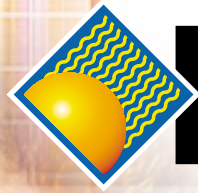


<http://www.heatsos.com>



HEAT[®]6.0

SIMPLY POWERFUL™

EASY TO INSTALL,
CUSTOMIZE AND USE,
HEAT[®] IS THE
TIME-TESTED,
AWARD-WINNING
HELP DESK SOLUTION
USED AROUND
THE WORLD.

SIMPLY POWERFUL SOFTWARE FOR YOUR HELP DESK

Created with the suggestions, advice and “wish lists” of veteran help desk managers. HEAT has become the world-wide standard for help desk software.


simple, powerful
HEAT[®] 6.0

**OVER 40% OF
FORTUNE 100
COMPANIES
NOW USE HEAT[®]**

HEAT[®] 6.0 – the latest version of our award-winning help desk solution – now has even more valuable functionality and features. Still as easy to install, customize and use as ever, HEAT 6.0 now also comes with a new Business Process Automation Module™ (BPAM) which makes creating rules for automation and escalation simple and intuitive. Plus, HEAT 6.0 now integrates with new Web-access tools for both technicians and customers. All of which make it easier for you to provide outstanding customer service and support.

Now, the software that IT service and support pros helped design is better than ever because we are still listening to the real help desk experts . . . our customers.

better than ever



OVER 98% OF CURRENT
CUSTOMERS WOULD
RECOMMEND HEAT® TO
OTHER HELP DESK MANAGERS.

BASED ON AN INDEPENDENT SURVEY.



HEAT[®]6.0

At-A-Glance Benefits

- ◆ Simple to use ... right out of the box!
- ◆ Intuitive wizards for fast implementation
- ◆ Highly customizable with no programming required
- ◆ Easy-to-use issue logging, tracking, reporting and management features
- ◆ Powerful integrations to optimize your entire service and support operation
- ◆ The best customer service, training and support in the industry

simply...

Key Features in HEAT® 6.0

- ◆ **HEAT Quick Start Wizard™** lets you quickly and easily tailor the system to your business environment.
- ◆ **Call Logging** provides all the tools you need to log and track 100% of your calls and resolve them more quickly than ever before.
- ◆ **NEW! Business Process Automation Module™ (BPAM)** lets you automate many business processes and monitor your system for problem issues.
- ◆ **HEAT Answer Wizard™** provides easy selection from over 300 predefined reports that can provide answers to key business questions.
- ◆ The **HEAT Manager's Console™** monitors key metrics and graphically shows your help desk status at a glance.

Simple to Set Up

With HEAT® 6.0, you can have a new HEAT help desk up and running in no time. With minimal training, your technicians will be able to log calls with HEAT. And, with this kind of speedy implementation, HEAT 6.0 can start earning its keep almost immediately.

Let HEAT Answer Wizard™ help you generate reports about your day-to-day support center operations. There are more than 300 pre-defined reports to choose from.

Simple to Use

HEAT is known for its intuitive interface that is simple for help desk personnel to learn and use. Many multi-step tasks can be performed with a single mouse click. Automated knowledge and administrative features allow technicians to share critical information and find answers fast. In other words, HEAT is a cinch to use.

Simple to Customize

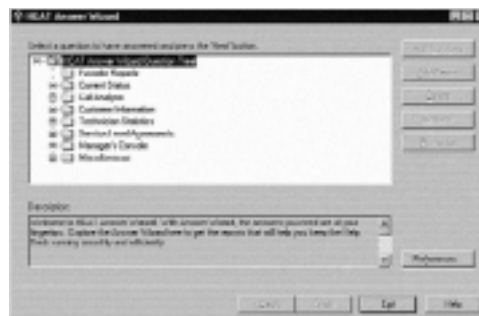
HEAT 6.0 is highly customizable, with no programming required. It allows you to easily tailor your help desk environment to the way you like to work ... and for the specific support issues you have to handle. Helpful wizards walk you step by step through the customizations required to make HEAT 6.0 into a system you can truly call your own.

Simple to Administer

The sophisticated reporting tools and real-time management capabilities in HEAT offer valuable insight into your help desk's performance. Customizable detail screens and administrative controls in HEAT give you ways to fine-tune that performance. And now, the new Business Process Automation Module™ (BPAM) lets you define, set and monitor best-practice rules on your help desk in an easy and intuitive way.

Simple to Own

HEAT continues to be dedicated to high quality, responsive customer service. In fact, HEAT was the only service-and-support solutions vendor (for mid-range companies) to recently receive an independent rating of excellence for our service and support. We are proud of the fact that currently over 90% of our HEAT customers renew their annual maintenance contracts — a rate 30% higher than the industry average.



powerful

Powerful Service and Support

Everything about HEAT® 6.0 is designed to help you respond to your customers' problems rapidly, minimizing escalations and frustrations. The intuitive interface and automated features contribute to an efficient workflow that speeds problem resolutions.

Right out of the box, HEAT 6.0 incorporates best-practices principals from industry experts. But remember, with HEAT you can also set your own business rules, alert levels and escalation procedures. This enables you to be more proactive and further improve your customer service.

By now, most of your customers are using e-mail everyday. HEAT 6.0 allows e-mail issue reporting as well as traditional phoned-in reporting.

HEAT can now offer customer self-service, too! Using our new HEAT Self Service™ (sold separately), your customers can now securely log issues and access knowledge-bases any time of the day or night, from any Web-enabled computer. This feature alone can greatly streamline service delivery for most help desks today.

HEAT 6.0 System Requirements:

Client OS: Microsoft Windows 95; Windows 98; Windows NT 4.0 (Service Pack 4, 5, 6 or 6a); Windows 2000 Professional
Network Protocols: TCP/IP (recommended); IPX/SPX; NETBIOS

Database Management Software (DBMS): MS Access 97; MS Access 2000; MS SQL Server 6.5; MS SQL Server 7.0 SP2; Oracle 8.05; Oracle 8.06 and 8.16 (using 8.05 drivers); Sybase Adaptive Server Anywhere 6.03; Sybase Adaptive Server Studio 7

Hardware Requirements :

Client: CPU - Pentium 166 MHz minimum, Pentium II/III+ recommended; HDD - 120 MB free space minimum, 200 MB+ free space recommended; RAM - 32 MB minimum; 64 MB recommended

Server: RAM and CPU Requirements vary depending upon your database and the following factors: Network operating system; database engine; database size; number of simultaneous users on the network; number of records. Call HEAT Division at (800) 776-7889 for more specific information.

Powerful Management Tools

BPAM™

HEAT has always given IT managers the ability to monitor, analyze, improve and report on help desk performance. HEAT 6.0 now adds the Business Process Automation Module™ (BPAM) to makes it easier to proactively control issue escalation.

The Business Rule Editor within BPAM provides a comprehensive, highly intuitive wizard to help you create real-language escalation and automation rules. This business-rule wizard will guide you through defining best-practice rules to help you better manage your help desk operations. Then, a behind-the-scenes monitor will check calls against the business rules you have established and alert you when those rules are being met.

HEAT Manager's Console™ lets you define your own metrics, set thresholds and see operational status at a glance.

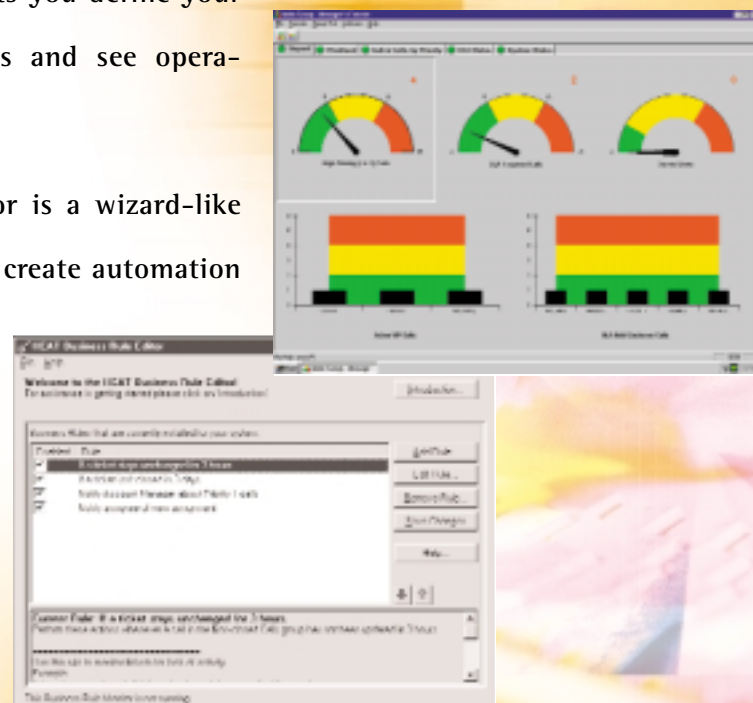
BPAM's Business Rule Editor is a wizard-like interface that allows you to create automation and escalation rules easily and intuitively.

HEAT Manager's Console™

With Manager's Console, you can check operational status at a glance, even when working in another application. Manager's Console graphically displays date, time, duration and changes in status for all current calls and then captures that data in a metric-event log.

HEAT Answer Wizard™

The Answer Wizard transforms all your key-metrics data into useful management reports that can help you answer all the tough questions about the day-to-day operations of your support center. A graphical question tree in Answer Wizard makes it easy for you to select from over 300 pre-defined management reports. When you've found the right question, HEAT Answer Wizard tailors the right report. Plus, it can also guide you to related questions and reports. This consultant-in-a-box approach coaches you to ask proper questions to get the right answers.



THE FUTURE OF THE HELP DESK IS



HEAT® Service Optimization Solutions™ (HEATsos™) is our new suite of high quality service and support software designed to let you begin building your own Customer Service Center ... or what we like to call a "HEAT Service Optimization Center."

HEATsos™ consists of three major components and multiple software:

Component #1: Help Desk Management Software

- ◆ **HEAT® 6.0**—Our Simply Powerful™, award-winning help desk solution just keeps getting better
- ◆ **iHEAT™**—Web access to HEAT for your remote technicians and analysts
- ◆ **HEAT Self Service™**—Customer self-help ... via HEAT and the Web

Component #2: Knowledge Management Software

- ◆ **Knowlix®**—The industry-leading knowledge management tools
— Powered by Peregrine Systems, Inc.

Component #3: Asset Management Software

- ◆ **HEAT AssetSolution™**—Comprehensive tracking and management of all your IT assets — Powered by Peregrine Systems, Inc.

To learn more about any of the HEATsos™ products or to order our FREE booklet, "Four Key Areas of Optimization in the New World of Business," call toll-free

(800) 776-7889

or visit our web site: www.heatsos.com/book

The difference between a traditional help desk and a Customer Service Center is like the difference between a paramedic and a doctor. One gives you First Aid. The other is much more interested in your long-term health.

Where help desks have traditionally provided "First Aid" for computer hardware and software users within an organization, soon Customer Service Centers will provide more comprehensive, automated service-and-support solutions that can help any organization be more productive and cost-effective.

**"IT HELP DESKS
WILL EVOLVE TO
CUSTOMER SERVICE
CENTERS RESPONSIBLE
FOR CONSOLIDATED
PROBLEM, SERVICE
AND INFORMATION
SUPPORT."**

— META GROUP, INC., JUNE 2000



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