



## Complete HEAT® access made easy.

Providing secure, remote access to the growing number of applications used by your organization can pose many problems. Optimizing value from your technology purchases can mean costly hours of administration and maintenance, data privacy and security.

Server-based, thin client computing allows you to reduce the costs associated with administering desktop resources.

### Access HEAT® functionality everywhere via the Web.

Accessing HEAT service management tools has never been easier for on-the-go technicians. iHEAT™ makes it possible to access HEAT using a Web browser through either a network or dial-up connection—with no additional plug-ins required.

### Get Simply Powerful® benefits from iHEAT.

**Zero-footprint, server-based computing**—iHEAT provides all the power of a client/server application with the distribution capability of a Web application.

**Centralized computing**—The iHEAT application runs and is accessible from a single server. This provides centralized software management, maintenance and upgrading—resulting in a lower total cost of ownership for your organization.

**Consistent functionality**—iHEAT not only provides the same look as other HEAT modules, it also utilizes the same custom functionality running inside a Web browser—your HEAT configuration tailored to your environment.

**Concurrent user licensing schema**—Unlike other thin client products, iHEAT does not require a client access license. Concurrent user licensing enables you to match the license requirement to active system usage.

**Remote HEAT administration**—iHEAT administration tools are built into the HEAT administration environment, providing a one-stop facility for administration for most of your HEAT configuration, thereby saving time and training costs for multiple environments.

**Ease of installation**—iHEAT can typically be installed and running within 15 minutes. Competitive products require multiple days of professional installation.

### Business decisions that make sense.

Technology should align with your business decisions. HEAT solutions are designed with the flexibility and scalability to manage the growth of your business at your own pace.

With more than 7,300 installations worldwide, HEAT connects people with answers.

*“The help desk staff had never seen iHEAT before. After 12 hours, Greyhound reopened our downtown offices and the help desk resumed normal operations. Having iHEAT gave us flexibility in quickly getting the help desk running at the remote location and allowed us to avoid ODBC and client installs.”*

*—Chauncey Brandom, Business Analyst III and HEAT Administrator, Greyhound Lines*

### iHEAT™ system requirements

Java™ and Microsoft® Windows® technologies can be utilized with iHEAT. By providing exactly the same graphical user interface (GUI) format as standard HEAT® software, iHEAT offers a Web solution that requires no additional training, thereby minimizing data-input errors.

### Server system requirements

- Microsoft Windows 2000 Server, Microsoft Windows 2000 Advanced Server or Windows NT® 4.0 SP6a
- Microsoft Internet Information Services (IIS) server 4.0 or higher
- HEAT 7.0 SP 1 or higher

### iHEAT server requirements

Number of Users*	Recommended Hardware
1–25	750 MHz Processor 1 GB RAM ~20 MB Hard Disk Space 100 Mbps Network Connection
25–50	Dual 750 MHz Processor 2 GB RAM ~20 MB Hard Disk Space 100 Mbps Network Connection

\*Number of concurrent users is approximate. A comprehensive Capacity Planning Guide is available upon request.

### Workstation requirements

Operating System	Versions	Required Browser†
Microsoft Windows	98/Me/XP, 2000 or Windows NT 4.0 SP6a	Microsoft Internet Explorer® 5.5 SP2 or higher or Netscape® Navigator™ 6.2 or higher
Macintosh®	Mac OS® 8.6–9.2	Microsoft Internet Explorer 5 and Mac OS Runtime for Java Version 2.2
Linux®	Red Hat 7.3	Netscape Navigator 6.2 or higher

† Java-based clients and plug-ins require Java Virtual Machine 1.1 or Java Runtime Engine 1.3.



### HEAT is a complete service management solution.

Service management is the evolution toward a business activity view of service and support. By consolidating the management of support center, service level, knowledge and assets, organizations can increase the level of support, increase customer satisfaction and reduce costs at the same time. Organizations need one solution that provides in-depth analysis of employee and customer interactions and a complete service-level view of their business. For more information about HEAT, call 800.776.7889 or visit [www.frontrange.com](http://www.frontrange.com).