



Increase employee productivity—Improve customer service.

Your business cannot afford to lose crucial operational information—or access to it—but your business can afford the tools that help you locate the precise information you need, exactly when you need it. To be successful in business today, you must have the right information to make decisions, support customers and avoid risk.

This kind of information typically comes from diverse sources; it doesn't reside in one place or even in one format. But most current Web-based content solutions require just that: all of your critical information centralized in one location, converted into a single format.

Is your organization facing one or more of these dilemmas?

- **Hard-to-reach content**—Your company's knowledge assets are likely stored across different business units in separate repositories and in different formats.
- **Unstructured content**—Is your information unstructured? If so, it cannot be readily stored in a relational database and is, therefore, difficult for users to access.

- **Barriers to collaboration**—Most of a company's knowledge resides in the minds of its employees. But many companies do not have systems that facilitate collaboration among experts in different parts of the organization, making it harder to share information with customers and partners and deliver excellent customer service.

With HEAT® Plus Knowledge you can:

- Leverage information assets from diverse business units
- Combine separate content repositories and various data formats in one system
- Organize real-time information directly from its local source, without duplication
- Explore structured and unstructured data concurrently

*In an independent survey, **98%** of HEAT users said they would recommend HEAT to a peer.*



HEAT® Service & Support™:
 Winner of the User's Choice Gold Award three years in a row—1999, 2000, 2001

"FORTUNE 500 companies will lose \$31.5 billion by 2003 due to rework and the inability to find information."

—International Data Corporation (IDC)

Benefits to your organization:

- **Extended reach of existing systems**—Unify and leverage departmental or regional content repositories, such as content management systems from Interwoven or Vignette, groupware from Lotus Notes™, databases, intranets, extranets or Internet sites.
- **Increased employee productivity**—Access more of what your organization already knows, regardless of where information is physically stored or in what format. Reduce redundant efforts to recreate what already exists, which can dramatically decrease call length and call escalation.
- **Reduced risk of noncompliance**—Ensure that employees have the information they need to comply with current corporate policies, procedures, marketing materials and so on by providing a single point of access to up-to-date information directly from its source.
- **Improved customer service**—Enhance customer service and increase cross-selling opportunities between business units, partners and suppliers by making relevant information quickly and easily accessible across organizational boundaries.

Unleash the power of information.

Because information that is difficult to find is often underutilized, companies need to focus on fully leveraging their existing information assets and subject-matter experts. The key to remaining competitive is increased productivity, improved customer service, ensured compliance with policies, and other operational efficiencies that can only be achieved through complete access to your most important information.

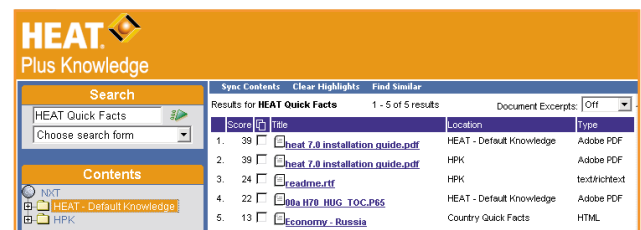


HEAT® Plus Knowledge server requirements

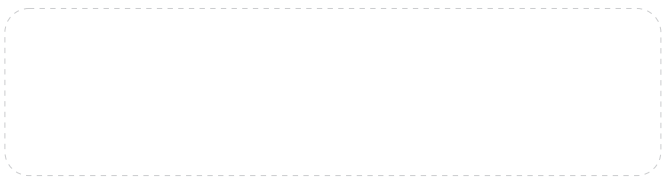
- Operating system:
 - Microsoft® Windows NT® 4 Server SP6 or greater
 - Microsoft® Windows® 2000 Server SP2 or greater
 - Microsoft Windows 2000 Advanced Server SP2 or greater
- 500 MHz, 256 MB RAM, 100 MB hard drive space (minimums)
- 100 MB network connection (recommended only)
- Microsoft® Internet Information Services (IIS) server 4.0 or 5.0

Workstation requirements

- Any operating system that supports Microsoft® Internet Explorer or Netscape® Communicator
- Internet Explorer 5.5 (English)
- Internet Explorer 6 (English)
- Netscape 6.2 (English)
- Netscape 7.0 (English)



Quickly search on keywords and show their relevance



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HEAT add-ons deliver even greater value.

To learn more about HEAT add-on modules, such as HEAT® Asset Tracker and HEAT® Self Service™, plus other services and support for your HEAT Service & Support product, please visit www.frontrange.com.