



Contact: Janet Zarowitz
SMA Management Systems
888.762.5989 Ext. 115
jzarowitz@smasystems.com

FOR IMMEDIATE RELEASE

FrontRange Solutions Awards SMA Management Systems #1 World-Wide Partner Status for 2006

SMA Achieves Status for Unprecedented Third Consecutive Year!

White Plains, NY (June 14, 2006) For the third consecutive year, SMA Management Systems has earned the “Number One FrontRange Partner” title from service management, CRM, and voice application software developer, FrontRange Solutions.

“SMA has established a first in FrontRange history -- no single partner has captured our #1 partner status for three consecutive years,” says Michael McCloskey, FrontRange Solutions CEO. “SMA truly has developed a winning combination for sales and service. SMA exercises a highly consultative approach and an exceptionally well-trained technical staff to provide our HEAT® and ITSM solutions to meet the business needs of its customers.”

“FrontRange’s ability to deliver customer-driven product innovation has contributed to our success and in receiving this recognition,” remarks Steve Dreyer, SMA CEO. “HEAT and ITSM are best-in-class products that meet the needs of customers who are concerned about enhancing their IT service management operations according to best practices and ITIL standards. When our prospects see these solutions they actually get “excited” about the technology and how it will help them. FrontRange’s commitment to the IT service management space is exceptional and being a reseller partner with FrontRange helps SMA meet its primary objective, which is to have satisfied customers,” adds Dreyer.

-more-

This latest top FrontRange award reflects the success SMA has had from building and maintaining long-term relationships with its customers. SMA first introduced HEAT to customers in 1998, when it became a FrontRange partner. SMA has continued to focus on HEAT and its add-on modules such as HEAT Self Service and HEAT Plus Knowledge. SMA is also offering ITSM, the FrontRange ITIL-based .NET suite of products. “ITSM is a robust offering, as it gives our customers a complete solution set that includes every ITIL process. In addition, our HEAT customers can add individual ITSM modules, like Change and Configuration Management to their existing systems. In this business, it is unique for a software developer to provide that flexibility,” emphasizes 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 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® for business relationship

management, team-based contact management and sales forces automation solutions; IT Service Management with HEAT[®] and ITIL[®] 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.

###

GoldMine, HEAT and other FrontRange Solutions products, brands and trademarks are property of FrontRange Solutions USA Inc. and/or its affiliates in the United States and/or other countries. Other products, brands and trademarks are property of their respective owners/companies.