



FrontRange ITSM SaaS²

Powerful and Flexible On-Demand ITSM Solution

*Create velocity in aligning IT services
and support to the business with SaaS²*



You need to make some tough decisions.

CHALLENGE

A company deploying software today has several operational paradigms from which to choose. The criteria for making such an important decision depends on many factors such as availability of IT personnel, ability to manage infrastructure and operations, availability of capital vs. operating funds, integration and customization capabilities and more.

- Do you have limited IT resources and operating capital but are still expected to deploy new applications and expand IT workload?
- Do you have the proper bandwidth and technical skills to mitigate the security risks of your operating environment?
- Is the cost of maintaining, customizing and upgrading on premise applications preventing you from focusing resources on your company's core competency?
- Have you decided to include SaaS as part of your application portfolio but are having trouble selecting the right operational paradigms?

If you are addressing these questions, FrontRange SaaS² provides the most comprehensive, powerful and affordable alternatives and answers.

The smart decision – ITSM SaaS².

SOLUTION

SaaS² provides all the benefits of traditional ITSM SaaS applications while also adding incremental customer benefits, ranging from a complete solutions portfolio and greater customer control, to optimized Web 2.0 platforms and domain expert services.

FrontRange ITSM SaaS² offering is the future of IT Service Management, available today. Every aspect of this unique solution is designed to create velocity in aligning your IT services to the business and driving business value.

- Multi-tenant Web 2.0 cloud platform
- Broad portfolio of IT applications – moving beyond service management
- Highly flexible and scalable to meet needs of dynamic and growing businesses
- Accelerates adoption of best practices and automation
- Customer friendly pricing and licensing
- 24x7 global customer support
- Comprehensive portfolio of services delivered by domain experts
- Quickly start with SaaS and then migrate to on-premise or hybrid solutions to align with dynamic business needs

World-class, proven IT Service Management capabilities rapidly deliver value and accommodate change and growth

DIFFERENCE

Premise, SaaS or Hybrid

- Only FrontRange offers proven premise solutions as well as true SaaS for IT Service Management
- Best combination of capabilities ensure quick and lasting return on investment
- Ability to implement hybrid solution to meet dynamic business needs
- Customers can be confident of receiving right solution with no limitations
- Customer investments protected with SaaS to Premise migration option
- Robust IT Best Practices capabilities

World Class Operations

- High Availability – 99.97%
- Advanced security features for customer protection
- Highly scalable infrastructure including testing and staging
- SAS 70 certified datacenters
- Comprehensive high availability and disaster recovery measures including proven backup, restore, and monitoring best practices along with full replication at secondary site

Robust IT Best Practices

- Full fundamental and advanced IT Best Practices support
- ITIL v2 and ITIL v3
- Robust Change Management, Configuration Management and Service Level Management support strategic business processes
- Ability to implement Service Desk and grow to full Service Management at customers own pace
- Advanced workflow modeling and automation to support best practices
- User Interface optimized to support full IT Best Practices lifecycle

Features

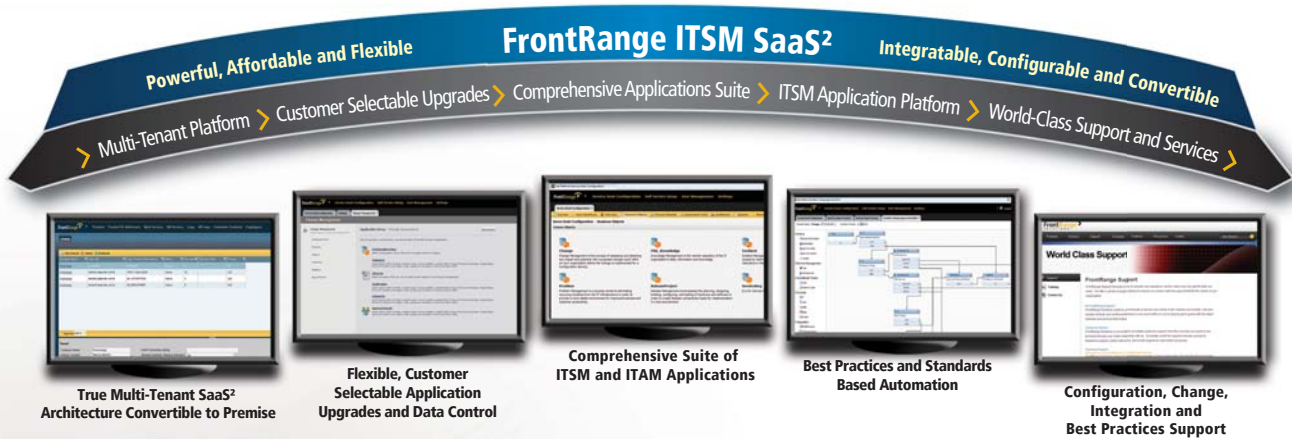
- World-class operations model built specifically for SaaS
- True Multi-Tenant platform
- Flexible customer selectable upgrade process with user control of new feature provisioning
- Flexible and customer friendly licensing including Concurrent Seats
- Broad range of value-added services offerings
- Robust IT Best Practices capabilities
- Attractive and flexible contextual user interface
- Easy-to-use advanced Workflow and Business Rules automation
- Voice applications improve service quality and save money

Benefits

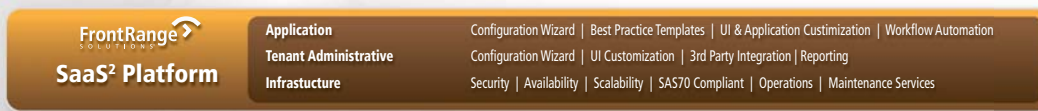
- Highly elastic capacity readily accommodates customers with dynamic requirements
- No single point of failure in distributed application architecture leveraging highly scalable capacity
- Complete set of enterprise class ITIL based Service Management features
- Includes extensive out of the box best practice templates and reports to accelerate implementation and business impact
- Advanced support for IT Best Practices and Compliance protects organization from risks and drives strategic initiatives
- Sophisticated and easy to use automation improves quality and velocity of service delivery
- Reduces overall implementation time and cost

FrontRange SaaS² Platform

Fast Time-to-Benefit High Ease-of-Use / Low Administration Enterprise Class Functionality



Enable rapid transformation via leading SaaS IT Service and Asset Management suites
Leverage premise, SaaS or hybrid models ensuring lowest TCO and lasting ROI
Rely upon designed-for-SaaS, highly scalable, secure and available operations



FrontRange SaaS² At-a-Glance

True Multi-Tenant Platform

Unique resources, highest leverage, optimal performance

- Customers receive benefit of unique database along with common application servers
- Highly elastic capacity readily accommodates customers with dynamic requirements
- More capacity available to customer from cloud resources
- Customers with highly dynamic load can operate with no performance or usability degradation
- No single point of failure in distributed application architecture leveraging highly scalable capacity

Customer Selectable Upgrades

Tailored application and data, automatic upgrades, customer control

- User control of new feature provisioning
- Customer selectable features new features selection
- Separation of binary and meta data upgrades
- No forced upgrades – customers opt in or out of new features
- Customers receive benefit of every binary upgrade
- Patches, integrations, performance improvements and new capabilities
- Each customer has their own tailored application and data
- Customers maintain unique database

Comprehensive ITSM Applications

Align with business and enable transformation via powerful on-demand applications

- **Modern Help Desk:** Includes Incident, Knowledge Management, Survey and Self Service processes designed to expedite issue logging and resolution
- **Service Management:** ITIL compliant best practice modules and processes including built-for-purpose dashboards and supporting workflow
- **Service Catalog:** Providing a powerful solution for publishing, fulfilling and managing services
- **Asset Management:** Full network inventory, with automated audit of all PCs, servers and workstations

ITSM Application Platform

Quick and convenient, intuitive, time and cost savings

- Administrative platform empowers Tenant and Application Administrators with ability to provision, configure, customize and manage operations quickly and conveniently with simple point and click interface
- Intuitive graphical configuration tool reduces overall implementation time and costs
- Drives fastest possible setup for new users, quickly accommodates changes for existing users
- Configuration wizards and proven best practice templates make it a snap to setup service management

World-Class Services and Support

Expert support and services enable full value

- Seasoned consultants define and deliver education and implementation services to address your specific needs, leveraging best practices to help you achieve full value of SaaS²
- Packaged or customized role-based training for your implementation team, solution administrators and end-users
- Rapid delivery approach to help your team define and deploy any specific functionality required by your operations
- Solution administration and on-going education services in self-service mode for effortless operation of your system

Solutions as a Service – FrontRange SaaS²

SaaS² provides all the benefits of traditional SaaS solutions and delivers incremental customer benefits not included in typical SaaS offerings

- Built on Internet-architected platform
- Supports multiple ITSM applications
- Operates in hybrid environments (premise and SaaS)
- Provides multiple applications on the foundation
- Supports richer user experience with ability to simultaneously manage best practices as well as complex workflows and configurations
- Provides strong service and support offering
- Provides ability to migrate to premise and hybrid environments
- Strong domain expertise to deliver best practices based solutions

Comprehensive ITSM Application Suite

ITSM SaaS² is a powerful and rapidly deployed solution that transforms IT Service and Support from a tactical service provider to a strategic business enabler.

- Flexible licensing provides customers options they need
- Easy to purchase Help Desk and Enterprise Service Management bundles
- Help Desk includes: Incident, Self Service, Knowledge, Survey, CMDB, Workflow, Dashboards
- Enterprise Service Management includes Help Desk plus: Problem, Change, Configuration, Release, Service Maps and SLM
- Integrates with other powerful FrontRange Service Catalog and Asset Management solutions
- Choice of Named or Concurrent seats
- High-value pricing provides customers unmatched powerful

MORE ANSWERS...

Solutions for Today's Enterprise – White Paper

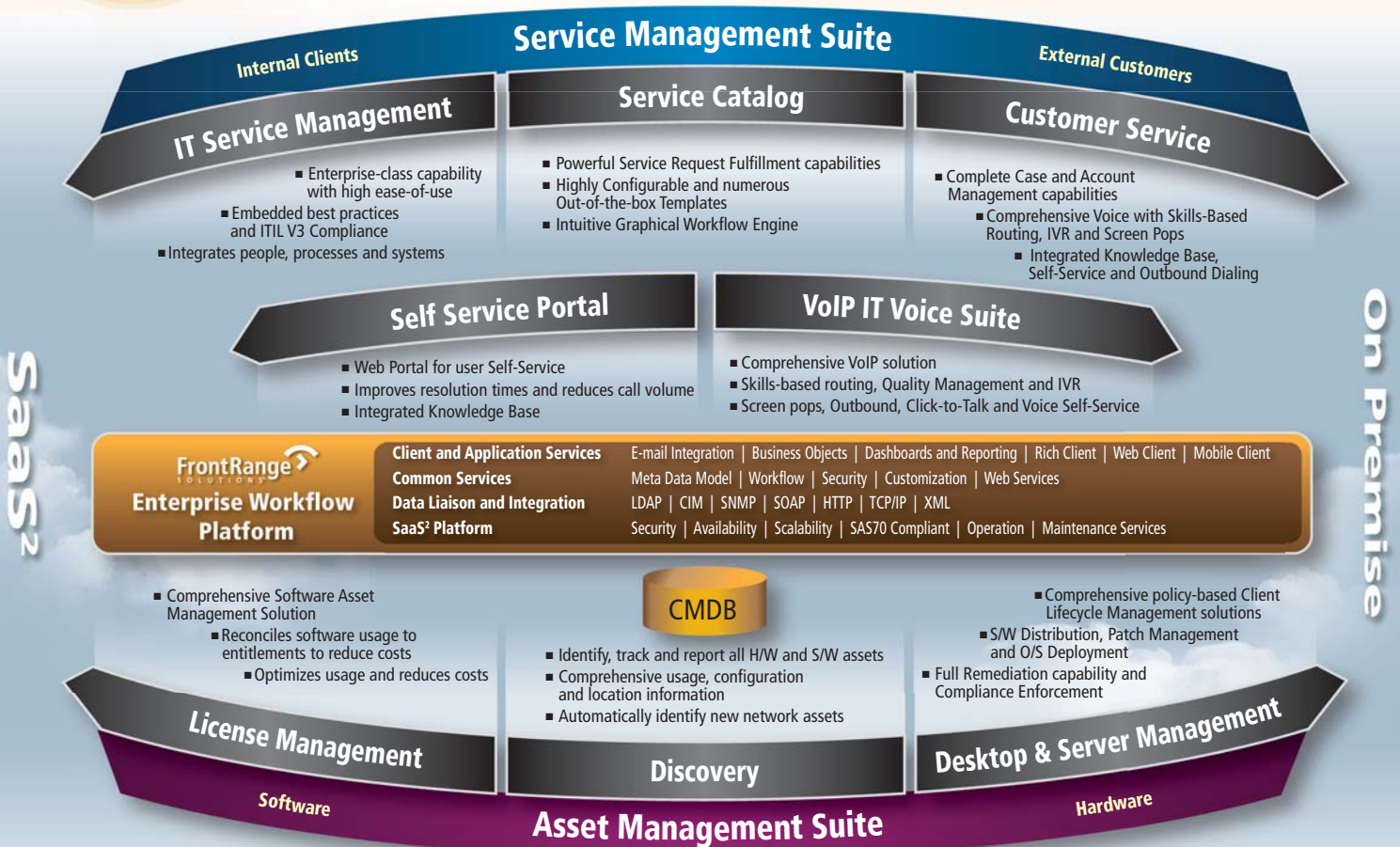
ITSM SaaS² Flash Demo

Explore or Get Started Now!

800.776.7889
www.fronrange.com/saas

FrontRange Solutions: Better Options are Right in Front of You.

FrontRange ITSM SaaS² provides the flexible options you need to address your organization's unique requirements today and into the future, with a comprehensive, powerful, and rapidly deployed SaaS-based Help Desk and Service Management solution.



FrontRange is a leading provider of powerful and affordable premise and on-demand based IT Service Management, IT Asset Management, and Customer Service solutions. Our solutions enable IT and Services Transformation by providing enterprise-class capabilities that deliver fast time-to-benefit, high ease-of-use, and rapid return-on-investment. For more information, call 800-776-7889, visit www.fronrange.com, or follow us at "@FrontRangeSols" on Twitter.