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FOR IMMEDIATE RELEASE

**SMA Management Systems Recognized as a Top International
HEAT Software Partner for 2003**

White Plains, New York, August 10, 2003 – – SMA Management Systems announced today that it has been recognized as a Top International HEAT Partner for 2003 by software developer FrontRange Solutions. In addition to this honor, SMA also outpaced the HEAT software sales of all other partners in the Northeast this year.

The presentations were made at the annual FrontRange User and Partner Conference held in San Diego, California earlier this month.

“When we recognize an outstanding partner like SMA, FrontRange looks at more than sales performance. We also look at their extraordinary service and support to their clients, their excellence in technical capability, consulting and training, and their exemplary contribution to FrontRange Solutions,” says Steven DePeder, Director of FrontRange’s Global Partner Marketing Initiative. “SMA and FrontRange have a long-standing relationship and we are very pleased to bestow this award which they have decidedly earned,” adds DePeder.

SMA plays a key role in the FrontRange HEAT Advisory Committee, a select partner group that provides valuable feedback and guidance to the FrontRange organization regarding its products and solutions and the needs of the end users. SMA’s Steve Dreyer continues to serve as the committee’s president.

“Our achievements this past year reflect our enthusiasm about the award-winning HEAT solution. We are excited to have the opportunity to offer this solution to our clients – and it continues to get better and better,” states, Steve Dreyer, President of SMA and recipient of the awards. Over the past year alone, FrontRange has expanded the HEAT suite with new modules like HEAT Plus Knowledge, HEAT Plus Call Center, and HEAT Plus Remote Support.

About SMA

Since 1984, SMA has provided help desk and support center solutions to Fortune 1000 corporations, small and medium-size businesses, educational institutions, 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 configuration, 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 *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. For more information on SMA, call 888.762.5989 or visit www.smasystems.com.

About FrontRange Solutions Inc.

FrontRange Solutions Inc. develops software and solutions that allow organizations to deliver extraordinary customer relationships and service. Solutions include the award-winning HEAT software line for world-class customer service and support. An international market leader in customer-centric software for almost 15 years, the company is headquartered in Colorado Springs, Colorado, with offices in the United Kingdom, France, Germany, Italy, South Africa, Australia and Singapore. For more information on FrontRange, call 800. 776.7889 or visit www.frontrange.com.



“FIRST IN SHOW” – SMA Management Systems receives recognition for one of the top spots in International HEAT software sales and service, at the annual FrontRange Solutions Partner and User Conference in San Diego in August 2003.

Pictured R to L: Patrick Joyce, Director of FrontRange’s Global Solutions Partner Program; Steve Dreyer, President of SMA Management Systems; Dana Buys, Chairman of FrontRange Solutions; and Clai Marshall, Director of New England Sales for SMA Management Systems.

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