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InaPlex Releases Inaport Professional For HEAT

Inaport Pro Offers Advanced Data Exporting Functions for HEAT Users

Newbury, Berkshire, UK, June 13, 2003 – InaPlex Ltd., a leading supplier of enterprise data integration systems for customer relationship management (CRM) software, today announced the release of Inaport Professional (Pro) for HEAT 6.4 and 7.x. New features of Inaport Pro include a robust Export Wizard to streamline the migration of data to an external enterprise data source, as well as a Connector Wizard and Library for quick creation and access to external data source connectors.

Inaport provides an integrated platform and consistent interface for flexible importing, exporting and manipulation of all types of data into and out of HEAT. This allows companies to better maximize the benefits of service, support, and helpdesk systems and ultimately increase their return on investment of them. Inaport offers HEAT users a robust solution for complete data manipulation and transformation to meet any business objective.

The new Pro version 5.1 of Inaport includes an Export Wizard that guides each step for exporting data from HEAT to virtually any data source within the enterprise, including accounting systems, office applications, databases and mainframes. To bridge the gap between the data source and target, Inaport Pro's Connector Wizard makes it possible for developers to build connectors between HEAT and external data sources easily and quickly, while the Connector Library offers a place to house previously built connectors for convenient lookup and use.

HEAT is a leading enterprise help desk, service and support contact management application from FrontRange Solutions. It resolves common service and support issues for customer-facing call centers, employee help desks, asset tracking, internal service and support centers, and other organizational support departmental uses. Inaport Pro offers HEAT users a new dimension in data transformation capabilities for integration of back-office systems with front-office systems. Its Java-based architecture offers inherent flexibility, powerful data manipulation and cleansing tools, and the ability to discover user defined tables in HEAT destinations for easy and efficient integration.

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"HEAT users have waited a long time for an integration tool such as Inaport. There has never really been a way to import and export data to and from HEAT or between HEAT and other systems such as GoldMine. Inaport's ability to schedule import and export profiles for regular, automated integration offers users functionality never before seen. It means that HEAT can now be leveraged to the fullest extent for maximum ROI," said Steve Dreyer, CEO of SMA Management Systems, a leader in HEAT sales and services (www.smasystems.com).

Inaport Features:

- * New Export Wizard, Connector Wizard, and Connector Library
- * Step-by-step Wizard guidance, powerful Expression Builder, preview capability
- * Flexible, easy scheduling, full online help, extensive working examples

Inaport has been used in over 250 integrations to date. Example sources of data include:

- * Accounting Systems: MAS90, Macola, AccPac, QuickBooks, Great Plains, and more.
- * Databases: Oracle, SQL Server, Sybase, DB2, Lotus Notes, and more.
- * Mainframes: DEC/VAX, AS/400, and others.

Inaport Pro for HEAT is available for evaluation or purchase and can be downloaded at:

<http://www.inaplex.com/inaport/evalrequest> ***

Inaport Standard for HEAT retails for \$1,799.00 (USD) or £1,099 (GBP).

Inaport Pro for HEAT retails for \$3,299.00 (USD) or £1,999.00 (GBP).

For enquiries about Inaport or InaPlex contact sales@inaplex.com. ***

ABOUT INAPLEX

InaPlex Limited (www.inaplex.com) was founded in 2001, pioneering its Inaport product for GoldMine sales force automation software and has recently expanded to support SalesLogix and HEAT. As the premier enterprise data integration solution for GoldMine, InaPlex can lay claim to over 250 applications and integration projects, including the Men's Wearhouse, Bristol Meyers Squibb, Fleet Center, British Airways and BUPA.

***Note: Contact SMA for a demo or to purchase Inaport