



## Pizza Hut Selects FrontRange Solutions to Support IT Service Management Requirements in Australia

FrontRange supports Pizza Hut with ITSM solution modelled and built specifically for the cloud environment

FrontRange Solutions, the leading provider of IT Service Management (ITSM), IT Asset Management (ITAM) and Customer Service Management (CRM) solutions, has announced that Pizza Hut, the largest pizza chain in the world, has selected the company's IT Service Management solution.

Pizza Hut becomes the first Australian customer to implement FrontRange's cloud-based ITSM solution, which has been modelled and built specifically for the cloud environment. With 277 stores throughout Australia alone, Pizza Hut will leverage FrontRange's IT Service Management solution to more effectively manage and support the company's internal IT department including the implementation and execution of critical IT processes.

"Having previously used a legacy, on-premise Incident Management solution, we recognised the need to introduce a more robust IT Service Management platform, which could offer a complete set of enterprise class ITIL based Service Management capabilities, beyond Incident Management alone", said Ross Portas, Field Systems Analyst - Operations, Pizza Hut Australia Pty Ltd.

Pizza Hut identified the need to introduce a cloud-based IT service management solution so that it could be implemented quickly, across a number of disparate sites throughout Australia. It also wanted a solution that could offer the reliability and scalability to meet the dynamic needs of its growing business.

"Having considered a number of competing ITSM solutions, we felt FrontRange was the right fit for our organisation because it offered the greatest degree of flexibility and extensibility. We feel confident the solution will be able to help us expand the range of services we currently provide to include additional capabilities such as change management, configuration management and service level management, which will ultimately improve a number of strategic processes throughout the business," Portas said.

Commenting on the announcement, John O'Brien, Vice President Asia Pacific at FrontRange Solutions said, "Approximately 12 months ago, we made a strategic investment to build the right products for the cloud environment from the ground up. Many competing vendors did not make the same level of investment into building a true cloud offering, and are simply hosting their legacy solutions. FrontRange IT Service Management delivers the most comprehensive solution for the distributed enterprise. It provides all the benefits of traditional SaaS-based ITSM applications, while also adding incremental customer benefits, ranging from a complete solutions portfolio and greater customer control, to robust IT best practices and easy-to-use advanced Workflow and Business Rules automation."

FrontRange's cloud-based application platform is developed with a multi-layered security strategy that provides controls at multiple levels of data storage, access, and transfer. It includes multiple layers of data redundancy and backup processes for comprehensive security and business continuity.

"We are acutely aware that security, availability, and performance are the most critical elements in any infrastructure that hosts and operates mission critical applications. These elements were also of paramount importance to Pizza Hut's requirements. An international retailer of Pizza Hut's size and reputation requires a world-class, proven ITSM solution to help keep it ahead of competitors. We are extremely pleased to be working with such an iconic brand," said O'Brien.

In addition to IT Service Management, FrontRange offers a complete line of cloud-based solutions built for the IT organisation. Other solutions available as part of this product suite, include:

- FrontRange Help Desk
- FrontRange Asset Management
- FrontRange Service Catalog

## About FrontRange Solutions

FrontRange is a leading provider of powerful and affordable IT Service Management, IT Asset Management, and Customer Service Management solutions. These solutions enable IT and Services Transformation by providing Enterprise-class capabilities that deliver fasttime to benefit, high ease of use, and rapid return on investment. With an award winning tradition and recognised as a leader by industry analysts, FrontRange's products and solutions are used by over 13,000 customers in more than 80 vertical industries and 45 countries to quickly improve interactions with external and internal clients, and achieve better business results. For more information, call +61 2 8080 3300, visit [www.frontrange.com/au](http://www.frontrange.com/au) or follow us on Twitter @frontrangeor @FrontRangeSols.