



Hybrid ITSM

Because Having
Only One Option
Isn't An Option



For more
than 20 years,
FrontRange Solutions
has focused exclusively
on developing software
that improves IT's
efficiency and value.

That's why FrontRange is the
global leader in **Hybrid IT Service
Management** (ITSM) solutions for
organizations of all sizes. With its suite
of HEAT applications, FrontRange is
the only ITSM provider in the world
that delivers Service Management
software with fully integrated Voice
Automation and Client Management
capabilities on-premise and in the
cloud enabling customers to deliver
world-class service while **maximizing
operational efficiencies with reduced
cost and complexity.**

With its suite of
HEAT applications,
the FrontRange
service management
solution is the most:

Flexible

Standardize on a single service management solution with “fit-for-purpose” cloud and on-premise deployment models that allows for the use of both operating and capital expense budgets (including a hybrid option that leverages both).

Advanced

The most advanced service automation solution in the world with fully integrated voice-enabled capabilities that enhances efficiency and reduces service resolution costs by up to 70%.

Complete

With end-to-end, integrated client management capabilities that enables the standardization of business processes across the enterprise and improves the mean time to repair (MTTR) by up to 75%.

FrontRange Is The **Global** **Leader**

**IN HYBRID IT SERVICE
MANAGEMENT (ITSM)
SOLUTIONS**



With our HEAT IT Service Management applications, you will **manage the complete process lifecycle** of business services

from the ability to easily request a service or change, automatically approve and authorize the request, plan for appropriate remediation measures, automatically deploy the changes to the end users, monitor compliance and service level agreements and control your services portfolio on an ongoing basis to ensure enhanced service quality and customer satisfaction.

Request

Simplify and automate processes for requesting, changing, and supporting business services. Increase staff productivity and consistency by automating processes, policies, and tasks.

Approve

The service desk analyst identifies the asset, gets compliance information and executes the approval based on pre-configured change and/or pre-approved reinstallation processes.

Plan

Initiate deployment using pre-packaged software. Schedule provisioning task within pre-negotiated maintenance window and plan for execution.

Deploy

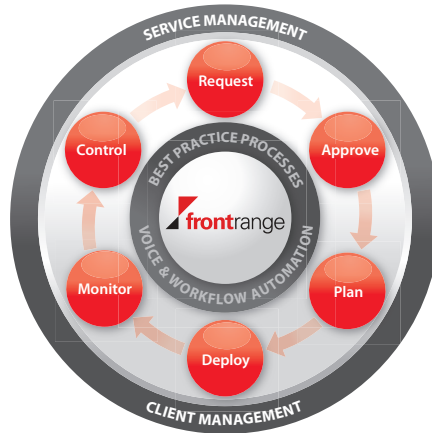
Consistently deploy complete business services across applications, servers, networks, databases, and client devices using a proven solution for provisioning, compliance, and release management. Accelerate delivery of new services. Reduce the risk of change.

Monitor

Proactively identify and resolve IT issues across your environment, including private, public, and hybrid clouds. Ensure continual business operations and manage ever-increasing data, transaction, and task volumes with the same or reduced staff.

Control

Manage IT supply, demand, and budget and ensure compliance with policies and regulations. Provide transparency and visibility across 100% of IT spend. Improve staff utilization by up to 30%. Reduce the cost of compliance activities by up to 30%. Decrease vendor spend by as much as 15%.



Request, Approve, Plan, Deploy, Monitor, And Control IT Processes And Functions

**ON-PREMISE, IN THE CLOUD,
AND EVERYWHERE IN-BETWEEN**

HEAT enables customers to deliver **world-class service** while maximizing operational efficiencies with reduced cost and complexity.

With 50% of the workforce located outside the United States, FrontRange has 13 offices worldwide with regional headquarters located in APAC and EMEA.

Global Support

FrontRange Global Support is here to answer your questions, and to make sure you get the help you need. We offer a variety of support options to ensure you receive optimal support that fits the needs of your organization. FrontRange is committed to complete customer support, from the moment you invest in our products through your entire relationship with us. Complete customer support includes access to telephone support, online self-service, and email support as well online resources. FrontRange provides users a wide range of support options to make sure your operations always run smoothly!

Global Services

With more than 15,000 customer implementations, FrontRange is uniquely qualified to help you simplify and automate your IT infrastructure and processes so you can better manage business services. FrontRange Global Services teams with you through your complete project lifecycle—from project planning, through design and implementation, to ongoing operations. Our engagements are mapped to your specific business objectives and range from architecture and project planning to process and organizational transformation. Our teams—Consulting, Education, and Managed Services—are all focused on achieving the highest level of client satisfaction and realized outcomes.

Key Partnerships

FrontRange Solutions is focused on helping you design and implement complete IT Service Management solutions to meet your specific business needs. We have strong partnerships with technology companies worldwide to create a partner network that can deliver all elements of a complete IT Service Management solution—across the globe.

HEAT Manages
Millions Of Service
Interactions A Day
For More Than 15,000
Leading Organizations
AROUND THE WORLD



Customer Success Stories

THE IMPACT OF HEAT

“Now, every incident has an owner and every owner has accountability to manage the incident. Most are closed within 24 hours of resolution, easily surpassing our targeted metrics.”

Erich Umar
Vice President, Service Delivery Management, American Stock Exchange



“We solved many challenging customer service and management issues with one HEAT application. The HEAT membership freeze system extends the positive feeling our members get from working out at Equinox, beyond the time they spend at our facilities.”

Jeff Grayson
Chief Information Officer, Equinox Fitness



“It was important for us that the new ITSM solution not only met our current requirements but was flexible and open enough to allow it to ‘grow’ with our company. We also wanted a tool able to map our existing structures and processes on a one-to-one basis. We found the right solution in FrontRange.”

Heiko Riedel
Senior Manager IS Customer Service, CSL Behring

CSL Behring



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