# Table of Contents

**HEAT Service Management Platform** ................................................................. 3  
  Introduction ........................................................................................................ 3  
  HEAT Solution Difference ............................................................................... 3  
  HEAT Service Management Benefits ............................................................... 4  

**Platform Design Highlights** .................................................................................. 5  
  Technology Overview ....................................................................................... 5  

**HEAT Service Management Platform Overview** ............................................... 6  
  Platform Overview ........................................................................................... 6  
  An Extensible Architecture ............................................................................... 6  
  Integration Capable ............................................................................................ 7  
  Business Process Driven Workflows .................................................................. 8  
  Socially Enabled Business – Self Service & Voice Enabled Interaction Management .......................................................... 8  
  Dashboards & Reporting: Service Management Key Performance Indicators .......... 9  

**Conclusion** ............................................................................................................ 10
HEAT Service Management Platform

Introduction

All service management divisions, whether they manage IT services and employees, or external customer service engagements, need the ability to accurately access information from customer service and IT based service management solutions. Despite the challenges, realizing the vision has its obvious advantages: operational and cost inconsistencies are managed better, automation enables an enhanced workforce, and customers gain appropriate, real-time access to accurate information to run a more efficient business. Bottom line, the entire enterprise becomes more responsive to client needs, lowers global operational costs, manages sprawl, and improves the overall satisfaction of all customer types.

The challenge exists in creating a workflow based environment that can consolidate information across all users, divisions and functional roles within an organization, as well as, manage the ever changing IT environment consisting of too many systems, applications, and dis-jointed processes. A combined, automated, process oriented system is a common challenge faced by all organizations.

FrontRange Solutions, a global leader in integrated service and client management solutions, has delivered a next-generation technology platform designed to help companies realize the vision of an extensible, entirely configurable, totally integrated, workflow based application platform.

Built to support cloud, on-premise and hybrid deployment models, HEAT Service Management Solutions allow customers to receive maximum value through ease of consolidation, configurations options, simplified deployment, automated process workflow system, and socially enabled self-service access.

HEAT Solution Difference

With its suite of cloud, on-premise and hybrid HEAT applications, the Service Management solution is the most:

**Flexible** – Standardize on a single service management solution with “fit-for-purpose” 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%.
HEAT Service Management Benefits

HEAT Service Management is a powerful, rapidly deployed, integrated set of Service and Client Management business functions. HEAT Solutions transform service and support teams, service desks, and help desk from tactical service providers to strategic business enablers. The multi-deployment based solution improves day-to-day operations and increases the agility of the business to achieve service management and business alignment. Achieve cost advantages and rapid implementations with multiple infrastructure choices to leverage, manage or utilize. Standardize any support service with a built-for-purpose, fully automated and voice enabled solution. Attain transparency with end-to-end integrated service & client management capabilities, all within a fully extensible and configurable HEAT Service Management platform.

Flexible Automation

- Standardize on “built-for-purpose” solution
- Highly configurable with dynamic workflow capabilities
- Voice & Mobile enabled out-of-the-box

Rapid Implementation

- Phased or All-in implementations, your choice
- Configurations and integrations are preserved
- Pre-built process wizards to get up and running quickly

Cost Advantages

- Customers choose infrastructure to leverage, manage or utilize
- Minimal cost to tailor instance to your liking (highly configurable)
- Predictable costs models with On-Premise, Cloud & Hybrid models

Transparency & Consolidation

- End-to-end, integrated client management capabilities
- Extensible platform, fully integrated, with multi-purpose functions
- Single source of truth, complete view of the business
Platform Design Highlights

Technology Overview

The FrontRange technology vision is straightforward: provide powerful, ready-to-deploy solutions that can be extended to meet the exact needs of any service management, customer service, call center, help desk or contact center environment. This vision entails providing a platform which will complement the business, focus on consolidation, be nimble, and provide proactive knowledge to both users and customers. This vision enables clients to achieve their goals by providing a platform that is:

- Built on a web-based architecture which makes deployment and application management easy
- Entirely configurable platform, enabling non-technical staff to configure the solution with simple, easy to use configuration wizards
- Developed with a drag and drop, graphical business process and workflow engine
- Extensible to support surrounding and peripheral business functions
- Designed to integrate with third-party applications and legacy data sources
- Voice enabled business solution platform, with complete automated call distributing, integrated voice response, and call management functionality
- Focused on users who prosper via socially enabled functions like self-service & service catalog
- Designed to be secure, scalable and available
HEAT Service Management Platform Overview

**Platform Overview**

The platform is a web-based architecture centered on a set of common business functions and a common data store. Built-in business workflows route information within the applications through a metadata-driven architecture. Third-party, external applications and services connect to the data store by a variety of connection methods and technology adapters. These adapters convert proprietary messages from external systems to the standards used within the HEAT Service Management Platform.

The advantage of this architecture is that it delivers, at any given time, a single consolidated view of all pertinent information to the correct business location, division or user. This platform provides architectural benefits that:

- Integrate data and business processes from across the enterprise to support real-time service management functions
- Provide a business automation–driven environment for accurate and consistent information handling and customer follow up
- Extend the service management reach by supporting additional divisional needs, such as HR or facilities
- Bring new scalability and performance to the service division with socially enabled, self-service functions, including voice enabled service interactions
- Analyze service management key performance indicators through real-time dashboards and reports

The web-based solution platform provides organizations of any size with the performance, extensibility, scalability, and availability necessary for business-critical applications.

**An Extensible Architecture**

Unlike typical enterprise applications, which often stand alone and require their own databases and logic engines, HEAT Solutions (Service Management, Communications Management, and Client Management) are specialized programs that provide business-level functions. They leverage the common application services in the HEAT Service Management Platform to deliver rich functionality right out of the box and allow users to configure them to meet their exact requirements.

The extensible and configurable nature of HEAT Solutions is largely based on the architecture within the platform. This architecture creates an intelligent way to extend the solution by enabling customers to create and define fields,
business rules, data definitions, validations, business object relationships and application attributes that can be easily managed in on-premise, cloud or hybrid environments and presented to the user in the appropriate way. In short, the business can use the HEAT Service Management platform architecture to build, create and manage ‘other’ functions not representative of the out-of-the-box service management suite of functionality.

Powerful graphical application configuration and development tools that let customers modify applications are provided with the platform. The simple and intuitive nature of the supplied configuration tools allows customers to personalize their applications without the extensive coding and development knowledge competing platforms require.

Business objects and their associated properties are stored and executed in the customers chosen deployment environment. Applications can be easily changed or extended by simply rearranging business objects and modifying business workflows rather than having the business rules hard-coded within the application.

The advantages of an extensible architecture include:

- Lower cost of deployment leading to quick business wins
- Application flexibility to support any service business need
- Ease of integration to existing infrastructure for better total cost of ownership
- Built-in integration for all FrontRange applications
- Ease of building and deploying high-performance solutions for the business

**Integration Capable**

The HEAT Service Management Platform provides powerful integration capabilities via Service Oriented Architecture (SOA) web services platform. It is vital to service technicians and agents that they quickly retrieve and ascertain customers as they interact with the service teams.

The SOA web services engine is responsible for:

- Setting and managing alerts and notifications
- Processing messages from internal and external applications
- Integrating to and from other business functions or applications

The architecture supports synchronous communication to and from other applications and data sources. The system allows applications to publish messages in response to the invocation of business events within the platform. These messages are published in industry-standard XML and XSLT format and are delivered securely to subscribing systems via HTTP/HTTPS connections. Utilizing a powerful integration and messaging engine, users can quickly and easily create robust integration links between HEAT Solutions and their existing systems and data sources. Web services interfaces can seamlessly access data within other enterprise systems, or deposit information into those systems.
**Business Process Driven Workflows**

Utilizing a workflow engine for all types of service teams is important since automation can drive results, alleviate mundane tasks and monitor the business.

The HEAT Service Management Platform includes a powerful business automation engine designed to help companies establish or enforce efficient processes across the enterprise. Based on industry standards, the business automation engine powers the business logic, automation tasks and communications across the entire service management suite. Singular or sequential actions can be triggered based on record changes, user-defined thresholds, elapsed times and other internal and external events.

The platform includes a completely configurable business process designer where a user or business line manager can leverage drag-and-drop tools to create any business workflow they desire. This workflow process tool enables the execution of complex processes that may run for just a few seconds or for decades.

Processes defined for the engine may engage in synchronous and asynchronous communications not only with the application, but also with any other system supporting a Web services–based interface and integrated with the service management business. This allows complex processes spanning multiple business entities or applications to be easily constructed and deployed.

The design of the workflows is eased with the inclusion of a graphical process editor that allows the user to drag-and-drop process activities on a work space. The toolbox of available services is easily expandable, and any process can be exposed to the world as a web service.

**Socially Enabled Business – Self Service & Voice Enabled Interaction Management**

In today’s world of instant knowledge, social media, community and immediate response expectedness, it is important that service and support divisions open themselves up to retrieving and exposing service requests via many interaction channels available in the market.

HEAT Solutions are able to consume and publish information through multiple interaction channels, such as, email, web, self-service, service catalog and the phone, all in one central queue. Email and web listeners enable you to transition these requests to the correct agent with the rights skills to manage the issue at hand. A complete self-service module is available so customers can view, edit and submit incidents via secure login environment. Not only can the business view and submit issues via self-service, they can also perform research on their own issues via external Knowledge Management capabilities provided out of the box in the application. This external knowledge can drastically reduce costs for any service operations.

Similar to how self-service is leveraged as a portal to capture client issues, so to can the self-service portal be used to capture service requests. Included as part of the overall self-service platform, the comprehensive service catalog function enables customers to submit service requests across any part of the business. Whether service request are
for human resource purposes, facilities requests, or part of a procurement process, any service provided to the business, across any division around the globe, can be consolidated and presented to the customers through the service catalog. Once a self-service incident or request is submitted to the business, process workflows, activities and communications are established so everyone is kept abreast of the issue, auditing and governances are monitored, and the response time is immediate.

Only HEAT Service Management solutions are built with native Voice enablement. HEAT provides a complete, out-of-the-box suite of Voice capabilities coupled with the service management business application. Leveraging the voice enabled architecture enables a simpler, more cost-effective and scalable model for application integration and access across the enterprise. The voice enabled solution provides features such as ACD (automated call distributing), IVR (integrate voice response), screen pop’s and a voice agent toolbar embedded directly in the application. These voice functions are combined with the service management business data to greatly enhance customer phone engagements and improve first call resolution rates. Since both the voice and business application components are developed by FrontRange Solutions there is no need for extensive third party phone systems integration. All the components clients need to manage their service center are provided by one provider, FrontRange Solutions.

All types of customer interactions are able to be placed and managed in the service management system. Not only will phone calls be placed into the system, but other customer requests via email or self-service can be centralized in the system so requests get delivered accurately and managed accordingly. This voice enabled, multi-interaction channel application will improve productivity and enable cost savings for any service management division.

Dashboard & Reporting: Service Management Key Performance Indicators

The HEAT Service Management Platform includes both a powerful real-time reporting engine via Microsoft SQL Reporting Services (Cloud Solutions) and Crystal Reports (On-Premise Solutions) depending on the application deployment method. The service management platform also has an action oriented dashboard framework built at the forefront of the platform framework so users can drill down into the details which encompass the information presented in any dashboard. These analysis tools enable managers and end users to quickly create service analysis and give users of all levels roles-based views into the appropriate areas of the business.

Dashboards consist of user-defined configurations of either system-supplied or custom dashboard parts. The dashboards are action oriented so users can actually drill down into the data which makes up dashboard view. A wide variety of dashboard components are included with each module; however, customers can easily utilize the platform to add or extend dashboard components to meet their specific needs.

Supported dashboard components include:

• Grid Views— Application data can be presented in a sortable grid view to display lists of data.
• Charts and Graphs—Graphical engine support for pie, bar and line graphs, as well as needles and thermometers are included and can support data from internal and external systems.

• Dashboard Controls – Located on the dashboard is the ability for users to further filter and group the data, export the records, or run business workflows against the data.

Conclusion

The HEAT Service Management Platform is designed specifically for customers who need to extend service management capabilities to other areas of the business who require service delivery. Divisions such as human resources, facilities, operations or customer service and support teams can utilize the platform to manage, support and capture their service delivery business requirements. With over 15,000 customers worldwide, we understand the business challenges and opportunities that arise each business day. The web based platform enables you to achieve competitive advantage and keep pace with ever-increasing demands on your business and IT resources, providing you with a platform upon which to launch or expand your world-class organization.

The easy-to-deploy HEAT Service Management solution leverages best-of-breed tools, powerful out-of-the-box application workflows, endless configuration options, & simplified integration with third-party applications all within an extensible platform.

This platform based approach helps ensure that any IT organization can align themselves with strategic business initiatives and tactical service management goals.

Call us or visit our website to learn how any customer can unleash the incredible business potential the HEAT Service Management Platform.

About FrontRange Solutions

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. HEAT manages millions of service interactions a day for more than 15,000 leading organizations around the world. HEAT enables customers to deliver world-class service while maximizing operational efficiencies with reduced cost and complexity. FrontRange is headquartered in Pleasanton, Calif. and can be found at http://www.frontrange.com/

Call 800.776.7889 today to speak to a representative and discover the benefits of FrontRange