



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 19 years 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 telephony tools, self-service options, and knowledge management, 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, PC 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 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:

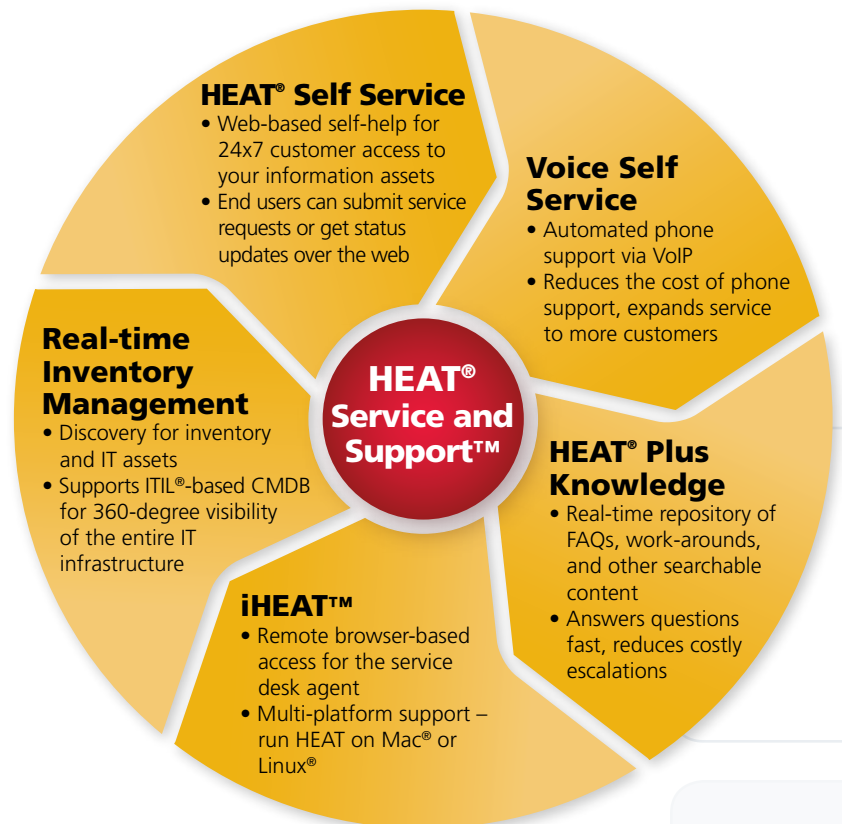
- **Gain End-To-End Incident Management:** Combines information, resource, and incident management with work orders to track support issues.

“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.





- **Maintain Real-Time Inventory:** FrontRange has two infrastructure discovery options that deliver added asset control. HEAT Inventory Management integrates HEAT with the FrontRange ITIL®-based configuration management database (CMDB) for a complete view of your business services and support systems. HEAT Asset Management provides simple-to-implement agent-based discovery to auto-populate the infrastructure repository and provide asset-to-ticket mapping.
- **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:** iHEAT provides access to the full HEAT Service and Support application from any web browser. Data encryption ensures security.

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

The HEAT Call Logging application 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:

- **My Groups:** Hyperlinks for commonly used searches provide fast access to the information used most.
- **Graphical Summaries:** Provides real-time interactive metrics to understand call records.
- **HEAT Call Log Form:** Simplifies agent entries and minimizes your cost per call.
- **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.
- **Quick Answers:** Receive 200+ out-of-the-box reports for fast answers to key business questions.
- **Auto Tasks:** Allows technicians to create quick calls, run templates, and send record information via email.
- **HEAT Business Process Automation Module (BPAM):** Easily automates notification and escalation rules. BPAM automates many business processes and monitors your system for problems by using custom thresholds.
- **HEAT Business Rule Editor:** Allows IT users to select from pre-defined business rules or build custom workflow with time- or action-based rules wizards.

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, or phone with HEAT Auto Ticket Generator, HEAT Self Service, IP Contact Center, and iHEAT.

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 to PC Lifecycle, agents gain standard change automation 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 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.

"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

Call 800.776.7889 and speak to your FrontRange representative today to discover the benefits of HEAT.

www.frontrange.com