The solution allows standard changes and request fulfillment to be performed by the service desk.

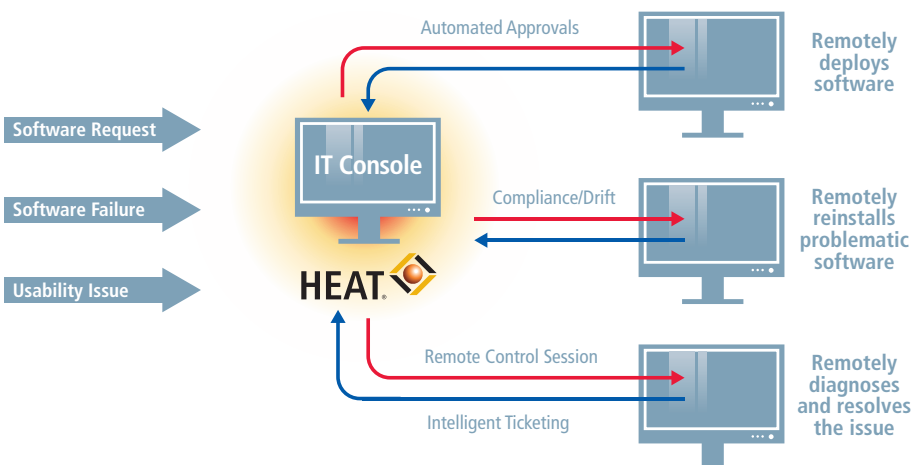
By consolidating Enteo functionality into the HEAT console, the HEAT operator can easily perform request fulfillment such as:

- **Processing a software request** by automating the approval process and remotely deploying the software directly to the user's PC. Once complete, the call record status is automatically updated.



HEAT + Enteo

- Policy-based compliance monitoring
- Citrix® Metaframe/Windows Terminal Server support
- Capture Replay automation recorder to predefine standard service request fulfillment steps
- Web-based process packaging
- Automated software, OS, driver deployment
- Patch Management
- Proactive Remediation
- Remote Control & Diagnostics
- Drift Control
- Software Library
- IT Infrastructure transparency
- Business Intelligence
- Auto-discovery



HEAT and Enteo provides unified remote support for help desks.

- **Responding to a software issue** by easily identifying an improper install, unpatched application, or missing hot-fix. With automated policy compliance, deviations are identified and the software is repaired or reinstalled with the click of a button. Incident Records are then updated with the software's installation status.
- **Remotely accessing the user's PC** to diagnose the situation and view the workstation's inventory and compliance information. An agent can fix the problem in a single session, while tracking everything performed during that session.
- **Provisioning a new employee** by connecting the change manager directly with the IT operations team for coordinated planning and execution.

The bottom line? From a simple software request to an entire data center refresh, Enteo automates the end-to-end PC lifecycle.

Enteo PC Lifecycle Management transforms IT optimization.

Proactive management of the IT infrastructure can extend way beyond remote support capabilities. With complete end-to-end service lifecycle automation and accountability, IT and business alignment can be realized. With the premier Enteo enterprise

solution suite, IT Operations can deploy policy-based management, maintain compliance and establish a new level of transparency for the entire IT ecosystem.

HEAT and Enteo transform support centers into a results-driven engine.

Nearly all technical support centers are experiencing mounting pressure to increase agent productivity and user uptime. For companies that want to deliver a higher level of customer service, responding with new service desk innovation is critical. With unified remote support and advanced PC Lifecycle Management tools, the IT service center can deliver direct and measurable impact on the businesses they support.

Supported Infrastructure Discovery Types

- Full WMI item definition support (over 10,000 possible tracked items)
- Homegrown Application Support
- NetScan/SNMP network device, Unix® & Linux® device support
- SNMP
- Microsoft® Windows Vista® Support
- SNMP Mac® device support

HEAT and Enteo are compatible with:

- Microsoft® Windows® 2000 SP4 or later
- Microsoft® Windows® XP Home/ Professional SP1a or later
- Microsoft® Windows Server® 2003 x64
Microsoft® Windows Vista®

About FrontRange Solutions

FrontRange Solutions develops award-winning software and solutions used by more than 130,000 companies and over 1.2 million users worldwide. FrontRange solutions help manage a wide variety of business relationships and help provide exceptional service. The FrontRange family of products is designed specifically for distributed and mid-to-enterprise organizations. They include:

IT Service Management with FrontRange™ ITSM and HEAT® for complete service management.

PC Lifecycle Management with Enteo® for the ability to optimize the full lifecycle of a company's assets.

Communication Management with FrontRange™ Voice for reduced telephony costs and increased agent productivity, streamlined customer service, and communications.

GoldMine® CRM Solutions for business relationship management, team-based contact management, and sales force automation solutions.



MORE INFORMATION

Call 800.776.7889 to speak to your FrontRange representative today, and discover the benefits of FrontRange IT Service Management and PC Lifecycle solutions.

www.frontrange.com