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**FOR IMMEDIATE RELEASE**

**SMA Management Systems Receives Plaque from FrontRange Solutions for  
#1 World-Wide Partner for 2006**

*Award Attributed to Exceptional Sales, Expanding IT Assessment Services, Reporting Solutions*

**White Plains, NY (January 12, 2007)** An official awards ceremony marked another milestone for SMA Management Systems – official recognition of its achievement as the #1 World-Wide Partner in 2006 for software developer FrontRange Solutions. This prestigious award, now received by SMA for the third consecutive year, acknowledges SMA’s solid track record in the IT service management field and the lead position with best-in-class HEAT and ITSM software solutions.

“We are so pleased to bestow this well-deserved award upon SMA. FrontRange attributes SMA’s success to their understanding of how to enhance IT service management operations according to best practices and ITIL standards, and their knowledge of how HEAT, ITSM and related product solutions can be implemented to achieve those goals,” says Steve Starroff, FrontRange Director of Sales.

“SMA is known for helping clients determine their product needs with a highly consultative, professional approach,” adds Starroff.

“SMA is the only company to receive this award for three consecutive years. And each year the #1 FrontRange Partner award means even more to us because the bar keeps getting raised. I attribute our success to the commitment and efforts of our staff, and the superior capabilities of the FrontRange products that we offer and implement. It’s all about understanding our clients’ needs, enhancing their

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business processes and increasing the return on their IT investments,” explains SMA President Steve Dreyer.

“We’re very excited about FrontRange product innovations, which have contributed to our success in receiving this top world-wide partner recognition,” adds Dreyer. “Prospects and clients are enthusiastic about how the latest technology can help them. Many begin with the core HEAT or ITSM products and later expand their systems with add-on modules for self-service, knowledge management, change management and other modules that may be related to an ITIL initiative or simply to improve processes,” continues Dreyer.

In 2006, several clients further enhanced their systems by adding the SMA Reporting Toolkit (SMART), a powerful new web based reporting solution developed in-house by SMA’s technical staff. SMART for HEAT has a web console which leverages service management best practices and Microsoft SQL Reporting Services. These real-time customizable reports, delivered over the web and/or in email, make it easy for management and support staff to monitor and analyze their operation, with the goal of optimizing their customers’ experience.

SMA has also expanded its IT assessment practice, which is based on SMA’s formal “5 Step” assessment approach. This approach, published by the Help Desk Institute in the May/June 2006 issue of *SupportWorld*, is a methodology for assessing IT service and support operations using ITIL best practices. “Using our structured, yet customizable approach that follows best practices, we can evaluate a client’s support processes and technology, which allows us to recommend new approaches and solutions that will support their business needs,” says Dreyer.

### **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 seats 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<sup>®</sup> for business relationship management, team-based contact management and sales forces automation solutions; IT Service Management with HEAT<sup>®</sup> and ITIL<sup>®</sup> standards-based modules for complete service management; and 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).

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