



**Contact:** Janet Zarowitz  
SMA Management Systems  
888.762.5989 Ext. 115  
[jzarowitz@smasystems.com](mailto:jzarowitz@smasystems.com)

**FOR IMMEDIATE RELEASE**

**FrontRange Names SMA as the Number One Partner**

*Receives #1 Spot for Second Consecutive Year*

**White Plains, NY, November 11, 2005** – SMA Management Systems announced today that for the second consecutive year, it has been recognized as the “Number One HEAT Partner North America,” by FrontRange Solutions, a global leader in service management, CRM and voice application solutions for the growing and distributed enterprise markets.

“With FrontRange’s unprecedented growth in revenue, profitability and new products, SMA’s number one status as the highest annual sales performer is an even greater achievement this year,” says Michael McCloskey, FrontRange Solutions CEO. “We attribute SMA’s success to their winning formula – a highly professional consultative approach and their ability to match information technology solutions to the business needs of their customers.” Since becoming a FrontRange partner in 1998, SMA has consistently ranked in the top 5 of FrontRange partners around the world, and has been number one for the past two years.

“Our relationship with FrontRange has been so rewarding because we share the same vision -- striving to improve the quality of our clients’ IT support organization. Our sales and services approach and FrontRange products complement each other,” affirms SMA President, Steve Dreyer. “FrontRange provides SMA and its clients with innovative software applications that follow ITIL standards and best practices for IT service management. SMA brings these latest best-in-class technologies to our clients and integrates them with their business processes to meet their business requirements and customer needs,” explains Dreyer.

-more-

Earlier this year, FrontRange released ITSM, an IT service management solution that integrates with HEAT and is also comprised of a series of ITIL-based modules that can provide a customized and modular solution to meet a client's unique processes. SMA is certified for FrontRange Foundation modules such as HEAT and IT Service Management that are based on ITIL best practices.

"We're very excited about the latest FrontRange products. The quality and functionality of their software is important to our relationship with them," explains Dreyer. SMA's approach to selecting products draws upon its field experience with IT service management software tools and implementation, as well as a broad understanding of IT best practices.

The presentation of the "Number One HEAT Partner North America" award to SMA was made at a FrontRange Annual Meeting, held in San Diego, California, earlier this week.

#### **About SMA Management Systems**

Since 1984, SMA Management Systems has provided help desk and support center solutions to Fortune 1000 corporations, small and medium-size businesses, educational institutions, hospitals, government and not-for-profit organizations.

SMA consultants ensure successful project delivery through services such as IT service management assessments, product selection, customization and integration. SMA's services also include certified training and Crystal Report development.

The company's methodologies have been recognized by the Gartner Group and have been published in national periodicals. SMA has been featured in *SupportWorld*, *Computer Reseller News (CRN)* and *destinationCRM.com* and has authored best practices technology white papers. SMA consultants regularly present at Help Desk Institute and itSMF events and collaborate with Pink Elephant, the world's leading IT service management education and consulting provider, on ITIL and Service Management educational events and webinars. SMA has offices in New York and across the U.S. More information on SMA is available at [www.smasystems.com](http://www.smasystems.com) or call 888.762.5989.

### **About FrontRange Solutions**

FrontRange Solutions develops award-winning software and solutions used by more than 130,000 companies and over 1.2 million users worldwide to manage a wide variety of business relationships and provide exceptional service. FrontRange product families, designed specifically for small-to-medium-enterprise (SME) and distributed enterprise organizations include: GoldMine® for business relationship management, team-based contact management and sales force automation solutions; IT Service Management with HEAT® and ITIL® standards-based modules for complete service management; Communication Management including IP Contact Center for reduced telephony costs and increased agent productivity, streamlined customer service and communications; and Infrastructure Management, which provides the ability to optimize the full lifecycle of a company's assets. Customers representing 44 percent of the Fortune 100 and 76 percent of the FTSE 100, include Coca-Cola, Shell Oil, Prudential Securities, Électricité de France, Mack Trucks, Campbell Soup, Avaya, Bechtel Corp, Bank of America, and Turner News Network. For more information, call 800.776.7889 or visit [www.frontrange.com](http://www.frontrange.com).

###