
Corporate Fact Sheet

BUSINESS SUMMARY

HEAT Software is a leading provider of Hybrid Service Management and Unified Endpoint Management software solutions for organizations of all sizes. With its suite of applications, HEAT Software is the only company in the world that provides, from a single platform, Service Management and Unified Endpoint Management software on-premise and in the cloud that is the most:

- **Flexible** – Standardize on a single service management solution with “fit-for-purpose” cloud and on-premise deployment models that allows for the use of both operating and capital expense budgets (including a hybrid option that leverages both).
- **Advanced** – The most advanced service automation solution in the world with fully integrated voice-enabled capabilities that enhances efficiency and reduces service resolution costs by up to 70%.
- **Complete** – With end-to-end, integrated client management capabilities that enables the standardization of business processes across the enterprise and improves the mean time to repair (MTTR) by up to 75%.

HEAT manages millions of service interactions and millions of endpoints every day for thousands of leading organizations across IT, HR, Facilities, Finance, Customer Service and other enterprise functions.

AT A GLANCE

COMPANY: Global leader in Hybrid Service Management and Unified Endpoint Management solutions with 20+ years of technology leadership

PRODUCT: Only provider that delivers, from a single platform, Service Management and Unified Endpoint Management software on-premise and in the cloud with fully integrated Voice and Workflow Automation

CUSTOMERS: Our customers deliver world-class service while maximizing operational efficiencies with reduced cost and complexity

HEADQUARTERS: Based in Milpitas, CA with offices and partners in 45+ countries worldwide

Key Benefits

Maximizes Operational Efficiencies:

- Reduced service desk call volume by up to 80%
- Reduced time spent on application deployment by up to 95%

Reduces IT Costs:

- Reduced downtime due to unplanned or unapproved changes by up to 75%
- Reduced total cost of ownership (TCO) costs by up to 70%

Improves Service Quality and Compliance:

- Reduced number of status calls received by up to 80%
- Reduced troubleshooting efforts by up to 85%

CUSTOMERS

HEAT Software's customers are primarily companies reliant on complex IT environments to support their business. These organizations use Service Management and Unified Endpoint Management solutions to leverage a business view of the services, enabling the support organization to quickly resolve or escalate issues and problems, improve root cause isolation and provide higher levels of business user satisfaction. Using this business view, support organizations manage incidents, problems and service requests throughout their lifecycles at a more efficient and effective rate.

HEAT SOLUTIONS

With our HEAT Service Management and Unified Endpoint Management applications, you will manage the complete process lifecycle of business services from the ability to easily request a service or change, automatically approve and authorize the request, plan for appropriate remediation measures, automatically deploy the changes to the end users, monitor compliance and service level agreements and control your services portfolio on an ongoing basis to ensure enhanced service quality and customer satisfaction.

EXECUTIVE MANAGEMENT

Jonathan Temple, President and Chief Executive Officer

Cary Baker, Chief Financial Officer

Udo Waibel, Chief Technology Officer

Roberto Casetta, SVP & GM, International

Prajval Parthasarathy, SVP, Engineering

Mercedes Elison, SVP, Alliances and Channels

Kevin J. Smith, VP & GM, Service Management Business Unit

Craig Ledo, VP, Marketing

Ann Haehn, VP, Customer Advocacy

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