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FOR IMMEDIATE RELEASE

**SMA to Showcase Latest Solutions at the
HDI Annual Conference & Expo**

*World's Largest Service & Support Event to Take Place
April 30 – May 3 in Las Vegas, Nevada*

White Plains, NY (April 23, 2007) -- SMA Management Systems, the #1 World-Wide FrontRange HEAT Solutions Provider and a leading IT service management company, will showcase best-in-class solutions at the HDI Annual Conference & Expo (<http://www.thinkhdi.com/hdi2007>), the premier event for the service and support industry. SMA Management Systems will join nearly 100 companies that will exhibit at HDI 2007, which will be held at Mandalay Bay in Las Vegas, NV, April 30 – May 3, 2007.

The HDI Annual Conference & Expo is the world's largest and most respected industry event for IT help desk and service and support professionals. HDI 2007 exhibitors will feature the latest solutions for IT and help desk support, external technical customer support, customer service, CRM, email management, network monitoring, web-based support, telecommunications, knowledge management, customer satisfaction measurement, self help and self-healing technologies. The HDI Annual Conference & Expo is the service and support industry's premier launch pad for new products, services and innovative technologies. In addition, technology education is an integrated feature of the HDI 2007 Expo. Technology-focused sessions, as well as product showcase sessions from the leading service and support vendors will be featured at the event.

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“We’re very excited to be able to showcase the latest FrontRange product innovations to the thousands of IT support center professionals attending HDI. At SMA we combine our knowledge of HEAT, ITSM and related product solutions with our years of designing, managing and enhancing help desks, to optimize clients’ IT service management operations according to best practices and ITIL standards,” says Steve Dreyer, SMA President. SMA uses a highly consultative, professional approach in helping clients determine their product needs. Through its “SMA University,” SMA offers clients training and continuing education to maximize the benefits and ROI of HEAT and ITSM products.

“We also look forward to demonstrating our own powerful new web based reporting solution, SMA Reporting Toolkit for HEAT (SMART), at the HDI event,” adds Dreyer. SMART for HEAT has a web console which leverages service management best practices and Microsoft SQL Reporting Services. These real-time customizable reports, delivered over the web and/or in email, make it easy for management and support staff to monitor and analyze their operation, with the goal of optimizing their customers’ experience.

SMA consultants will also be on hand at HDI 2007 to fully describe its “5 Step” IT Assessment program. SMA’s approach, published by the Help Desk Institute in the May/June 2006 issue of *SupportWorld*, uses a methodology for assessing IT service and support operations using ITIL best practices. “Using our structured, yet customizable approach that follows best practices, we can evaluate a client’s support processes and technology, which allows us to recommend new approaches and solutions that will support their business needs,” says Dreyer.

More About HDI Annual Conference & Expo 2007

HDI 2007 is produced by HDI, the world's largest membership association for IT service and support professionals and the premier certification body for the industry. Nearly 3,000 service and support professionals will congregate for a robust conference program that will address the needs of customer service, help desk and support organizations to maximize performance and productivity, become more strategic, and integrate more effectively with the organization overall. HDI 2007’s conference program will include:

- Opening keynote presentation by Steve Goodall, president, J.D. Power and Associates
- Live appearance by Emmy award-winning comedian Dennis Miller
- 80+ conference sessions focusing on internal and external IT service and support issues
- HDI Certification preparatory training
- Expo hall featuring the latest products and services from 100+ vendors and the HDI '07 Launch Pad

For more information about HDI 2007, visit <http://www.thinkhdi.com/hdi2007> or call 800.248.5667. For media and analyst registration, contact Allison Wroe at 719.785.5355 or awroe@thinkhdi.com.

About HDI

HDI is the world's largest IT service and support membership association and the industry's premier training and certification body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for help desk/support center emerging trends and best practices. HDI provides members with a vast repository of resources, networking opportunities and the largest industry event - the HDI Annual Conference and Expo. Headquartered in Colorado Springs, Colo., USA, HDI offers training in multiple languages and countries. For more information, visit <http://www.thinkhdi.com> or call 719.268.0174.

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. SMA will be at Booth #726 at HDI 2007. More information on SMA is available at www.smasystems.com or call 888.762.5989.

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