

**PRESS INFORMATION**

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## **Tube Lines Pick HEAT Service & Support to Manage Facilities on the London Underground**

**Reading, Berks – 17<sup>th</sup> May 2004:** FrontRange Solutions today announces the purchase of its HEAT Service & Support solution by Tube Lines to manage the up-keep of all facilities on Jubilee, Northern and Piccadilly underground lines. Under the terms of the Public Private Partnership, Tube Lines is responsible for maintaining track, trains and plant. Facilities managers are responsible for ensuring the infrastructure remains operational especially during peak times when trains are running minutes apart.

HEAT replaced a bespoke solution originally developed to manage the Jubilee Line extension that was not sufficiently flexible to adapt to the new set of requirements. The product is used both tactically to record and issue jobs to individuals or teams and strategically to analyse areas that are failing to meet targets. The HEAT system was installed by FrontRange Solutions certified partner CRMworks, who configured the system to meet Tube Lines complex requirements. On average 2,700 calls per week are processed by the 9 strong support team and HEAT has reduced the average call time from 7 to 2 minutes each by using the automated tasks to eliminate duplicated data entry.

Ian Machen, control centre manager, Tube Lines commented, "HEAT is the back bone of our operations and CRMworks have ensured that it meets our exact requirements."

It took CRMworks just 3 months to scope, configure and implement the HEAT solution. It incorporates a vast number of fields and calculators to accommodate Tube Lines requirements including adjustable measures such as the time faults occur, the direction trains are travelling and the time of day.

At a strategic level Tube Lines is using the data collected in HEAT to identify rolling stock, infrastructure or offices that generate more calls than the average asset. Armed with this information Tube Lines investigates the reasons why in order to reduce the number of calls in the future. This proactive system has already reduced the number of call outs by 10%.

Rory O'Mara, MD, CRMworks added, "HEAT's flexibility means that Tube Lines will be able to expand and adapt to new business requirements without changing their support desk. The product has the flexibility to meet their needs now and in the future."

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## Notes to Editors

### About FrontRange Solutions

FrontRange Solutions develops award-winning software and solutions that have been used by more than 130,000 companies and 1.7 million users worldwide to manage a wide variety of business relationships and provide exceptional service. FrontRange product families include GoldMine®, for business relationship management, team-based contact management and sales forces automation solutions; and HEAT®, for complete service management including Help Desk, Knowledge Management, Asset Management and Service Level Management. FrontRange products are designed specifically for small- to mid-sized enterprises and distributed enterprise organisations. Customers represent 44% of the Fortune 100 and 76% of the FTSE 100, and are from diverse industries represented by Coca-Cola, Shell Oil, Prudential Securities, Électricité de France, Mack Trucks, and Turner News Network. For more information, call + 44 (0)870 401 7300 or visit [www.frontrange.co.uk](http://www.frontrange.co.uk)

### About CRMworks

CRMworks markets and sells software solutions based on the FrontRange Solutions HEAT and GoldMine product suite. With over 350 projects and 10 years HEAT experience CRMworks is best placed to offer customers advice on implementing service and support solutions that generate a realistic return on investment. CRMworks offers innovative systems within agreed timescales and budgets. This provides companies with a choice of flexible tools and services for managing customer relationships, streamlining internal sales and support processes and maximising the value of their eBusiness initiatives. CRMworks customers are a diverse mix of SME and large corporate businesses from transport, manufacturing, technology, facilities management, public sector, finance and media. For more information call 08456 44 77 41 or visit [www.crmworks.co.uk](http://www.crmworks.co.uk)

### More from:

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