



Powerful tools at your fingertips

Maximize technician productivity by enabling easy access to critical support tools from a single interface

HEAT® Desktop Manager integrates powerful LANDesk® management tools with HEAT® Service & Support™ – enabling your support team to deliver efficient, superior service. Now, these capabilities are a click away from your HEAT® console:

- Reset end-user passwords.
- Secure access to client desktops for software delivery to assist with troubleshooting and remote problem resolution.
- Immediate identification of the full configuration of a system's hardware and software to identify the root cause of an issue and potential resolutions.
- Resolution of more inquiries with level one personnel since technicians can perform multiple tasks within HEAT.
- Capture of asset inventory information into the call record for troubleshooting or future reference.

Integration of Support Center and Systems Management technologies have proven to increase first call resolution rates upwards of 90% and offer significant gains in both efficiency of support and the productivity of end users.

– Gartner Study

- Provide technicians access to commonly used remote tasks to assist in first call resolution.

HEAT Desktop Manager was designed to provide simple access to LANDesk functionality from within the HEAT call logging console. It is the perfect solution for those looking to save time and money while maximizing efficiency.

HEAT Desktop Manager streamlines processes at the support center by reducing the time it takes to administer the tools within the LANDesk® Management Suite. Support tools such as password resets, remote control, chat, remote execute, file transfer, reboot, inventory and software distribution are now just a click away.

Increase customer satisfaction and improve customer support.

Manage common everyday issues rapidly and easily.

When you add HEAT Desktop Manager:

Reduce Call Times

Quicker resolution means technicians can get to the next call faster.

Maximize Technician productivity

By reducing the time it takes to resolve an issue, support center personnel are able to maximize the number of calls they close.

Work from a single interface

Everything is within HEAT, which means there is no need to open and close programs. LANDesk functionality is just a mouse click away.

Increase Customer Satisfaction

Technicians can solve customers' issues quickly and on the first call -- reducing the need to escalate the calls to experts.

Simple and easy to use

Commonly used LANDesk functionality is accessed from within HEAT which equates to less training and more intuitive use of the tools.

Quick time to value

A level one call costs approximately \$40 and lasts 15 minutes. That is \$2.66 per minute. HEAT Desktop Manager can cut your call time by at least one minute. This means a savings of \$2.66 per call. HEAT Desktop Manager will allow personnel to accomplish more tasks in a day. And, since the LANDesk management tools are accessible through a single user interface, the learning curve for new support personnel will be shortened.

System Requirements:

- Microsoft® Windows® NT 4.0 (SP6)
- Windows® 2000 (SP3)
- Windows® XP
- Windows® 9x

HEAT® Desktop Manager is available separately from HEAT® Service & Support™ and LANDesk® Management Suite.

To learn more about HEAT® Desktop Manager, please call your customer account representative, or contact FrontRange Solutions at 800.776.7889.