

<http://www.heatsos.com>

The logo for HEAT AssetTracker. It features a stylized diamond shape on the left, composed of four colored quadrants: red (top), blue (left), yellow (right), and green (bottom). Inside the diamond is a yellow circle with a black dot in the center. To the right of the diamond, the word "HEAT" is written in a large, bold, black sans-serif font. Below "HEAT", the words "AssetTracker" are written in a smaller, blue sans-serif font.

HEAT[®] AssetTracker

ASSET TRACKING

IS NO LONGER

AN OPTION...

IT'S A NECESSITY

THE ASSET SOLUTION FOR GROWING ORGANIZATIONS

Today's average service and support department can
SAVE MORE THAN 30% of total operating
costs by implementing a successful asset tracking program.

ASSET TRACKER

WHAT YOU DON'T KNOW CAN HURT YOU

Unfortunately, most organizations do not have a systematic way of gathering accurate data on hardware, software, and other operational assets they own. Nor do they know how much it is costing to maintain those assets. **Keeping accurate information on company-wide assets is now key to running a successful organization.**

Industry analysts note that more than 80 percent of the cost of ownership for IT assets is due to ongoing maintenance and employee downtime. These costs often exceed initial acquisition expenses.

The keys to any sound asset tracking strategy are knowing where every asset is located and exactly what it is costing the organization. A comprehensive asset tracking initiative requires effective technology working in tandem with good business processes.

DO YOU KNOW THE ANSWERS TO THESE IMPORTANT ASSET QUESTIONS?

- Where are all your IT assets located?
- Are you effectively tracking company-wide equipment?
- Are you compliant with all software licenses?
- Are all your assets being productively utilized?
- Can you report on valid and current asset management data?
- Does the help desk have instant access to crucial asset data?

Without automated asset tracking, organizations encounter increased risks. They have no reliable way of measuring the value of their IT investments or justifying further investments.

The benefits of HEAT® Asset Tracker:

- Gather reliable and accurate data on hardware and software inventories
- Gain tighter control over interoffice and interdepartmental changes
- Substantially reduce software-licensing costs by eliminating over-licensing and non-compliance penalties
- Automatically conduct behind-the-scenes scans of your desktop
- Automatically consolidate asset data into one highly accessible information center

The result is increased employee productivity, which can give your business the competitive edge it needs to survive in today's market.

ROI ... no kidding

Asset management gives you a tremendous opportunity to change the standard image of an IT department as just a "cost center." Proactive and aggressive IT tracking via HEAT Asset Tracker can provide your organization with improved return on its service and support investment.

An integral part of HEAT

HEAT Asset Tracker can only be integrated with our award-winning HEAT 6.0 service and support software. By adding HEAT Asset Tracker to your HEAT system you will have moved one step further towards evolving a reactive help desk into a proactive HEAT Service Optimization Center.

"We note increased interest in asset management tools and believe this will continue..."

"By enabling companies to gain efficiency through better IT control, these [asset tracking] tools address bottom-line results."

**John Warne,
META Group**

EXAMPLES OF ASSETS MANAGEABLE WITH HEAT ASSET TRACKER

Desktops
Laptops
Handheld
Software Licenses
Scanners
Printers
Monitors
Cell Phones
Pagers

THE FUTURE OF SERVICE AND SUPPORT



HEAT® ASSET TRACKER SYSTEM REQUIREMENTS

CLIENT OPERATING SYSTEMS

Windows 2000 Server/Professional

Recommended: CPU Pentium II/III+,
RAM 256 MB+

Windows NT Server/Workstation and Windows Me

Recommended: CPU Pentium II/III+,
RAM 128 MB+

Windows 95/98

Recommended: CPU Pentium II/III+,
RAM 64 MB+

SERVER OPERATING SYSTEMS

Windows 2000 Server

Recommended: CPU Pentium II/III+,
RAM 256 MB+

Windows NT Server

Recommended: CPU Pentium II/III+,
RAM 128 MB+

Contact us today to add asset tracking
to your HEAT system

www.heatsos.com

or call toll-free

(800) 776-7889



HEAT® ASSET TRACKER SOFTWARE FEATURES

Automated Asset Scanning

InfraTools™ Desktop Discovery (IDD) Powered by Peregrine Systems®, Inc.
– A powerful desktop scanning tool, which automatically searches individual computers to capture reliable hardware and software data.

Asset Detail Screen

Displays all known assets in a simple, user-friendly format, allowing technicians to see key asset information on every user when responding to calls
– When generating a call ticket, Asset Tracker automatically fills in the user's asset data thus accelerating the call logging and trouble shooting process.

Integration with HEAT

The Asset Details module allows technicians to quickly and easily access asset information for a customer during a call – This information can be customized so the technician can place the information in a "favorites" folder – A click of a button transfers the data back to the call ticket.

Change Log

Change log information is listed in reverse chronological order – It shows what asset information has been added, removed or changed for an asset since a previous scan.

Tracking Manager

Allows IT Administrators to view and manage every IT asset in the organization
– Functionality includes easy customization, pre-defined queries, reports, and the ability to export data, send users e-mail and open a call ticket within HEAT.

Asset Summary

This fully customizable screen in the Tracking Manager module provides a snapshot of current asset information, including: software license status and alerts; warranties and leases that may be expiring; and scannable or non-scannable asset counts. It can also provide a list of any assets that have not been scanned recently.

Asset Activities

This is a selection of activities essential to managing your assets including: Move/Add/Change asset information, lease tracking, warranty tracking, cost tracking, upgrades, and service. Queries can be easily run from any of these activities using simple selection filters. Also, an advanced user can create their own queries and save them.

1125 Kelly Johnson Boulevard
Colorado Springs, CO 80920
www.heatsos.com
(800) 776-7889



www.fronrange.com