



HEAT. 

**HEAT is all about
customer support**

Fusion5 all fired up with HEAT

Fusion5 is very pleased to announce its appointment as a certified partner for FrontRange HEAT[®] Service and Support[™] in addition to being a long-standing successful partner of the popular FrontRange GoldMine[®] CRM.

HEAT is well established in Australia and New Zealand and Fusion5 is looking forward to providing the same high level of support and leadership to these customers that our existing customers have experienced.

The HEAT family is a comprehensive service solution, combining core technologies with a variety of expansion options so that any enterprise can build a tailored solution:

- **Self Service** — Increase customer satisfaction and lower service costs when end users submit service requests, get status updates, or efficiently find their own answers over the web.
- **Knowledge Management** — Improve service agent efficiency when real-time service content is captured in an easy-to-access knowledge base.
- **Mobile access** — This service desk solution turns a Blackberry[®] smartphone into a mobile service desk client.

- **Web access** — Browser-based web access to the HEAT system provides anytime, anywhere access from any PC.
- **FrontRange Voice** — Add communication management with integrated telephony for powerful call center capability

HEAT is flexible enough to adapt to the various processes in your organisation including IT, HR, Finance and Operations and can continue to evolve with your business.

Built with ITIL best practices in mind HEAT is certified by Pink Elephant[®] as supporting ITIL processes that include:

- incident management
- problem management
- change management
- configuration management
- service level management

To discuss your service management needs and how HEAT can help please contact Graham Barker at graham.barker@fusion5.co.nz or phone: +64 9 379 0525