

FrontRange™ IT Service Management 7.0

Delivering Smart Applications with Rich User Experiences

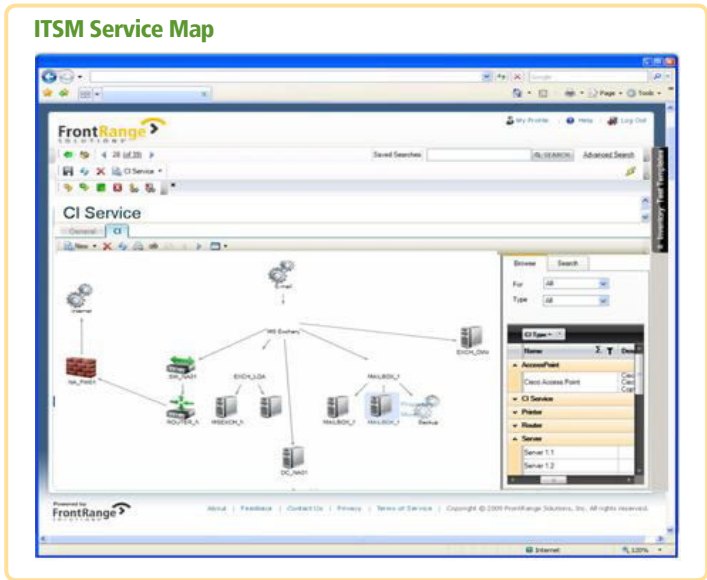
FrontRange IT Service Management (ITSM) 7.0 is a service oriented release filled with pioneering features geared toward injecting agility, efficiencies, and effectiveness into your service management processes. Strong focus was also given to empowering end users; improving business alignment and delivering cost and resource utilization transparency.

Improve Service Desk Efficiency and Productivity

ITSM provides a large number out-of-the box Incident templates to assist service desk analysts with capturing customer information quickly and efficiently, eliminating unnecessary key strokes. It's pro-active Incident matching automation feature provides service desk users with the ability to view and associate new incidents with similar symptoms or parameters quickly.

Improve Service Reliability

ITSM visualization enables the creation of service maps, consisting of infrastructure items, impacted systems and users into a single view, providing the analyst with a clear understanding of the risk and cost associated with system outages and planned changes.



FrontRange™ SERVICE MANAGEMENT

Key New Features

- Actionable Incident Templates
- Automated Incident Matching
- Service Catalog
- Pre-defined Service Request Templates with Automated Request Fulfillment
- Intuitive Workflow Designer
- Scorecard and Role Based Performance Reporting
- Automated Change Scheduler
- Change Risk Calculator
- ITIL V3

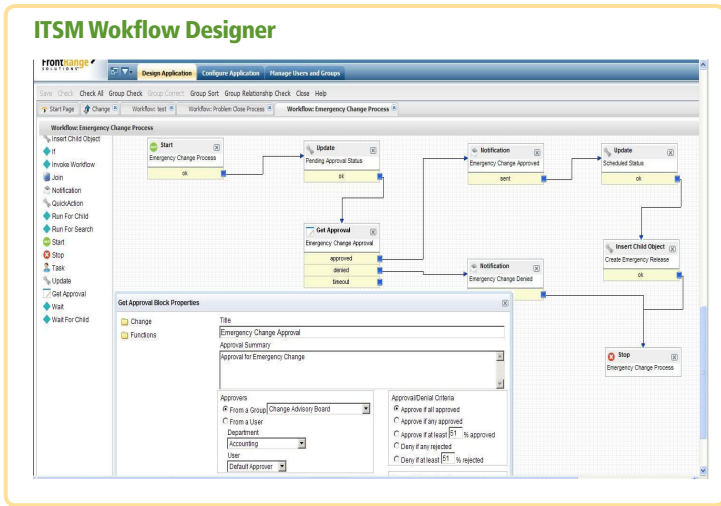
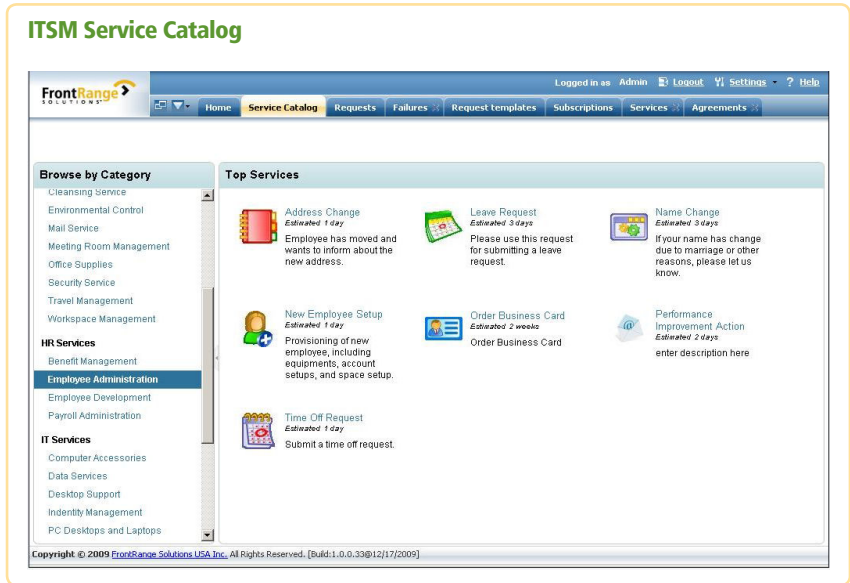
Key Benefits

- Increase Business Alignment and Cost Transparency
- Better Customer Loyalty and Satisfaction
- Improve Service Desk Efficiency and Productivity
- Minimize Service Outages and Improve Service Reliability
- Enable End User Empowerment

Available soon!
New FrontRange
ITSM SaaS
Offering!

Better Business Alignments

The ITSM Service Catalog is a single user interface from which customers can initiate IT service requests. It provides the business facing view of the available services and describes them in business terms. It also provides IT with a platform to communicate service functionality, cost/pricing and performance information to the business organization. ITSM Service Catalog comes with automated fulfillment and provisioning capabilities that can interact with many parts of the business.



Empowering the Business User

The new ITSM Service Designer provides a highly intuitive interface allowing non-technical business users to create service definitions, design fulfillment workflow and publish services for their customers. The Service Designer is supported by a robust workflow engine that executes, monitors and manages the workflow lifecycle of each request.

Optimize Service Desk Performance

ITSM 7.0 provides pre-defined role based KPI dashboards allowing service managers and business users to stay on top of service desk optimization, productivity and efficiency, as well as provide a better understanding of service desk customer satisfaction.

Balance score card reporting including:

- Productivity Metrics
- Quality Metrics
- Financial Metrics
- Operational Metrics

