



Access the complete power of HEAT®—  
anytime, anywhere.



Do your on-the-go technicians need to access HEAT when they're away from their desktop?

Now it's easy to access the full functionality of HEAT® Service & Support™ from any Web connection or from a local area network (LAN). With iHEAT™, on-the-go technicians can access 100 percent of the functionality of HEAT:

- Browse, create, update and close Call Records
- Search and view a customer profile or configuration
- Create, acknowledge and resolve assignments

It's complete HEAT access made easy.

### Trust a proven and powerful tool.

The power of HEAT lies in its ability to quickly track and resolve incidents, uncover their root causes and minimize the impact of daily changes. iHEAT offers the functionality of HEAT without having the application locally installed.

A thin client strategy utilizes server-based computing to enable organizations to administer, deliver and update applications from a central location to a wide variety of users. All transmissions are fully encrypted to secure critical corporate data at all times, while the real-time nature of the information helps remote users function more effectively and productively.

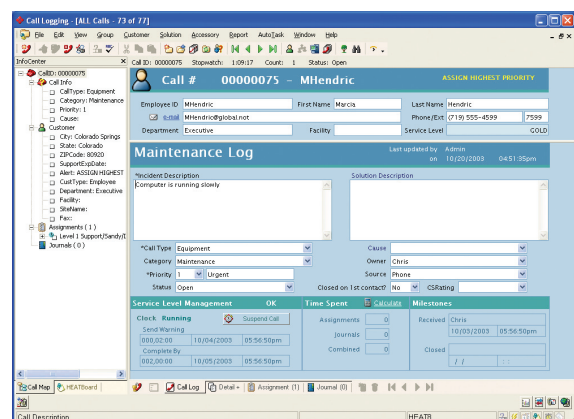
### Access HEAT and more than 30 applications.

iHEAT offers full remote access to HEAT plus more than 30 additional applications, including Adobe® Reader®, Microsoft® Excel®, Microsoft Word, Microsoft Outlook® and other popular business tools.

### Get simply powerful benefits—immediately.

iHEAT offers immediate and long-term advantages for both internal IT help desks and external customer support organizations:

- **Consistent functionality**—iHEAT not only provides the same look and feel as other HEAT modules, it also utilizes the same custom functionality running inside a Web browser—your HEAT configuration tailored to your environment. There is no need to offer additional training to your technicians.
- **Ease of installation**—iHEAT can typically be up and running within 15 minutes, which saves you time and money. Competitive products require multiple days of professional installation.
- **Increased productivity**—Technicians can save time by logging into valuable Call Logging information from any Web browser, without having to be at their desktop to access customer data.



- **The ability to leverage an existing infrastructure**—Maximize investments for faster return on investment without resorting to costly solutions like Citrix® MetaFrame® or Netilla®.
- **Data security**—Keep data secure on the server behind your corporate firewall and during remote access and transmission through full encryption—so you never have to worry about your mission-critical information.
- **Remote HEAT administration**—Reduce costs and increase efficiency by handling administration at a centralized location. iHEAT administration tools are built into the HEAT administration environment to provide a one-stop facility for administration for most of your HEAT configurations.

### Server System Requirements

- Microsoft Windows® XP Service Pack 2 or higher; Microsoft Windows 2000 Server Service Pack 3 or higher; or Microsoft Windows Server™ 2003
- Microsoft Internet Information Services (IIS) server 4.0 or higher
- HEAT 8.3 or higher

### iHEAT Server Requirements

NUMBER OF USERS*	RECOMMENDED HARDWARE
1–25	750-MHz processor 1 GB of RAM ~20 MB of hard disk space 100-Mbps network connection
26–50	Dual 750-MHz processors 2 GB of RAM ~20 MB of hard disk space 100-Mbps network connection

\*The number of concurrent users is approximate. To support over 50 users, or to get more definitive system requirement specifications, a comprehensive Capacity Planning Guide is available upon request.

### Workstation Requirements

OPERATING SYSTEM	VERSIONS	REQUIRED BROWSER
Microsoft Windows	98, 2000, XP	Microsoft Internet Explorer® 5.5 Service Pack 2 or higher
Macintosh®	Mac OS® 10.3 or higher	Macintosh x.11 interface
Linux®	Red Hat® 7.3 or higher	Native client



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Sales, Marketing & Relationship Management

Customer Service

Communication Management

Infrastructure Management

IT Service Management

