

HEAT Hybrid IT Service Management

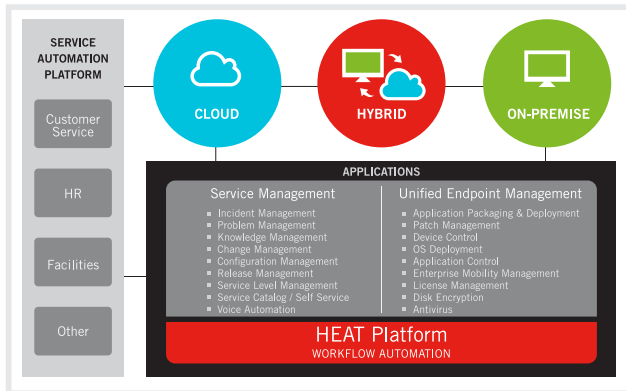
BECAUSE HAVING ONLY ONE OPTION ISN'T AN OPTION

For more than 20 years, HEAT Software Solutions has focused exclusively on developing software that improves IT's efficiency and value. That's why HEAT Software is the global leader in Hybrid IT Service Management (ITSM) solutions for organizations of all sizes. With its suite of HEAT applications, HEAT Software is the only ITSM provider in the world that delivers Service Management software with fully integrated Voice Automation and Client Management capabilities on-premise and in the cloud enabling customers to deliver world-class service while maximizing operational efficiencies with reduced cost and complexity.

HEAT Software delivers the Service Management and Client Management applications on an advanced, open, multi-tenant and scalable architecture. HEAT Software made a strategic investment to build a true multi-tenant Cloud application from the ground up. Many of the other vendors did not make this investment and are simply hosting their legacy solutions. Today's multi-tenant platforms, such as HEAT Software, are built on modern technologies that provide security, performance and scalability at an affordable price without any compromise. Customers maximize efficiency and cost-effectiveness via improved support, frequent upgrades and reduced overhead costs.

The HEAT Hybrid ITSM Difference

- **Flexible Deployment Options.** These solutions are fast to deploy with product capabilities and combinations that fit your needs. We offer customers unmatched product choices with flexible deployment options ... On-Premise, Cloud or as a Hybrid ... combining On-Premise and Cloud with the ability to move seamlessly from one to the other.
- **Basic to Advanced ITSM Capabilities.** Whether your organization needs just the most basic ITSM capabilities or the most advanced capabilities, the integrated HEAT solution has what you need. Some vendors will not take the time to understand your requirements and sell you a product that is simply not fit-for-purpose. With HEAT solutions, we have the broadest set of integrated offerings that map to every stage of ITSM maturity.



HEAT Hybrid ITSM Benefits

- Standardize on a single service management solution with **flexible** cloud and on-premise deployment models that allows for the use of both operating and capital expense budgets (including a hybrid option that leverages both).
- **Most advanced** ITSM solution with fully integrated voice-enabled capabilities that enhances efficiency and reduces service resolution costs by up to 70%.
- **Complete** solution with end-to-end, integrated client management capabilities that enables the standardization of business processes across the enterprise and improves the mean time to repair (MTTR) by up to 75%.
- **Maximizes operational efficiencies** by reducing service desk call volume by up to 80% and time spent on application deployment by up to 95%.
- **Reduces IT costs** by reducing downtime due to un-planned or unapproved changes by up to 75% and reducing total cost of ownership (TCO) costs by up to 70%.
- **Improves service quality and compliance** by reducing the number of status calls received by up to 80% and reducing troubleshooting efforts by up to 85%.

- **Integrated Client Management.** The HEAT solution integrates service management and client management capabilities, so you can easily request a service or change, automatically approve the request, plan for appropriate remediation measures, automatically deploy the changes to the end users, monitor compliance and service level agreements and control your services portfolio on an ongoing basis to ensure enhanced service quality and customer satisfaction.
- **Voice Automation.** We also deliver advanced Voice capabilities for increased automation and improved employee and customer communications.
- **Platform as a Service (PaaS).** In addition to IT applications, the HEAT solution also addresses other areas by using our Service Management Platform. For example, we have customers deploying our PaaS across other functional areas including: Customer Service, HR, Facilities, Operations and others.

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