



FrontRange Solutions® HEAT® Service and Support™

Powerful Tools to Manage Customer Interactions

Solution Overview

HEAT® is the flagship and market-leading help desk solution from FrontRange Solutions. It's built on more than two decades of service management experience, and is used and trusted by more than 8,000 organizations worldwide.

HEAT, optimized for the mid market, is designed to deliver exceptional IT and customer service. It provides incident and inquiry tracking, case management, and unmatched automation. Plus, with advanced integration, self-service options, knowledge management, asset discovery and IP telephony, HEAT sets the standard for excellence in customer support.

Considering a new model for a proactive service desk? With multiple options from FrontRange including Help Desk, Service Management, Voice, Client Lifecycle, and CRM solutions, businesses will find IT and business alignment is finally an attainable reality.

Bring on the HEAT!

Whether supporting employees or customers, quality has a direct impact on efficiency and profitability. HEAT software's combination of tried-and-true best practices, aligned with call center technology, helps boost employee productivity and service levels.

One vendor. One powerful solution.

Quality support is achieved when an organization evolves from a siloed support operation to an integrated service center. Modular components allow organizations to deploy new support services based on established timetables, suited to organizational needs. Gain the ability to manage service level agreements, knowledge, assets, and field support, all from a single console.

FrontRange combines product power, ease of use, and low total cost of ownership.

HEAT is designed for organizations that require highly configurable, compliance-focused, yet cost-effective solutions. Enhanced with web-based access and more out-of-the-box business processes, and streamlined with automated installation and configuration, HEAT is up and running within weeks, helping to achieve rapid ROI.

HEAT Help Desk helps cut costs by:

- Automating routine tasks
- Increasing first call resolution
- Reducing service calls with self-service capability
- Gaining efficiency with voice-enabled service
- Consolidating and integrating service and support operations
- Introducing service enhancements with analytical views of end-to-end performance

HEAT delivers accessibility and deployment for any industry, as well as services for every department and customer segment.

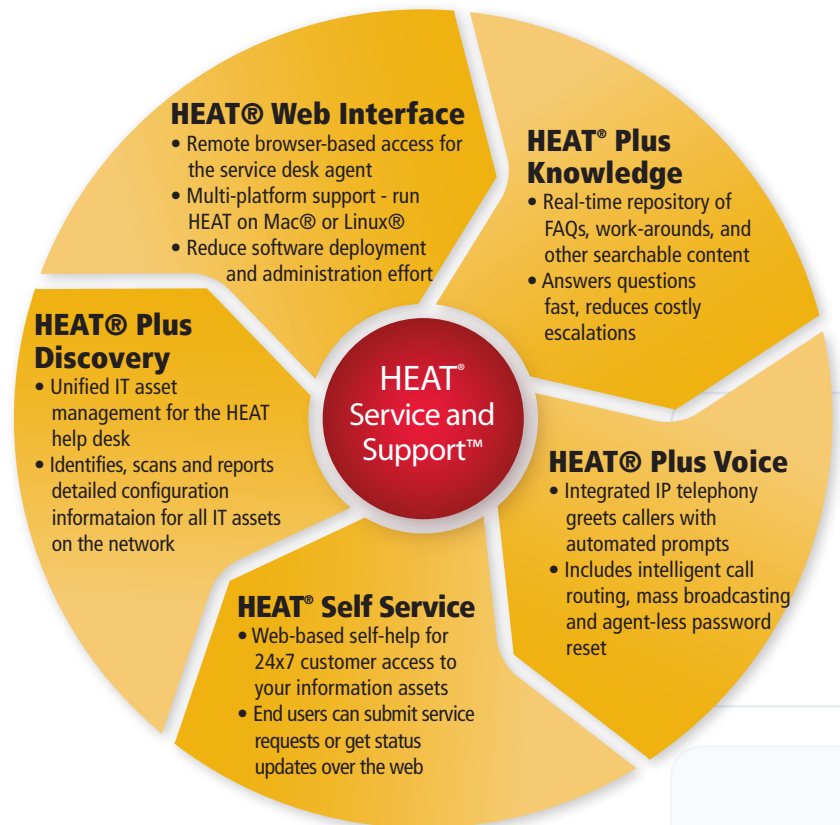
With HEAT Service and Support, organizations can:

- **Gain End-To-End Incident Management:** Combines information, resource, and incident management with work orders to track support issues.

"We have much better follow-up because there is a record for every call. We are on the road to using HEAT to its fullest potential."

Cindy Parks
Technology Infrastructure Manager, Universal Forest Products

- **Improve Service Productivity:** Automates administrative tasks based on industry best practices. Easy to configure, customize, and administer.
- **Be Proactive:** Queue and email monitoring, auto-ticketing, and alert notifications help organizations stay on top of critical support issues. HEAT supports 200+ real-time reports and dashboard options.
- **Provide Better Customer Communication:** FrontRange standards-based software telephony solution extends service to customers who don't have online access or prefer to use the phone. Voice Self Service provides cost-effective, phone-based support by automating routine activities and communications-like password resets.





- **Automate IT Asset Discovery:** HEAT Plus Discovery provides a tightly integrated solution for a complete view of all the IT assets on the network. By adding FrontRange License Manager, the HEAT service desk can get an up-to-date view of the entire set of deployed software and proactively manage license entitlements.
- **Reduce Call Volumes:** HEAT Self Service eases technician workload. Customers and employees can gain 24x7 access to the problem-solving capabilities of your knowledge base from any web browser.
- **Avoid Costly Escalations:** HEAT Plus Knowledge organizes real-time service content into multiple repositories. From FAQs to in-depth technical resolution, HEAT Plus Knowledge helps improve agent efficiency.
- **Gain Remote Access:** The HEAT web interface provides access to the full HEAT Service and Support application from any web browser. Application deployment and administration has never been easier.

HEAT is your answer for state-of-the-art Help Desk solutions.

The HEAT system integrates core service and support components into one complete solution. Service agents deliver business value through proactive management from a unified console:

HEAT Service and Support Highlights:

- **Graphical Summaries:** Provides real-time interactive metrics to understand call records.
- **Quick Answers:** Receive 200+ out-of-the-box reports for fast answers to key business questions.
- **HEAT Business Process Automation Module (BPAM):** Easily automates notification and escalation rules. BPAM automates many business processes and monitors the system for problems by using custom thresholds.
- **Service Level Threshold Monitoring:** Allows IT users to select from predefined business rules or build custom workflow with time- and action-based rules wizards.
- **Data Source Monitoring:** Whether through email, web services, or XML files, HEAT provides the ability to automatically update or create incidents, customer records, or IT asset (configuration) records.
- **GUI-based Workflow Design Tools:** Easily modify the user interface to support unique business processes without any programming.
- **Auto Tasks:** Allows technicians to create Quick Calls, execute Call Templates, send record information via email, and automate workflow within the HEAT system.
- **HEATBoard:** Broadcasts information to all agents for large-scale outages, links related calls, and uses auto-close and auto-notification to simplify management of multiple incidents.
- **Assignments:** Helps control issue ownership with advanced features like Time Tracking and Quick Assignments.
- **Alert Monitoring:** Notifies technicians of new issues in their queues.

KEY FEATURES

Enterprise functionality at the right price

HEAT Call Tracking provides comprehensive functionality and an intuitive user interface that combines call logging with proactive management tools and analytics. End-to-end support helps manage service issues from the initial call to completed work orders and service restoration.

Management dashboard

Comprehensive graphical analytics, metrics, and quick-answer reports help visualize service performance. Interactive reporting helps prioritize resources according to business criticality.

Multiple access methods

Open the service desk to user access via email, web, phone or mobile device with HEAT Messaging Center, HEAT Self Service, HEAT web interface, HEAT Plus Voice and HEAT Plus Mobile.

Built with ITIL best practices in mind

HEAT is certified by Pink Elephant® as supporting ITIL processes that include: incident management, problem management, change management, configuration management, and service level management.

Service request fulfillment

Full asset discovery, policy-based management, and monitoring increase the speed and reliability of the IT team. By integrating HEAT with FrontRange Client Management, agents gain automated PC provisioning tools, remote control/repair, and automated distribution and patch capabilities.

About FrontRange Solutions

FrontRange Solutions develops award-winning software and solutions used by more than 150,000 companies and over 1.7 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.

Client Lifecycle Management for policy-based management to automate software planning and deployment processes.

Software Asset Management combines IT audit/discovery with software license management for identification and management of IT assets throughout their lifecycle.

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.

“When I look at what we’ve accomplished with HEAT, it’s what IT should be – an enabler to the business growth. We can now grow smarter with the business.”

Chris Filandro
Director of Network Services, Meritage Homes Corporation



MORE INFORMATION

To speak to FrontRange Solutions today, contact us at fronrange.com/contact or by email at Sales@Fronrange.com and discover the benefits of HEAT!

www.fronrange.com