

Aeroprise Mobility for HEAT™

Extend FrontRange HEAT to Mobile Devices

Cut help desk costs by closing more tickets, exceeding service levels and reducing critical asset downtime



Overview

IT organizations invest heavily in developing FrontRange™ HEAT® as the backbone of their service desks. Unfortunately, support staff can't leverage the IT Service Management infrastructure when they need it most—away from the office resolving issues in the field. As a result, companies often experience low resolution efficiency, missed service level agreements and poor visibility into critical support activities.

Aeroprise Mobility for HEAT extends key functionalities, rules and workflows from FrontRange to BlackBerry and Windows Mobile devices, Palm Treo and cell phones.

Business Benefits

Decrease critical asset downtime

Instant alerts minimize downtime of critical equipment, such as health management and financial systems, by delivering real-time call ticket information to the device.

Reduce help desk costs

Support staff is at least 30% more productive when they don't need to return to their desks to receive, update and close call tickets.

Improve service levels

Mobile technicians, armed with detailed information, respond to business issues quicker and close trouble tickets in real time.

Key Features

- Open, update and close call tickets
- One-click acknowledge and resolve
- Reassign call tickets
- Auto time stamp journal entries
- Search call tickets
- Easy navigation
- Enhanced security
- Automatic device optimization
- Group and user configuration consoles
- Online and offline connectivity



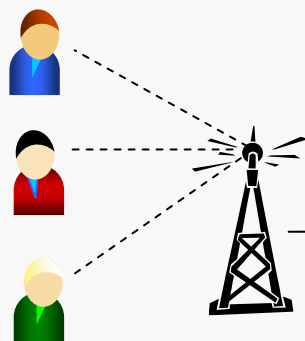
Aeroprise: Mobile Service Management

Aeroprise is the world's most-deployed software for mobilizing IT Service Management. Fortune 500 companies, including Chevron, The Hartford Financial Services and Lockheed Martin, rely on Aeroprise to extend service desk, asset management and change management systems to wireless devices.

Free Mobility Assessment

Aeroprise conducts an in-depth analysis to determine the financial benefits of mobilizing your company's IT Service Management. For more information, please call (866) 809-9102 or email information@aeroprise.com.

Mobile Workforce



Desktop Users



Aeroprise Mobility for HEAT



FrontRange HEAT

Technical Specifications

Application Platforms

- HEAT 8.0, 8.1, 8.3 and 8.4

Server Platforms

- Windows Server 2000 and 2003

Mobile Platforms

- BlackBerry
- Windows Mobile
- Palm Treo
- Mobile phone browsers