

Is Your Help Desk...



Updating your hairstyle may not be easy, but finding an up-to-date Service Management Solution is.



SERVICE MANAGEMENT

Some Things are Best Left in the Past. Your Help Desk isn't One of Them.

There was a time when Atari 2600, Commodore 64, Apple IIe and 5½-inch floppy disks were on the leading edge, keeping company with the Rubik's Cube and Pac-Man. Since then, our technology, entertainment, fashion and hair styles have all evolved, but has your help desk moved into the 21st Century?

Today, proprietary code-based systems and stand-alone help desks no longer keep up with the everyday service demands of business environments. These days, the distributed, global, often 24/7 nature of help desks requires a highly evolved service management solution, as do best practices and regulatory drivers like ITIL®, Sarbanes-Oxley and HIPAA. Not to mention, modern customers expect a higher level of service.

If your help desk hasn't moved to the next level, you may be missing out on opportunities to transform the quality and efficiency of your service delivery – to elevate your service while lowering costs.

Next-Generation IT Service Management

It's time to update your IT service management with automation, reporting and integration with other key IT processes. The next-generation help desk requires attention to the full life cycle of IT services. In return, you realize tangible and tactical benefits.

- Faster incident response times
- Better root-cause analysis of problems
- Fewer change-related complications affecting business services
- Improved oversight of service level agreements (SLAs)
- Greater customer loyalty

Better Service Management – Now Easier Than Changing Your Hair Style

Evolving your help desk has never been easier. FrontRange ITSM, a customizable, cost-effective IT management solution, empowers world-class IT service and management. Each module can stand alone or efficiently integrate with all the others. Built specifically for small to mid-sized organizations and geographically distributed enterprises, ITSM incorporates ITIL best practices, bringing together the best in management practices with the best in technology.

Align People and IT

Move from simply maintaining system stability to aligning people and IT to deliver greater business value. ITSM helps organizations continually improve service delivery and customer satisfaction, increase productivity of the business overall, and contribute to the bottom line.

- **Problem Management** – Efficiently identify and address the problems that underlie incidents.
- **Change Management** – Manage, track, and optimize changes, ensuring that your business goals and IT services are in constant alignment.
- **Availability Management** – Measure the availability of a component or service to perform its specific function over time, and monitor availability via real-time dashboards and reports.

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Simplify Compliance

Regulatory requirements, such as SOX, COBIT, HIPAA and ISO, make for an increasingly challenging environment for organizations. ITSM allows you to stay in compliance and demonstrate compliance – without compliance becoming your core competency. ITSM provides tools for corporate governance, data security/privacy and sound financial reporting.

- **Service Level Management** – Manage service agreements throughout their lifecycle from agreement initiation to monitoring to taking action if service falls short of compliance, and finally to reporting on performance.
- **Release Management** – Plan, deploy and manage releases to system users with precision and confidence.
- **PC Lifecycle Management** – Automate both routine and complex tasks, from OS, application, and driver installations to remote desktop support.

Automate Repetitive Processes

Lower the cost of repetitive business processes by automating them. You can also quickly identify exceptions, apply resources and enforce priorities. Real-time service data lets you address issues before they become problems.

- **Incident Management** – Efficiently identify, respond to and track events needing resolution.
- **Configuration Management** – Define, accurately identify and report configuration items (CIs) with enterprise-class management within your IT system.
- **Asset Management** – Automatically collect and store asset data, and receive complete and up-to-date visibility of all assets connected with incidents or trouble tickets.

Raise Productivity

Productivity gains come naturally as you streamline workflow, manage change efficiently, and optimize the benefits of change. Service responsibilities have often expanded across multiple business units. ITSM enables you to standardize IT processes.

- **Knowledge Management** – Build your organization's knowledge repositories, directed externally or internally, and make it easy for users to find information.
- **Self Service** – Help customers help themselves with a powerful, locally based or Web-based self-service tool. Add ITSM Voice enablement for phone-based self service as well.
- **Voice Enablement** – Give service or sales teams access to complete, up-to-date information on callers – in real time – allowing intelligent routing and enabling cost-saving voice self service, among other voice technology benefits.

Update Your Help Desk – to the Max!

Call 800.776.7889 to speak to a Help Desk Specialist, or go to our Web site at www.updatemyhelpdesk.com for more information about updating your help desk.

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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 to manage a wide variety of business relationships and provide exceptional service. FrontRange product families, designed specifically for small-to-medium-enterprise (SME) and distributed enterprise organizations include: GoldMine® for business relationship management, team-based contact management and sales force automation solutions; IT Service Management with HEAT® and ITIL® standards-based modules for complete service management; Communication Management including IP Contact Center for reduced telephony costs and increased agent productivity, streamlined customer service and communications; and Infrastructure Management, which provides the ability to optimize the full lifecycle of a company's assets. Customers representing 44 percent of the Fortune 100 and 76 percent of the FTSE 100, include Coca-Cola, Shell Oil, Prudential Securities, Électricité de France, Mack Trucks, Campbell Soup, Avaya, Bechtel Corp, Bank of America, and Turner News Network. For more information, call 800.776.7889 or visit www.frontrange.com.

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