www.aproposconsulting.com

HEAT is the point of differentiation.

With over 7,300 installations of HEAT worldwide, the service management capabilities of HEAT were developed through real-world application and refinement. HEAT is a highly flexible platform that integrates IT, support center, service level, knowledge and asset management with a choice of accessibility and deployment methods to deliver a scalable solution for businesses in any industry.

HEAT solves your service management needs and offers the practical benefits of scalability with the long-term advantages of extensibility. The powerful components of HEAT are loaded with features and functionality that raise the level of your service. HEAT pushes your service and support beyond expectation and into the exceptional.

> ***"With HEAT, we're saving money because we're saving time. We don't have to run around to all our different resorts as much so we can focus on resolving the most important issues quickly."***
>
> *—Jennifer Woolley*
> *IS Help Desk Supervisor, Vail Resorts*
>
> ***"The low costs we have for maintaining HEAT are unreal! Now we can think about doing other things because we have more room in the budget."***
>
> *—Allen Murdock*
> *Director of Customer Operations, RIA Compliance*

HEAT® is compatible with:

- Microsoft® Windows® 98SE
- Microsoft Windows Me
- Microsoft Windows NT® 4.0 SP6a
- Microsoft Windows 2000 SP3 or higher
- Microsoft Windows XP Home/Professional SP1a or higher
- Microsoft Windows Server™ 2003

HEAT system requirements

Disk Space Requirements

- HEAT 8.0: 175 MB (full HEAT installation)

Database Management Software (DBMS)

- Microsoft Access 2000/2002
- Microsoft SQL Server™ 7.0 (SP4 or later) or 2000 (SP3 or higher)
- Sybase® SQL Anywhere® Studio 9.0 or higher
- Oracle 8.16 (using 8.16.6 driver) or 8.17 (using 8.17.6 driver)
- Oracle9*i*™ (using 9.01.3 driver)
- Oracle9*i* Release 2 (using 9.2.0.1 driver)

Server Requirements
(recommendations for the HEAT database server)

- On average, HEAT requires 2–3 MB of hard drive space for every 1,000 call records.
- All system requirements were developed using Microsoft SQL Server as the HEAT database application.
- When using other database applications, contact the database vendor for recommendations.

PinkVerify™ ITIL COMPATIBLE Service Support

This product has been verified as meeting the mandatory functional requirements for ITIL compatibility by Pink Elephant - the ITIL experts.

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FrontRange SOLUTIONS | APROPOS CONSULTING

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.

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Microsoft CERTIFIED Partner

Achieve differentiation through superior service.

In a world of increasing complexity and competition, the quality of your support has a direct impact on the efficiency and profitability of your organization. Today, support managers are challenged to adapt to rapid business changes and higher service expectations. A solid service management strategy that focuses on providing superior customer and employee support will increase productivity and customer satisfaction, while reducing costs.

How can better service and support cost less?

Service management achieves this goal by evolving traditional service and support operations into a business activity view across the whole organization. By consolidating and integrating service and support operations at an organizational level, organizations can gain a complete analytical view of their end-to-end performance. With this complete view, they can deliver a higher level of service and customer satisfaction at a lower cost.

This value can't be achieved through separate point solutions that often don't work together, don't provide complete customer and process analysis and don't grow with an organization's need. These incomplete solutions result in increased staff and costs. Differentiation through service management can only be achieved through one solution that allows support centers to manage service level agreements, knowledge, assets and field support for all employee and customer service departments, including IT, facilities, HR, technical support and customer support.

HEAT® is that complete solution.

> *"HEAT provided us with a rich and flexible feature set at a price that made sense. When compared to the CRM system we had in place, HEAT provided us the flexibility to customize workflow to our specific business needs rather than costly reengineering [of] our business to meet the needs of the old CRM system."*
>
> *—Jim Bennight, Vice President, Customer Operations, Thomson RIA Compliance*

Simply Powerful®

APROPOS CONSULTING | FrontRange SOLUTIONS

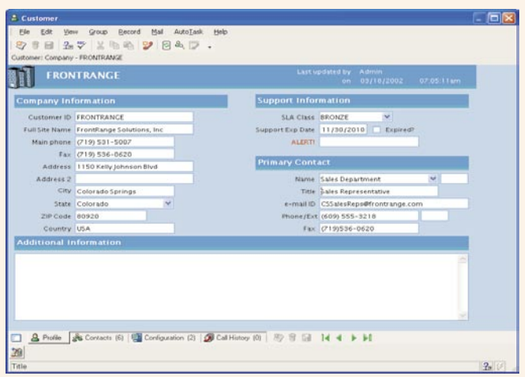
Every piece of information becomes part of the solution.

Built on more than a decade of service management experience, HEAT® Service& Support™ integrates your support center, service level, knowledge and asset management into one complete solution to reduce costs and increase operational productivity.

HEAT® allows you to accumulate, manage and coordinate information from various data and knowledge bases to create best practices, pinpoint issues and improve processes that will impact the success of your business.

Support Center Management—Mobilize resources across the entire enterprise to reach quick resolution and meet service level agreements, all with a single ticket.

Service Level Management—Work with the confidence that comes from knowing service level agreements are not just being met, but exceeded.



Enter contact information and establish the service level.

Knowledge Management—Leverage the total intellectual capital of the entire organization to reduce training time for new support technicians and shorten call times.

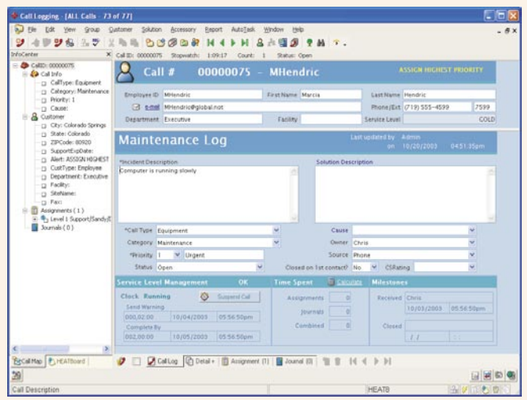
Asset Management—Manage license and lease agreements to control and maintain every asset throughout its life cycle.

Increase the level of support with HEAT.

HEAT dramatically improves response times and customer satisfaction by routing and managing all incoming calls to the proper representative, so your answers are ready and right the first time.

Increase productivity—By streamlining processes and accessing a knowledge base of information through an easy-to-use interface, accurate answers to issues are just a mouse click away.

Improve customer satisfaction—HEAT enables customers to get the consistent answers they need when they need them through 24/7 self service capabilities, e-mail, Web access, or telephone.



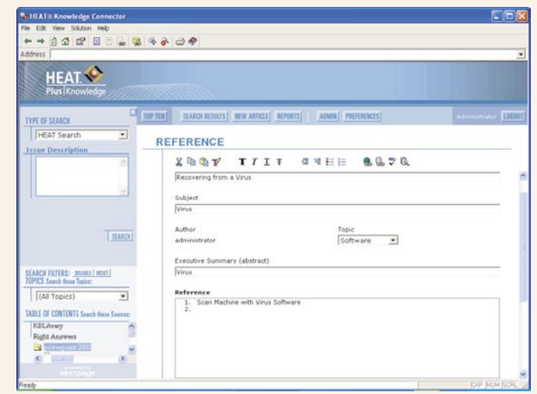
Access the account history for more effective and personalized service and support.

Enhance efficiency—HEAT offers support technicians a variety of access and deployment options—client server, thin client and Web-based—to extend functionality across the organization.

One vendor delivers one powerful solution.

With HEAT, you benefit from working with a market leader. The modular components of HEAT allow you to deploy features and functionality on your timetable as your needs grow, giving you a powerful service management solution suited to your organization.

Knowledge Management
With HEAT® Plus Knowledge, you find the information you need, exactly when you need it, regardless of format or structure. HEAT Plus Knowledge organizes real-time information and allows you and your customers to search against multiple content repositories. HEAT Plus Knowledge easily provides consistent information that allows you to reduce training time and costs, and provide quicker call resolution.



Harness the power of knowledge management for quicker issue resolution.

Self Service
Reduce call volume and ease the pressure on your technicians and your budget with HEAT® Self Service™. Self service allows your employees and customers to access the problem- solving capabilities of your knowledge base from any Web browser 24 hours a day, seven days a week. Combined with an intuitive interface, HEAT Self Service lets your customers and employees resolve issues expeditiously at a lower cost per transaction.

Asset Management
Designed to reduce the complexity of asset management, HEAT® Asset Tracker quickly and accurately captures software- and hardware-related information from a variety of platforms. HEAT Asset Tracker helps you comply with your software agreements and avoid the risk of over- or under-licensing. With HEAT Asset Tracker, you can manage the asset life cycle from acquisition through changes and retirement, allowing you to control your IT budget and increase operational efficiency.

Anywhere Access
Thin client computing—iHEAT™ allows you to access the full functionality of HEAT via the Web. You can consolidate your applications on a server and your employees and customers can effortlessly and cost-effectively access your HEAT applications from any location.

Web access—Access the power of HEAT anytime, anywhere, from any computer with Internet access—including a Macintosh®. HEAT® WebCenter, built on Microsoft® .NET technology, provides technicians and managers with immediate remote access to the most commonly used features of HEAT.

Remote support—HEAT® Plus Remote Support Suite allows you to support your customers more quickly and easily with a more efficient IT support environment. HEAT Plus Remote Support Suite provides SSL-encrypted sessions to protect remote support activities, and it includes a remote incident resolution suite with remote control, real-time system information, chat, file transfer, and remote execute and reboot.