



## FrontRange Solutions® IT Service Management

Modernizing Service Management

### Solution Overview

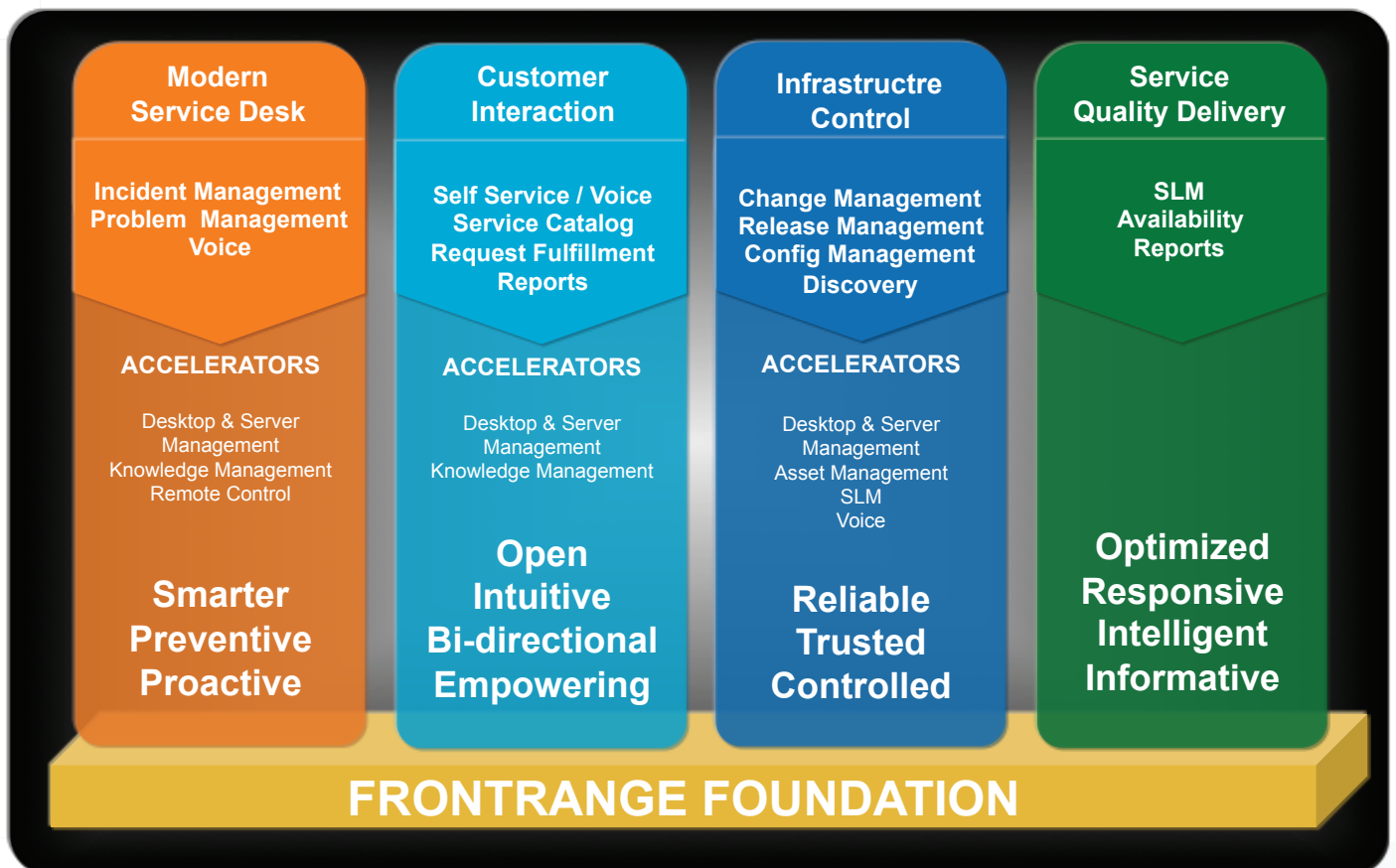
The pressure is on to improve alignment between IT and the business to deliver more strategic value to the company. But how can you get there, fast, without breaking the bank?

The answer is FrontRange IT Service Management (ITSM). Our modern approach to service management blends best practice processes to expedite IT-business alignment with configurable tools to manage infrastructure and control costs. With FrontRange ITSM, you have the complete solution you need to cost-effectively deliver services that bolster business value.

# Modernizing Service Management

FrontRange ITSM is ushering in a modern era of service management. Every aspect of our solution is designed to create velocity in aligning your IT services to the business. Pre-defined automations make processes smarter with workflow that anticipates the needs of analysts and customers. The right information is revealed incrementally as the workflow progresses, eliminating guesswork at each step to expertly guide the user experience.

FrontRange Foundation makes it all possible. Built from the ground up on a modern service-oriented architecture, the Foundation provides an agile development and customization environment. The Foundation is configurable, so you can quickly and cost-effectively tailor FrontRange modules to meet your strategic business objectives. And it's extensible, so you can create or integrate applications at a fraction of the time and cost associated with other solutions. It's the Foundation you need to deliver, manage, and optimize IT services so they remain relevant to your business. It's the Foundation of modern service management.



# Modernizing the Service Desk

## Smarter

FrontRange is modernizing the service desk so you can become a true service provider to the business. Nearly every conceivable process has been automated with proven best practice templates. Because pre-defined workflow anticipates what users need, processes are smarter with FrontRange. Only the information that is relevant to workflow step is presented, reducing confusion and boosting productivity.

## Preventative

Preventing problems from occurring in the first place will help you build a positive service reputation with the business. Proactive problem trending with FrontRange allows you to indentify and address potential issues before they impact customers.

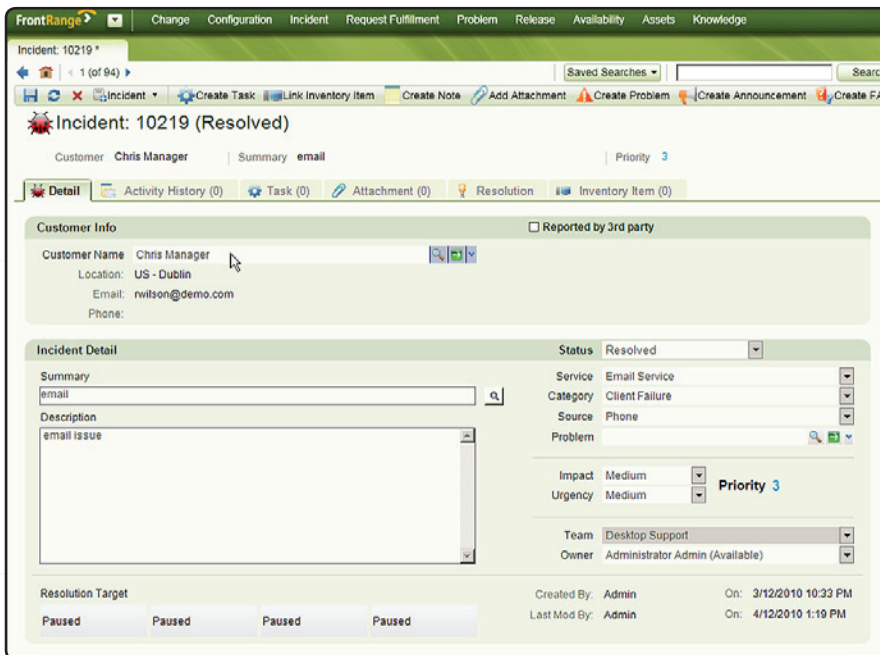
## Proactive

When problems do occur, you can proactively communicate with customers using voice-enabled "tier zero" support. Pushing broadcast outage and alert messages to customers lets them know you are on top of the problem. When service is restored, FrontRange sends automatic updates, successfully closing the loop with customers. Because FrontRange has pioneered the voice-enabled service desk, you can empower customers to automatically log and close incidents using intuitive voice prompts. These outbound and inbound automations not only reduce call volume and contain costs; they improve customer communication and satisfaction.

*"Most incidents are closed with 24 hours, easily surpassing our targeted metrics."*

**Gert Larsen**

*Service Desk Manager,  
Denmark Ministry of Foreign Affairs*



ITSM Incident Management Module

## Modern Service Desk Solution

Modern Service Desk modules include Incident Management, Problem Management and Voice.

To increase velocity consider adding the following Accelerator modules:

**Knowledge Management** – Minimize escalations and eliminate duplicate effort by providing analysts with a single source of authoritative solutions.

**Desktop and Server Management** – Speed diagnosis and break fix capabilities allowing SDA to restore services quickly.

**Remote Control** – Reduce customer frustration and boost first call resolution by troubleshooting issues without leaving the service desk.

**Self Service** – Slash call volume and associated costs by empowering customers to log incidents and solve problems on their own.

# Transforming Customer Interaction

## Open

Modern service management requires clear communication and smooth interaction with customers. Because FrontRange has a complete platform for multi-channel interaction, you can transform how customers engage with you online, over the phone, and via email. With FrontRange, all lines of communication are open.

## Intuitive

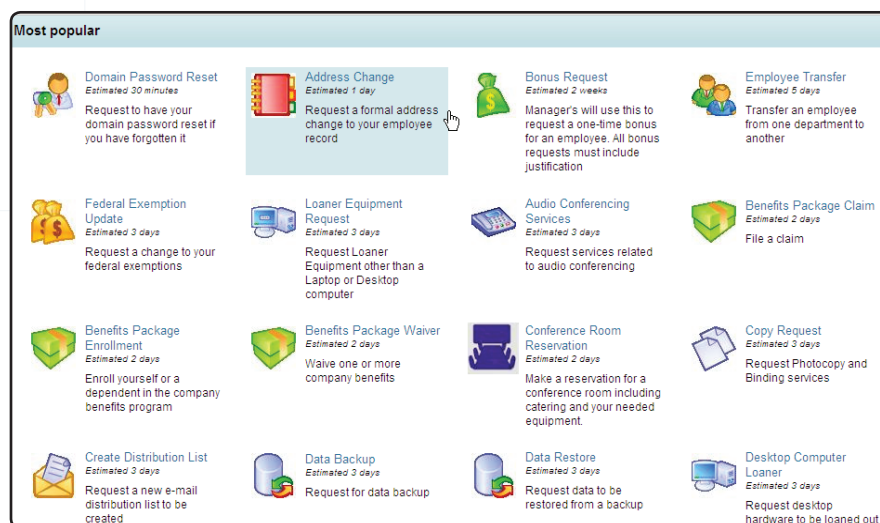
The good customer experience starts at the self-service portal. This user friendly environment provides one stop shopping for everything service related, from accessing FAQs and broadcast announcements to requesting services and tracking status. An inviting interface guides customers through self-help and service request processes. Customers can browse the service catalog to view service descriptions, target delivery dates, and associated costs in a single view and are presented with a summary preview before submitting the request. Complete transparency increases customer confidence to serve themselves rather than calling the service desk.

## Bi-directional

But if customers get stuck trying to request a service or solve a problem on their own, FrontRange provides a seamless option to access the service desk with click-to-call capabilities. If more information is required to close an issue or process a request, journal entries efficiently facilitate bi-directional communication with the customer.

## Empowering

FrontRange puts the power of designing services in the hands of non-technical business users. Our Service Catalog solution allows business unit managers and service providers to create service definitions, design fulfillment workflow, and publish services all within an intuitive, drag-and-drop interface.



Service Catalog

*"We now have the ability to stop thinking system and start thinking service, which has fundamentally changed the way we look at ourselves and align ourselves to the business."*

### Shuba Raniga

IS Services Manager,  
The Warehouse Group

## Customer Interaction Solution

Customer Interaction modules include Service Catalog, Self Service, and Reports.

To increase velocity consider adding the following Accelerator modules:

**Knowledge Management** – Enrich self-help discovery with a structured, federated knowledgebase that leverages ratings for relevance.

**Desktop and Server Management** – Speed service delivery and save money by automating fulfillment and provisioning of standard service requests.

# Taking Control of IT Infrastructure

## Reliable

Delivering reliable services to your customers requires a reliable IT infrastructure. FrontRange allows you to take control of your infrastructure by blending best practice templates for the end-to-end change-release-configuration-discovery process with tools to seamlessly monitor and manage assets. From one central location, you can maintain the overall health of your infrastructure to improve service reliability.

## Trusted

FrontRange eliminates silos with proven best practice templates for interoperable processes, which are certified by Pink Elephant as supporting ITIL. Pre-defined automations make processes smarter with workflow that reveals required actions within the context of each step. Because FrontRange expertly guides the entire process, you can inject governance and control without adding friction to service delivery.

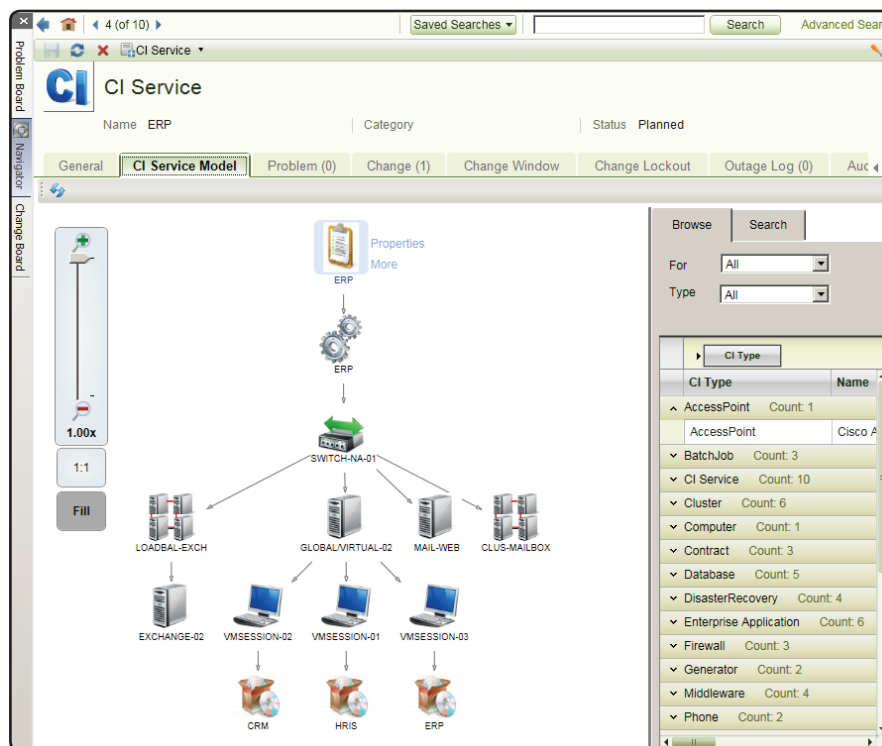
## Controlled

When you implement change in your infrastructure, you can introduce risk to service delivery. FrontRange helps you minimize business interruption with a 360-degree view of each critical IT component that impacts a service. You can perform an instant assessment before initiating change, and then use pre-built workflows to streamline multi-level Customer Advisory Board (CAB) approval. With FrontRange closed-loop change management, you can approve and release changes in a controlled manner to deliver a superior service experience to your customers.

*"We needed to improve best practices in inventory, incident, and change management. All of the modules in ITSM tie together to make this a robust, scalable system we can build on."*

### Rod Smith

*Director of IT and Network Services,  
Arkansas Children's Hospital*



ITSM Service Map

## Infrastructure Control Solution

Infrastructure Control modules include Change Management, Release Management, Configuration Management, and Discovery.

To increase velocity consider adding the following Accelerator modules:

**Voice** – Expedite change management processes with phone-based automation for CAB notification and approval.

**Asset Management** – Contain costs and improve compliance with a real-time view of all hardware and software on your network.

**Desktop and Server Management** – Streamline and control release execution with automated bare-metal provisioning and mass software distribution.

**Software License Management** – Optimize software spend and reduce compliance risk with real-time software usage metrics.

# Safeguarding Service Quality

## Optimized

FrontRange allows you to measure actual service delivery quality against established benchmarks and availability metrics for every component within a service. Our robust analytics allow you to determine where tuning will improve and transform the overall business service, so you can optimize productivity, performance, and quality.

## Responsive

With FrontRange, you will never be caught flat footed. Business expectations are translated into service level agreements that are actively monitored with FrontRange availability management. Because alerts are tied into our interaction platform, before a service breaches an established threshold, the right people are proactively notified with enough runway to take corrective action. Similarly, customers receive proactive alerts so they can throttle consumption before bursting their budgets.

## Intelligent

You can keep your pulse on commitments with balanced scorecard reporting for productivity, quality, financial, and operational KPIs. No need to hunt for information. FrontRange intelligently pushes the right level of detail to you within the context your role. With actionable information at your fingertips, you can optimize services to continuously improve quality.

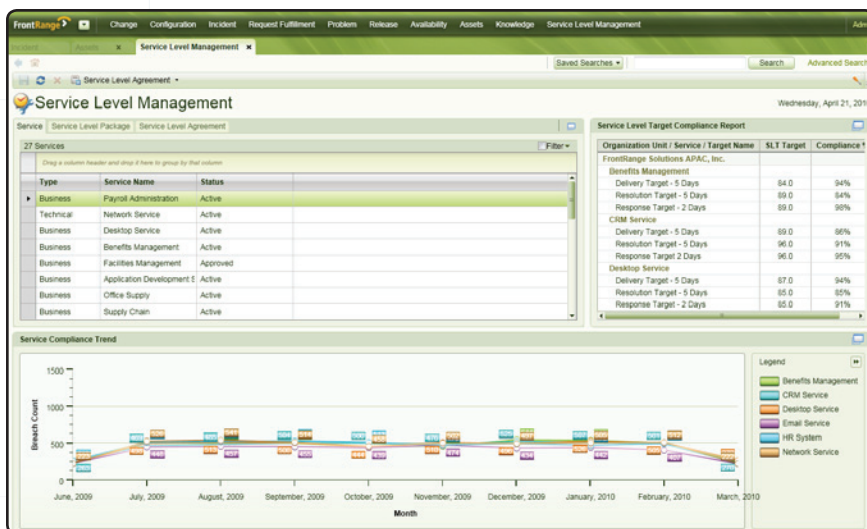
## Informative

In the spirit of continuous improvement, you can survey customers for qualitative insight regarding service quality. You can roll up results by service, department, or individual analyst.

*"We are confident that FrontRange's integrated, modular approach will provide us with the flexibility and agility we need to support real differentiation in service quality delivery."*

**Julie Jakings**

*IT Systems Support Manager,  
Berwin Leighton Paisner (BLP)*



Service Level Management statistics and trends

## Service Quality Solution

Service Quality modules include Service Level Management, Availability Management, Reports, and Surveys.

# Advancing Enterprise Agility

The FrontRange Foundation is built from the ground up on a service-oriented architecture (SOA) that leverages open standards. The Foundation provides an agile development and customization platform so you can quickly tailor FrontRange ITSM modules to fit your unique business requirements. Or build and integrate additional applications from scratch.

## Dashboards and Reporting

FrontRange helps you keep your pulse on service quality and commitments with real-time dashboards and balanced score card reporting for performance, quality, financial, and operational KPIs. Choose what to display for each role from an extensive list of pre-defined metrics. Then let users customize their views with drag-and-drop layout tools.

## Workflow Automation

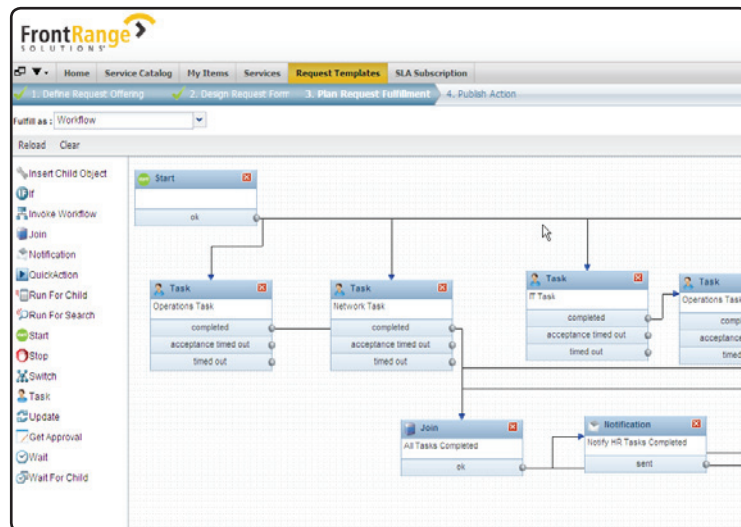
FrontRange empowers you to liberate non-technical business users from reliance on programmers to design workflow automation. Users can automate business processes or design service fulfillment workflow using an intuitive graphical interface.

## Integration

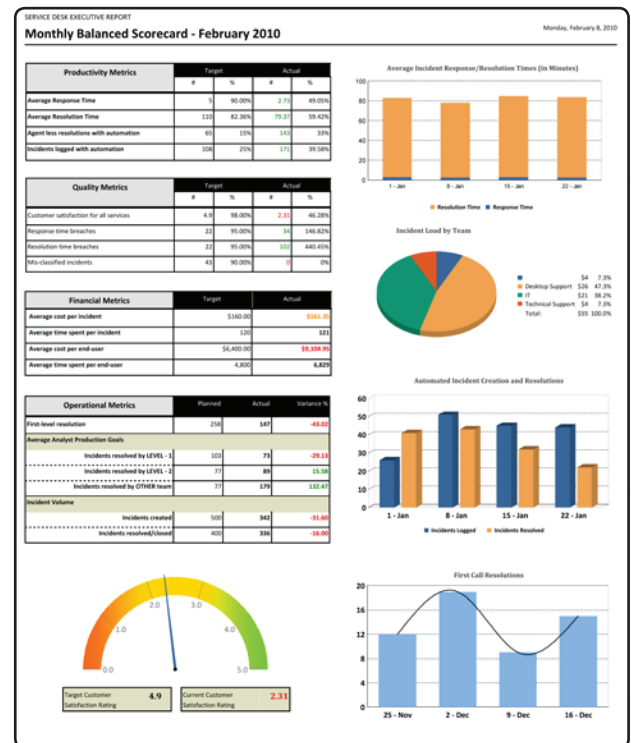
You can quickly and easily create robust integration links between FrontRange applications and existing systems and data sources with industry standard messaging that transforms data and guarantees delivery. Messages are processed from internal and external applications using MSMQ, HTTP POST, XML, and SOAP and published in industry standard XML & XSLT format and are delivered securely to subscribing systems via HTTP connections.

## Application Building

With FrontRange Foundation, you can build applications at the fraction of the time and cost associated with other solutions. The three-tiered architecture is built on the Microsoft® .Net Framework and leverages a set of shared business functions and a common data model. Because it's metadata driven, the Foundation provides an intelligent way to quickly create and define fields, business rules, data definitions, validations, business object relationships and application attributes.



Workflow Designer



Balanced Score Card and KPI Reports

## Accelerating Business Velocity

Because FrontRange ITSM shares a common architectural platform with the full suite of FrontRange business solutions, you have access to an unmatched range of capabilities. You can effortlessly add Desktop and Server Management, Asset Management, or other FrontRange applications to accelerate the business velocity of your service management initiative.

### Knowledge Management

FrontRange has fortified its knowledge management capabilities with a deeper level of contextual relevance. Articles and troubleshooting tips feature new ratings for relevance to expertly guide customers and analysts seeking answers.

### Self Service

FrontRange ITSM includes a sophisticated self-service portal where customers can view active outages and scheduled changes, log incidents, search the knowledgebase, and request services using an intuitive service catalog interface.

### Voice

FrontRange allows you to deliver a better customer experience by phone-enabling your service desk. Improve call handling

with IVR, skills-based routing, and screen pops. Reduce costs with phone-enable self-service for resetting passwords, initiating and approving IT change requests, and checking status.

### Asset Management

FrontRange helps you contain costs and improve compliance with a real-time view of all hardware and software on your network.

### Desktop and Server Management

FrontRange helps you reduce IT expenditure by automating all administrative processes across the network, from initial deployment to daily operations, patch management and maintenance.

### Software License Management

FrontRange radically simplifies the task of managing software assets and licenses, with a single solution for discovering software on the network, recording and validating license entitlements, and creating a dynamic best-fit reconciliation.

## 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. FrontRange solutions help manage a wide variety of business relationships and help provide exceptional service. The FrontRange family of products is designed specifically for distributed and mid-to-enterprise organizations. They include:

**IT Service Management with FrontRange™ ITSM and HEAT®** for complete service management.

**Desktop and Server Management** for the ability to optimize the full lifecycle of a company's assets.

**Communication Management with FrontRange™ Voice** for reduced telephony costs and increased agent productivity, streamlined customer service, and communications.

**GoldMine® CRM solutions** for business relationship management, team-based contact management, and sales force automation solutions.

Call 800.776.7889 to speak to your FrontRange representative today, and discover the benefits of FrontRange IT Service Management.

[www.frontrange.com](http://www.frontrange.com)