

# NEWS

SMA Management Systems \* 399 Knollwood Road Suite 90 \* White Plains, NY 10603

---

## FOR IMMEDIATE RELEASE

Technology/Business Editors

### Media Contact:

Janet Zarowitz  
(914) 686-0300  
jzarowitz@smasystems.com

### **SMA MANAGEMENT SYSTEMS RECOGNIZED FOR OUTSTANDING PERFORMANCE**

*Honored as Top Revenue Producer for HEAT® Software*

**WHITE PLAINS, NY, (October 1, 2002)** — FrontRange Solutions Inc., manufacturer of award-winning GoldMine® and HEAT® software, recently recognized the outstanding performance of SMA Management Systems at their annual Partner Summit.

SMA Management Systems, help desk and support provider for Fortune 1000 corporations, small to medium-size businesses, educational institutions, government and not-for-profit organizations, was honored as one of the “Top Five Solution Partners” for HEAT® based on their sales of products for fiscal year 2002.

SMA Management Systems joins an elite group of partners who have demonstrated exceptional revenue-generating capabilities for FrontRange—a leader in the customer relationship management (CRM) and customer service mainstream market.

“Our target market is comprised of small- to medium-sized companies and departments of Fortune 1000 corporations requiring help desk solutions,” said John Manna, Vice President and Director of Consulting. “FrontRange Solutions products are designed specifically with that market in mind. Their products have a great reputation in the industry,” Manna added. “We are delighted to feature FrontRange products at the forefront of our offerings, and are honored to be recognized as one of their leading revenue producers. We’re particularly excited about the new products FrontRange is introducing, and anticipate great things for fiscal year 2003.”

In addition to offering award-winning solutions such as HEAT, SMA Management Systems also provides value-added services such as training, customization, implementation, and consulting that enable companies to maximize the value of the software they purchase. SMA Management Systems’ expertise makes the installation and implementation of the software easier for the customer.

“As CRM and support services become increasingly important to mid-sized businesses, the role of our solutions partner continues to be critical to our success,” said Ted Manakas, General Manager, Americas at FrontRange Solutions Inc. “We are extremely pleased to acknowledge the consistent service and support that our solutions partners bring to our

GoldMine and HEAT product brands. We appreciate their hard work and congratulate them on their success.”

SMA Management Systems hosts onsite and Web demos of HEAT and GoldMine. Business owners are invited to learn more about SMA Management Systems and see a free demonstration of their software products. To schedule a demo, for more information about SMA Management Systems or FrontRange Solutions, or to learn about the award-winning HEAT and GoldMine software, please call SMA at (914) 686-0300.

### **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, 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 and customer service centers. Today, SMA is one of the leading HEAT and GoldMine solution providers in the U.S. SMA consultants are certified business partners for GoldMine, HEAT, Knowlix, Control-F1 and other leading solutions. 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. Through invitation, SMA staff members have presented programs to help desk user groups in New York, New Jersey, Massachusetts and Connecticut. SMA has also been recognized by the Gartner Group for its technology consulting, staffing and organizational methodologies. More information on SMA is available at [www.smasystems.com](http://www.smasystems.com).

### **About FrontRange Solutions Inc.**

FrontRange Solutions Inc. develops software and solutions that allow organizations to deliver extraordinary customer relationships and service. An international market leader in customer-centric software for almost 15 years, the company is headquartered in Colorado Springs, Colorado, with offices in Los Angeles, United Kingdom, France, Germany, Italy, South Africa, Australia and Singapore.

Solutions include: industry-leading GoldMine® software family for customer relationship management (CRM), team-based contact management and sales force automation; and the award-winning HEAT® software line for world-class customer service and support. FrontRange drives business decisions for profitability in market-leading companies such as Shell Oil, Coca-

Cola, Chevron, Prudential Securities, Electricite de France, Mack Trucks and Turner News Network. Industry awards for FrontRange include Software Magazine's "Hot 500," Call Center Magazine Product of Year, Entrepreneur Magazine's Best Software, Users Choice Awards and PC Magazine "Editors' Choice."

For more information on FrontRange, call (800) 776-7889 or visit [www.frontrange.com](http://www.frontrange.com).

