



Dynamic Service Desk

Unified IT Management

Solution Overview

Achieving business and IT alignment requires having insight into hardware and software assets that compose IT services and the associated costs.

FrontRange IT Asset Management (ITAM) provides dynamic asset visibility & tracking, high level of process automation, remediation, and compliance reporting to form the foundation for efficient and effective IT services. FrontRange ITAM unifies management of IT Assets from procurement to retirement to reduce costs, mitigate risk, ensure compliance, and improve efficiency and service quality for the IT Service Desk.

Tight integration between IT Service Management and IT Asset Management is a prerequisite for more advanced IT service portfolio management and IT service catalog functionality. By blending these critical applications, FrontRange Solutions supports IT departments to proactively manage their IT.

According to Gartner*, "IT organizations can save an estimated 20-30% of the total asset life cycle management costs of their PCs by integrating IT Asset Management (ITAM) processes and technologies with IT service desk tools."

The FrontRange Dynamic Service Desk solution fully support the IT Asset Life-cycle, automates change management, completes remediation and allows for proactive IT Asset Management as a basis for service catalog and service portfolio functionality - creating a best in class alignment between business and IT.

FrontRange Dynamic Service Desk

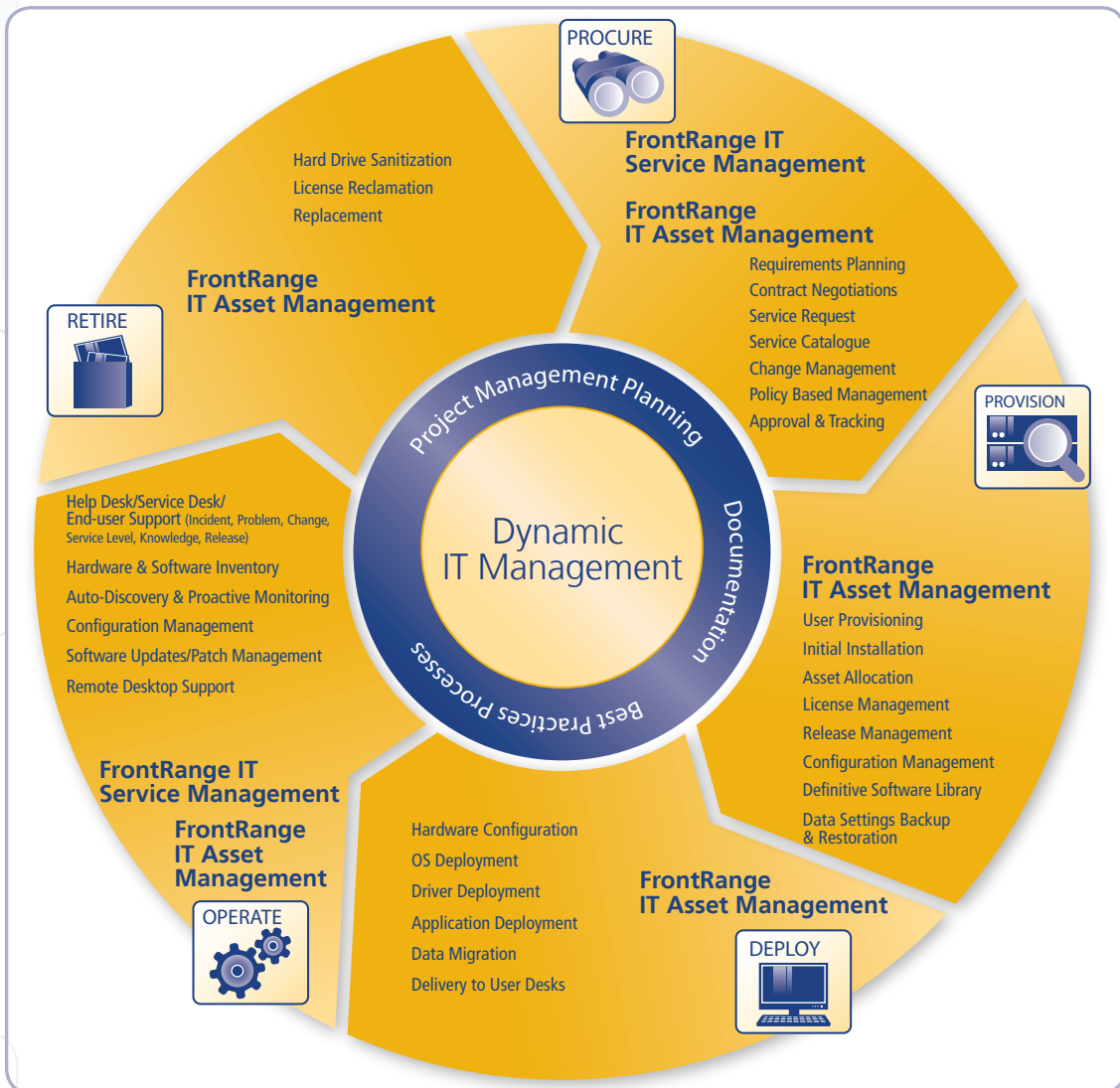
supports the complete IT Asset Lifecycle

Business is reliant on the IT infrastructure more than ever. And yet managing IT environments is a challenge without streamlined business processes and automation. To maintain tight control of the software landscape across the network, IT depends on an integrated toolset to support the complete IT asset lifecycle.

As IT Operations and Service Management align themselves closer to the business and become a cohesive support and service center, they require a modern Service Desk that includes IT Asset Management. This holistic solution will support the end-to-end service lifecycle to accelerate overall IT operations initiatives, take control

of IT Infrastructure and increase customer interaction by automating and standardizing all phases of IT management, from procurement and provisioning to deployment and operations, and finally into retirement of those IT assets.

FrontRange Solutions sets the standard for excellent customer support with the combination of service management, software asset management, desktop & server management, and advanced telephony tools. No other Service Management solution gives you the breadth of functionality with the ease of configuration and fast benefits to your objectives..

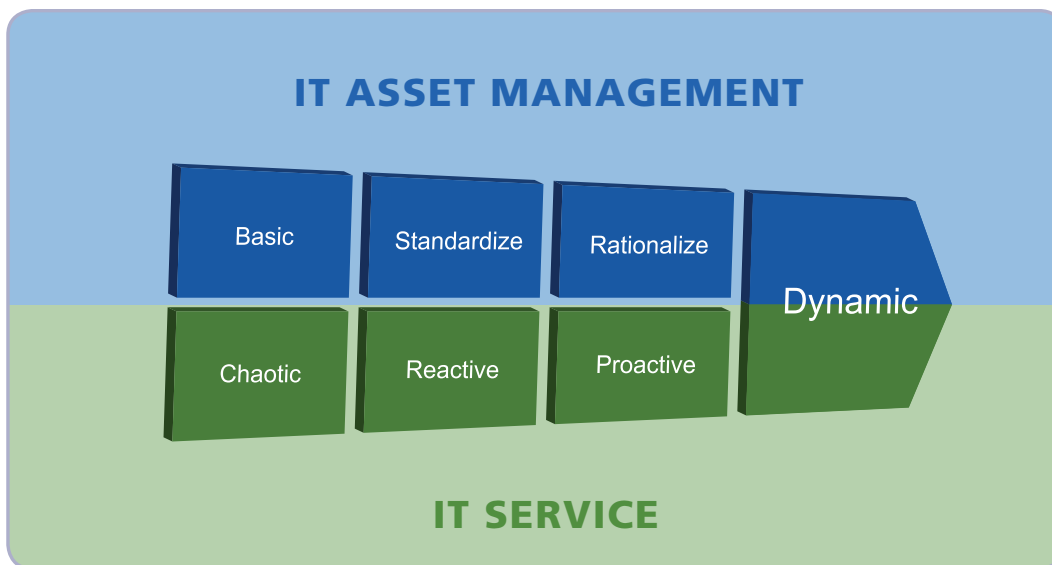


The FrontRange Dynamic Service Desk supports the complete IT Asset Lifecycle. FrontRange ITSM provides end-to-end support – from service request, approval tracking, and user provisioning, through ongoing management of the change and release processes. Together with FrontRange IT Asset Management, all aspects of provisioning and software management are standardized and automated.

FrontRange Maturity Model

Moving up in process management maturity

With growing complexity in the network infrastructure, and increasing service availability requirements IT needs an integrated service management and asset management solution. Success is achieved as people, process, and technology are aligned around a unified cross-functional process management maturity plan. The FrontRange integrated solution suite delivers fully automated infrastructure management tools to support the entire IT environment – from installation and daily operation to maintenance and ongoing support.



"We've taken a fundamental step towards centralized, cost-efficient IT management with the consolidation of FrontRange IT Asset Management and IT Service Management."

Christoph Schneider,

Head of IT Services & Infrastructure, Merz Group Services GmbH

A Powerful Combination

FrontRange IT Service Management is focused on control processes and functions to ensure that overall service quality, customer satisfaction, and first-call resolution levels are delivered at a consistently high level.

FrontRange IT Asset Management provides dynamic asset visibility and tracking, high level of process automation, remediation and compliance reporting to form the foundation for efficient and effective IT services.

By blending these critical applications, IT departments can proactively manage their IT. From license management, bare metal PC provisioning to rebuilding a corrupt computer, IT can meet ever-increasing corporate expectations - faster and at lower cost to every corner of the enterprise.

Improve Service While Lowering Cost

Gain visibility into the complex IT infrastructure:

The FrontRange® Discovery module performs an automated scan and inventory of all assets on the network, including all network devices (routers, switches, hubs, printers, IP Phones, PDAs). The automated discovery engine identifies all operating systems including Windows, UNIX, Linux, MAC OS, and AIX.

Detailed inventory detail tracks all physical and virtual applications on the network, where they are, who they are assigned to and how they are being used. Accurate and up-to-date inventory data is readily available as a tab within the ITSM service desk console.

Control software costs:

FrontRange® License Manager uses software inventory data to build a central repository of the organization's software licenses owned. The online software portal gives IT easy to download information about a software contract including down gradable/upgradable rights on software licenses, eliminating weeks of manual labor. Software usage and entitlements identify whether applications are appropriately licensed, how often they are used and include tools to reallocate under-utilized software. Enterprises can proactively negotiate software license contracts to dramatically reduce their annual software spend.

Automate request fulfillment:

FrontRange® NetInstall is the core client management tool, allowing IT to build role-based software packages. When a new PC request is submitted to the service desk, automated provisioning tools will perform unattended operating system imaging, along with deployment of all required drivers and software applications. When an incident is submitted to report malfunctioning software, the service desk technician can perform an automated reinstall or application repair via a remote control session - initiated directly from the service desk.

Mass Change Deployment:

Manage mass software deployments from a single interface; ensuring pre-defined change process is followed from inception to deployment.

Service Catalog:

Entitlement based catalog for end users and business managers to request and manage software provisioning.

Maintain User Preferences:

The LiveManage solution from FrontRange automates the backup and restoration of individual user settings. This ensures users maintain the look and feel of their PC environment when their machine is cleaned up or rebuilt.

Reduce business impact:

Troubleshooting is streamlined with FrontRange Remote allowing an agent to take control of the end user's system. Rollout status reports and detailed historical change logs on the impacted system are easily accessible to perform error investigation.

Enhanced change control processes:

With closed-loop change management, the change manager can confirm system changes and correlate them to associated incident, problem, change and release records. Unauthorized changes can be easily identified and corrected with pre-defined roll-back process.

Provide compliance transparency and improved security:

The service desk analyst has an enhanced view of the enterprise for further accountability of the ITSM Change and Release Management process. Vulnerability reports identify the security state of target machines for automated patch management.

Optimize IT Initiatives

Boost proactive remediation with documented policies:

With the dynamic FrontRange ITSM solution, policy deviations such as uninstalled patches or license violations are automatically identified and proactively addressed by the service desk.

Provision new PCs in record time:

Desktop imaging based on an employee's job profile ensures that the operating system, drivers and relevant software profile can be automated and initiated directly from the service desk.

„In the long term, IT Asset Management and IT Service Management should be managed centrally with one tool.

Because both solutions come from FrontRange, we can link the two systems together, avoiding the problems that arise from a silo infrastructure.“

Christoph Schneider,

Head of IT Services & Infrastructure, Merz Group Services GmbH

Enhance deployment coordination:

Allows the change and release planning team to mitigate the risk of poorly planned and implemented changes.

Increase compliance and service improvements:

Compliance and service quality become a reality when the process is controlled with automation tools and managed with an integrated change management solution. A wealth of operations metrics provide sophisticated trending and audit reporting.

From planning and authorization, to execution and confirmation, successful business process automation spans the entire service lifecycle.

FrontRange Dynamic Service Desk HIGHLIGHTS

Out-of-the-Box IT Best Practices

- Comprehensive ITIL-compatible service management suite - certified by PinkVerify
- Extensive built-in IT best practices, processes and compliance features

Change and Release Management

- Manage the entire lifecycle of IT asset changes to include risk, impact, and approval process. Complete visibility of change delivery to include milestones and task execution.

Configuration Management Database (CMDB)

- Centralized CMDB and inventory management incorporates an automated discovery engine to ensure near real-time representation of the infrastructure.
- Logical business services are related to the supporting infrastructure and can be viewed graphically to proactively analyze the business impact of system outages

Intelligent IT Asset Management

- Real-time management console with quick finder and drill downs by device, user and software type
- Drill through access for extensive hardware and software inventory detail, usage information and vendor license compliance

Automated Software Configuration

- Fully automated software and configuration management to plan, prepare, build, test, pilot, deploy, verify, monitor, and retire as necessary
- Extensive Software Library with pre-scripted packages for operating systems, drivers, applications, printers, and settings

Transparent Policy-based Compliance

- Real-time compliance monitoring and policy-based management
- Yields management by exception and unparalleled level of transparency of the IT infrastructure
- Extensive troubleshooting reports to view detailed information about the rollout status of changes and software license compliance

Unified IT Lifecycle Management

- Unified management for desktops, notebooks, thin clients, servers, mobile devices and virtual machines, built on Microsoft® .NET® Framework

Global Services

- Cost effective pre-implementation service design and strategy workshops to maximize alignment of people, process and technology
- Quick Start implementations offered by the FrontRange Global Services Organization aid in rapid implementation and immediate ROI

Key Benefits

With the use of the FrontRange ITSM and IT Asset Management solutions, companies can streamline and automate the end-to-end IT management process, yielding improvements in first call remediation, compliance transparency and overall service quality, while dramatically reducing redundancies and TCO.

Customer satisfaction will improve due to fast problem resolution of a software malfunction or service outage. The business will benefit from higher service availability due to quicker problem resolution. Moreover, companies will see a dramatic enhancement in the process of installing new software packages. New software requests are executed faster due to shortening of the software deployment cycle. Technicians are freed from routine operations and can concentrate on more complex challenges that require higher level expertise.

The Bottom Line

FrontRange's Dynamic Service Desk solution fully automates change management, completes remediation and allows for proactive IT Asset Management—creating a best in class alignment between business and IT.

FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-sized companies and distributed enterprises rely on every day to build up excellent customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards based approach to simplify core business processes, including IT Service Management, Customer Relationship and Sales Force Management, and IT Asset Management. More than 150,000 organizations, including some of the world's best known brands use FrontRange services to quickly improve their interactions with external and internal clients and achieve better business results.