

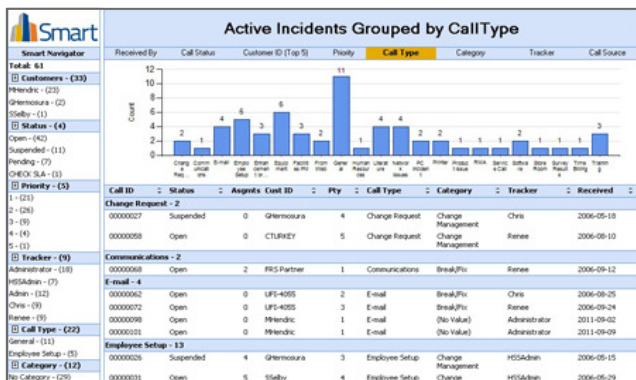
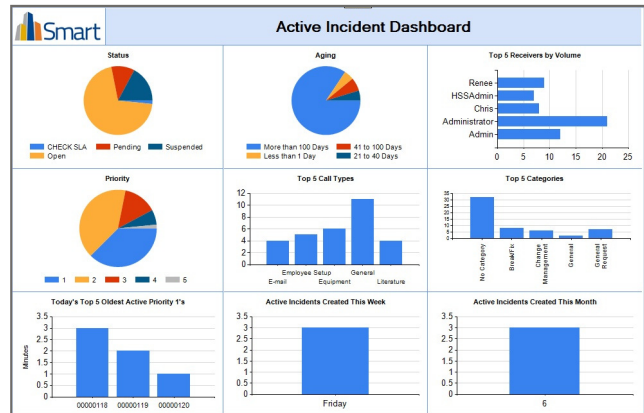


SMART. Powerful, easy to deploy, web and email reporting!

NEW! SMART Version 3

SMART is a powerful web based report solution for HEAT that was developed by using Service Management Best Practices as the foundation and by leveraging Microsoft SQL Reporting Services.

SMART for HEAT includes a Web console with access to best practice reports designed by service management experts. These parameter-driven reports provide graphs, charts and drill-down functionality that deliver real-time information to enhance IT support processes and drive decisions.



New Reports & Enhancements

SMART v3, released for 2012, provides enhanced design, improved navigation and key trending metrics to empower management to make data-driven decisions.

These new reports now include “SMART Navigator” for easy filtering, improved drill-down capabilities and the ability to view related metrics in one single view. The expansion of aging and trending reports and the addition of SLA and customer satisfaction tracking provide new, critical management tools

Key Features

- ✓ Intuitive Web interface
- ✓ Easy export to Excel, PDF and other formats
- ✓ Fast, cost-effective deployment
- ✓ Report delivery via the Web or email
- ✓ Best practice pre-built reports
- ✓ Customizable with off-the-shelf software
- ✓ Solution based on SQL Server Reporting Services

Additionally, users can “subscribe” to reports, having them automatically emailed to them on a regularly scheduled basis.

System Requirements

SMART requires SQL Server 2008 R2. See Microsoft’s web site for all SQL Reporting Services requirements.

About Ticomix

Ticomix fuses Industry Best Practices and Award-Winning Technology to provide premiere technology solutions to enterprises around the country in the areas customer relationship management and service desk management. Ticomix has been named one of FrontRange Solutions’ top global partners as a value-added reseller since 2005,

Contact us today at 779-423-6200 to learn more!



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