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**FOR IMMEDIATE RELEASE**

**SMA Management Systems Recognized as the Number One HEAT Partner for 2004**

SMA Celebrates 20 Years of Business

**White Plains, NY, July 23, 2004** – SMA Management Systems announced today that it has been recognized as the “Number One HEAT Solutions Partner for 2004” by software developer FrontRange Solutions. SMA has ranked in the top 5 of HEAT partners around the world since becoming a FrontRange partner in 1998. Achieving the highest ranking in 2004 coincides with SMA’s 20<sup>th</sup> anniversary as an IT service management consulting firm and systems integrator.

The presentation was made at the annual FrontRange Partner Conference, held in Colorado Springs, Colorado earlier this week.

“Not only did SMA achieve the highest sales performance among our partners, but we recognize them for their extraordinary capabilities in providing process consulting, technical support and training to their clients. They are a model extension of our company and we are very proud of our 7 year relationship with them,” says Michael McCloskey, CEO of FrontRange Solutions. “FrontRange is a channel-focused company and our partners generate nearly 80 percent of our revenues. SMA is an important part of our team.”

As the leading HEAT partner, SMA works closely with FrontRange to provide them with feedback from its customers. SMA also does this as a member of the FrontRange Advisory committee, on which Steve Dreyer, SMA’s president, continues to serve. This board provides feedback on a variety of strategy and technical topics to FrontRange management.

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“SMA has achieved two important milestones this year – becoming the top performing HEAT partner and celebrating our 20<sup>th</sup> anniversary,” remarks Steve Dreyer, President of SMA and recipient of the award. “We’re very enthusiastic about our accomplishments and our growth. We are proud to be able to offer our clients a world-class product like HEAT and value our status and relationship with FrontRange. In addition, we will be offering our clients and prospects FrontRange’s soon to be released IT Service Management products which will further support the ITIL framework,” adds Dreyer.

SMA plans to celebrate both its award and its anniversary by hosting free HEAT User Webinars for its clients. The Webinars will share information from the FrontRange annual conference, including the product roadmap. “We owe our success to our clients and we want to express our thanks and appreciation to them,” says Dreyer. Details about the HEAT User Webinars will be announced shortly on the SMA website: [www.smasystems.com](http://www.smasystems.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’s focus is to enhance business processes and productivity with best-in-class software products and implementation services.

SMA consultants apply their hands-on experience in building, evaluating, and managing help desk operations. SMA consultants ensure successful support solution implementations through services such as help desk assessments, knowledge management needs evaluations, product integrations and configurations, installation and management consulting, SLA development, Crystal reporting, and help desk software training.

SMA has offices in White Plains, New York and Marlborough, Massachusetts. Industry publications, including *SupportWorld*, *Beyond Computing*, *CIO/Webmaster* and *Public Relations Tactics* have published articles written by SMA consultants. SMA has been recognized by the Gartner Group for its technology consulting, staffing and organizational methodologies, and will be featured in *Computer Reseller News*. For more information on SMA Management Systems, call 888.762.5989 or visit [www.smasystems.com](http://www.smasystems.com).

**About FrontRange Solutions Inc.**

FrontRange Solutions USA Inc. is a leading international provider of Service Management and CRM solutions that have been used by more than 130,000 companies and over 1.5 million users worldwide to automate and manage IT projects and customer-facing initiatives.

A leader in consolidated sales and service solution suites, FrontRange established its reputation with the award-winning GoldMine® family of solutions for business relationship management, team-based contact management and sales forces automation; and with the HEAT® family of solutions for complete service management including Help Desk, Knowledge Management, Asset Management and Service Level Management.

FrontRange's expanded family of solutions include: IT Service Management (including HEAT®), Infrastructure Management, Contact Center Management, Customer Service, and Sales, Marketing & Relationship Management (including GoldMine®). FrontRange products are designed specifically for small- to mid-sized enterprises and distributed enterprises. Customers represent over 50% of the Fortune 500 and over 75% of the FTSE 100. More than 80 diverse industries use FrontRange products, including Coca-Cola, Shell Oil, Prudential Securities, Électricité de France, Mack Trucks, and Turner News Network. For more information, call 800.776.7889 or visit [www.frontrange.com](http://www.frontrange.com).

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