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**FOR IMMEDIATE RELEASE**

**SMA Management Systems Named “Partner of the Year”  
by FrontRange Solutions**

*Earns #1 World-Wide Partner Status for Fourth Consecutive Year*

**White Plains, NY (May 29, 2007)** -- SMA Management Systems has been named both “The FrontRange Partner of the Year” and “#1 World-Wide Partner” for 2007 by service management software developer, FrontRange Solutions. SMA has held the number one partner position since 2004.

“SMA is exceptional in their sales and client servicing of FrontRange products and we wanted to recognize them in a way that was commensurate with their achievements. SMA has truly demonstrated that it is ‘The FrontRange Solutions Partner of the Year,’ and we are pleased to bestow that very special award upon them. On top of that, they have achieved another first -- earning the ‘#1 FrontRange World-Wide Partner’ rank for the fourth consecutive year,” notes FrontRange CEO Michael McCloskey. SMA President Steve Dreyer and Vice President John Manna were present to accept both awards at the FrontRange annual conference held last week in Dublin, California.

“FrontRange’s expanding product set and software innovations have been key to our continued success in providing our clients with best-in-class IT service management solutions,” explains Steve Dreyer. FrontRange products complement our IT best practice services that we have been providing since 1984.

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Sessions at the annual conference included an unveiling of the latest FrontRange product “roadmap” in addition to other announcements that will benefit customers. “We are excited about FrontRange’s recent acquisition of enteo Software, developers of robust, easy to use applications for lifecycle management because they integrate with the HEAT and ITSM service management solutions,” explains Steve Dreyer.

“Of course, instrumental to SMA’s accomplishments are the people behind the awards -- our staff. We are very fortunate to have a team that demonstrates commitment, professional expertise, and ability to assess and understand our clients’ needs,” emphasizes Dreyer.

SMA offers training to help clients receive the greatest return on their software investments and optimize their help desks. SMA consultants also deliver the company’s “5-Step” assessment approach (published in *SupportWorld*, May/June 2006), a methodology for assessing IT services and support operations using ITIL best practices. In addition, the SMART Toolkit, an out-of-the-box set of 15 reports that integrate with HEAT, was developed by SMA to meet the needs of HEAT clients.

#### **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).

### **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.

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