



Manage your company's assets with precision.

*Industry reports suggest that an optimized asset management program can save your IT department up to **30%** on its overall budget and reduce hardware-related call times by as much as **50%**.*

Support centers face increasing pressure to control costs by managing assets, software licenses and lease agreements for the organization. The challenge is keeping concise, timely and detailed information that is useful and accessible.

HEAT® Asset Tracker is designed to reduce the complexity of asset management and allow you to answer questions like:

- How many assets do we have?
- Are we legal on software licenses?
- How can we repurpose our existing inventory?
- How many computers will we have to replace or upgrade to move to a new operating system?
- What is the impact of transitioning to a new software package?

Reduce your total cost of ownership.

HEAT Asset Tracker creates productivity and efficiency gains while minimizing asset loss and lapsed lease and software agreements.

The total cost of ownership is lowered because HEAT Asset Tracker:

- Has minimal training requirements
- Eliminates the need for a dedicated asset management person
- Does not require constant monitoring
- Is designed for frequent use
- Quickly updates information from asset changes

Inventory management—You can't manage your assets if you don't have an accurate inventory. With HEAT Asset Tracker, IT managers can quickly and accurately capture software- and hardware-related information on a variety of different platforms, including Mac®, Microsoft® Windows®, Linux®, UNIX®, AIX®, SUSE®, Novell®, MS-DOS®, HP-UX®, Solaris® and Caldera®.

Software compliance and license management—Remove the risk of underbuying or expensive overpurchasing of software licenses. HEAT Asset Tracker monitors compliance to help you reach the most optimal software agreement.

Lease/warranty management—Don't incur repair costs on equipment under warranty or suffer a late return fee for leased equipment. With HEAT Asset Tracker, you have a complete view of your leased assets. With a detailed change history, when you return leased equipment, it goes back in its original configuration—without additional hard drives, memory or peripherals that may have been added later.

"The product has exceeded all expectations. HEAT Asset Tracker has proven to be an extraordinarily valuable tool when working with HEAT. It is also used when making corporate decisions for future hardware and software needs."

—Ken Landsman
 HELPDESK-NY Coordinator,
 American Institute of Physics

HEAT® Asset Tracker is easy to deploy and use.

HEAT Asset Tracker provides information directly to your support technicians. When a call comes in, the technician can access the individual's asset details and drill into specific information about the user's system. With detailed information—about the hardware configuration, installed software and any changes made to the system—your support center is armed with the information it needs to solve the problem. Once the problem is solved, the relevant asset information is easily transferred into the call ticket. This process helps control your IT budget and optimizes operations at the same time.

Gain control of your scanning environment with HEAT Asset Tracker.

You can capture office equipment from installation and deployment to moves, additions and changes through retirement.

- Change the "questionnaire" portion of the scanner at the server without pushing new scanners out to the client machines.
- Maintain the software library at the server.
- Provide access to more than 10,000 software titles.
- Modify to include specialized software.
- Import new libraries.

HEAT Asset Tracker transforms your support center into a proactive, results-driven engine.

- Consolidate asset data to a single information center.
- Capture reliable and accurate hardware and software data.
- Minimize occurrences of overlicensing and noncompliance.

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Key Features

- Asset Scanning quickly captures reliable hardware and software data.
- Asset Details lists all assets for a user—with customizable sorts by hardware, software, changes and favorites.
- Change Log shows added, removed or changed asset information since the previous scan.
- Tracking Manager provides views and manages all IT assets in the organization throughout their life cycle.
- Asset Summary shows current asset information including software license status and alerts, warranties and leases coming due.
- Asset Activities includes moves/adds/changes, asset information, lease, warranty, and cost tracking, upgrades, and service.
- Reports includes more than 25 standard management reports using Crystal Reports®.

HEAT Asset Tracker system requirements

System	< 1,000 Assets	1,001–2,999 Assets	> 3,000 Assets
CPU	Pentium® III	Pentium III or higher	Contact Technical Support
Speed	733 MHz	800 MHz	Contact Technical Support
RAM	512 MB	1 GB	Contact Technical Support

Scanners supported

- MS-DOS® v6.22
- 16-bit Microsoft® Windows®
- 32-bit Windows (Microsoft Windows NT® 4.0 and Windows 95, 98, 98SE, Me, 2000 and XP)
- O/S 2 4.x, Mac® (OS 7, 8, 9, X)
- Novell® (NetWare® 4.x, 5.x and 6.0)
- UNIX® (AIX® 5.1, HP-UX® 11.0, Solaris® 8 for Intel® and SunSparc)
- Linux® (Red Hat® 5.2, 6.0, 6.2, Caldera® 1.3, 2.2, SUSE® 6.1)

HEAT is a complete service management solution.

Service management is the evolution toward a business activity view of service and support. By consolidating the management of support center, service level, knowledge and assets, organizations can increase the level of support, increase customer satisfaction and reduce costs at the same time. Organizations need one solution that provides in-depth analysis of employee and customer interactions and a complete service-level view of their business. For more information about HEAT, call 800.776.7889 or visit www.frontrange.com.