

Corporate Backgrounder



Late in the 19th century H. Gordon Selfridge coined the term, "The Customer is Always Right." Of course in Selfridge's day the customers told you what they wanted. In person.

Today's customers meet face-to-face, shop online, call tech support; the list is long and complex. And in every interaction more is learned.

Customers expect businesses to remember everything. They are not tolerant of "knowledge silos." If the sales department knows something about customers, so should technical support. To survive, businesses have to find a way to capture, manage and share this vital customer knowledge.

FrontRange Solutions can help.

FrontRange builds products to help businesses create and maintain the customer relationships necessary to survive in today's markets

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Vision

FrontRange has two major industry brands that make products to help businesses create and maintain the strong customer relationships necessary to survive in today's markets: GoldMine® and HEAT®.

GoldMine software enables growing companies to keep track of all customer contact and interaction information. HEAT software facilitates the support of both internal employees as well as customers.

The SBA estimates that FrontRange's market represents half the US GDP and 75 percent of its growth.

Bridging the Market Gap

Between very small business (VSB) and enterprise organizations, there are millions of real-world businesses found in every community worldwide. In general, the customer relationship management (CRM) and customer service industry fails to provide powerful yet cost-effective solutions, which address this key market.

According to government statistics, there are roughly 6.1M businesses in the U.S. The vast majority of these are small to mid-sized businesses (SMB). In fact, the Small Business Administration estimates that 99.8 percent of all U.S. businesses have fewer than 500 employees. More than half of all American workers are employed by these businesses, which represent roughly half the U.S. GDP and 75 percent of its growth.

It is in this mainstream business market that FrontRange competes and wins. And FrontRange brings to these markets a unique set of capabilities.

Although some industry analysts may refer to non-enterprise organizations as SMB and mid-market industry segments, in reality this is **mainstream business**.

The first strength FrontRange brings to mainstream business is *commitment*. We do not intend to expand into the enterprise segment. FrontRange has invested years of research and development into understanding the specific needs and demands of mainstream business, and has developed powerful and versatile software solutions that keep those businesses competitive in today's market.

Next, FrontRange uniquely understands the *customer requirements* of mainstream business and has priced solutions accordingly. FrontRange wants these businesses to win; therefore presents "back-to-reality" pricing that delivers industry-leading solutions at an affordable price.

Finally, FrontRange brings these companies *solutions with which they can grow as their business needs change*. FrontRange CRM solutions "Bridge the Gap" for those organizations who need more than simple contact management, but have no use for the complex CRM and enterprise solutions geared for huge conglomerates.

Markets

The GoldMine Market: CRM for the Rest of Us

At the low end of the CRM market are simple contact management products, such as Microsoft Outlook or ACT! At the very high end are complex and costly Enterprise CRM products, such as Siebel, Pivotal or Onyx.

However, these two categories serve only the extremes. At the low end, Outlook and ACT! lead the simple contact management market, but fail to provide the collaboration, functionality, network support or eBusiness required for advanced sales and marketing as businesses grow. Independent research shows more than half of all GoldMine users have graduated from Outlook or ACT!

At the high end, Siebel and other enterprise CRM solutions promise complete power and customizability, but are much too complex and expensive for all but the very largest enterprises.

This leaves the bulk of the CRM market completely un-addressed. These mainstream business customers demand ease, simplicity and affordability without sacrificing power and flexibility. In the space between simple contact management and Enterprise CRM, GoldMine software is the leader with three times the market share of its closest competitor (SalesLogix).



Markets

The HEAT Market: Customer Service & Support

This same gap exists in the service and support market, with a similar lack of solutions for mainstream business. At the low end, small businesses use a variety of manual tools to keep track of service and support tasks. These include paper-based systems, spreadsheets and simple database solutions.

For medium and enterprise companies, however, these simplistic solutions are not adequate. These users need a more robust, powerful and complete system to manage their growing service and support organizations.

Forty percent of Fortune 500 companies use HEAT software



For mainstream businesses, HEAT is the customer service and support system of choice. It is fast to deploy, easy to use and provides rich functionality. Many very large enterprises also use HEAT software, but in this market space companies may also turn to a complete network management and asset tracking system.

META Group, Inc. reports that "IT organizations are challenged to find more efficient mechanisms to support their clients, and that many are investigating solutions that enable end users to resolve issues on their own, usually via their own intranet." HEAT software is that solution.

Before help desks, most organizations had no efficient way to provide service and support for their own computer hardware and software. Now there are new challenges. More stakeholders within larger organizations are looking to integrate their specific service requirements with automated service request and delivery processes.

Smaller organizations are seeking out-of-the-box solutions that can be implemented quickly. Customers want Web and email connectivity for their service and support system.

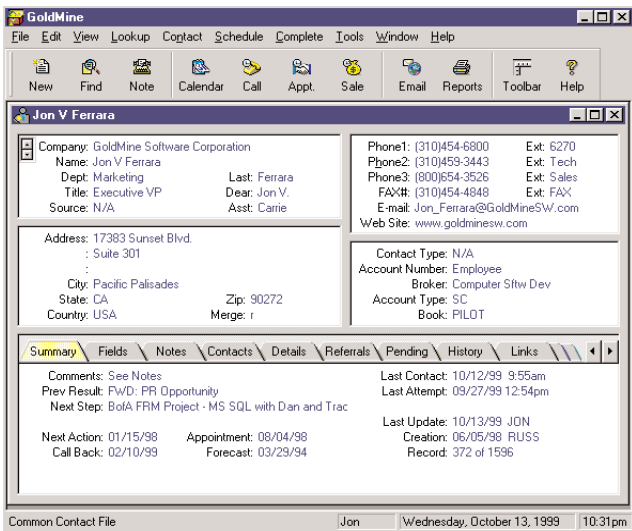
More than 11 years of development and real-world success have made HEAT software the standard in help desk automation for virtually all types of industries. **Forty percent of Fortune 500 companies use HEAT software.**

Markets

GoldMine-The Leader in Real-World CRM

With 10 years of proven experience – and more industry awards than all competitors combined – GoldMine software is celebrated as the best solution for professionals and small businesses to affordably manage customers and automate sales and marketing. GoldMine software offers flexible customer management and extensive workgroup capabilities with unsurpassed sales force automation (SFA) functionality.

Featuring tools to easily manage every facet of prospect, customer and partner information and interaction, GoldMine software offers to mainstream companies the same benefits usually reserved only for mid-market or larger corporations – but at a fraction of the cost.



"I just kept hitting my head on the ceiling with those other products. That's when I discovered GoldMine. Everything I wanted to do, GoldMine could do!"

- Brian Hein
VP, Smith Barney

GoldMine software delivers completely integrated CRM, advanced contact management and SFA. Solutions include GoldMine® 5.5, GoldMine® Sales & Marketing™, GoldMine® Service & Support™, GoldMine® FrontOffice2000™, GoldMine® Everywhere Server and GoldMine® eCommerce.

- GoldMine 5.5 easily and quickly automates small offices, home offices and small businesses.
- GoldMine Sales & Marketing, as well as GoldMine Service & Support, can be separately licensed to address specific needs or licensed as one suite to provide a total CRM solution.
- GoldMine FrontOffice 2000 seamlessly links sales and marketing with service and support for personalized front-to-back customer care.
- GoldMine Everywhere Server delivers GoldMine capabilities wherever customers need to use them; including support for the Web and Palm environments.
- GoldMine eCommerce provides a range of eBusiness solutions-everything from a do-it-yourself eStore, to quick and easy eCommerce, to a full-featured comprehensive eBusiness solution. Create a Web site, product catalog, and it provides the ability to take orders over the Internet, receive payment, process, fulfill and ship orders-all while keeping the customer informed during the process.

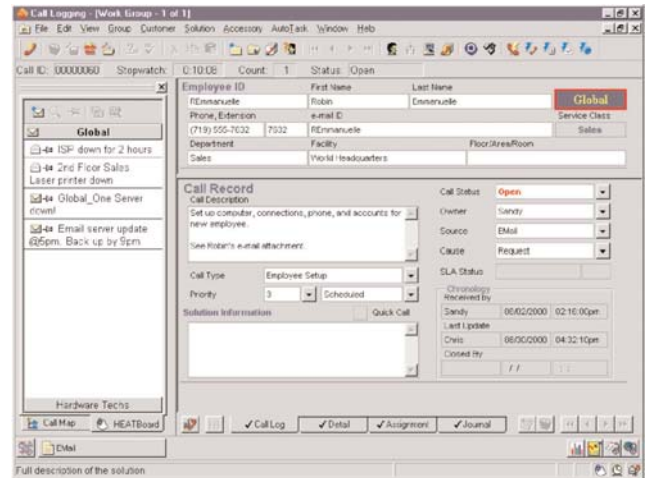
Products

HEAT-The Leader in Award-Winning Service & Support

HEAT solutions provide world-class customer service and support software, complete with asset tracking, knowledge management and Web-enabled help desk products. Included in the HEAT family are HEAT® 6.0, iHEAT™, HEAT® Self Service™, HEAT® Asset Tracker, HEAT® PowerDesk™ and HEAT® WebDesk.

World-class service and support software designed to allow organizations to create powerful customer service centers of networked technicians. HEAT software includes a robust database, self-service, knowledge and asset management capabilities.

HEAT 6.0 is the flagship HEAT customer service and support solution. Originally developed with the input of experienced help desk managers, HEAT software virtually created the modern help desk and continues to be the world standard for functionality, ease of use and customizability. Named "Product of the Year" by both *Call Center Magazine* and *Call Center Solutions*, HEAT has also been rated excellent in "product vision" and "service and support" by META Group, Inc.



"When HEAT was installed for the first time, it just looked so smooth. Looking at what the software could do inspired us."

*- Randall Reed, Microcomputer Operations Manager
Driscoll Children's Hospital*

iHEAT gives your IT support analyst, technician or manager a Web browser interface to the same look, feel and core functionality of HEAT, the award-winning help desk software system.

With HEAT Self Service your customer-the people who rely on your help desk for IT service and support-can get help for many common problems without contacting the help desk. This can dramatically reduce the number of calls to your help desk, relieve pressure on your technicians, and boost customer satisfaction.

With HEAT Asset Tracker, information can be consolidated into one highly accessible information center. Asset Tracker can scan your desktops to gather data automatically, then integrate that data with HEAT 6.0 to create a totally paper-free business process solution. Best-practice rules can be applied to optimize asset productivity and longevity.

Products

HEAT PowerDesk provides call logging and tracking automation for help desks in growing companies and organizations. PowerDesk gives you HEAT's award-winning functionality and ease-of-use in an affordable configuration, designed for use by three concurrent technicians.

HEAT WebDesk enables your help desk technicians to respond to emergencies, meet tight deadlines and perform routine management chores – even when away from the help desk! With HEAT WebDesk, you can access your PowerDesk help desk system from anywhere using any leading Web browser. HEAT WebDesk can help increase help desk productivity and responsiveness dramatically.

Products

FrontRange serves a wide range of businesses needs. The common thread: A need to create and maintain the customer relationships necessary to survive in today's markets.

GoldMine Software

GoldMine software is the leading business contact management solution in the SMB segment with more than 120,000 customer installations and more than one million users worldwide. Many of today's most successful businesses have chosen GoldMine software, including:

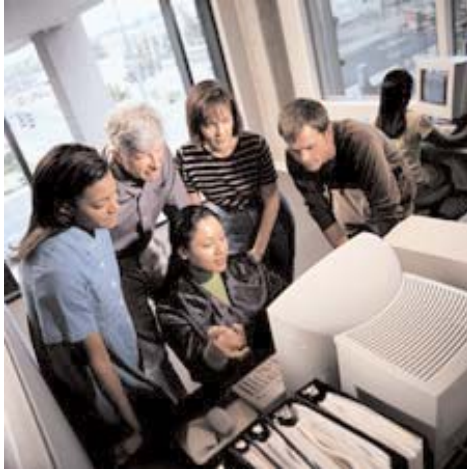
ActualIT
 Ameriban
 Applied Robotics
 Bayshore National Bank
 Chemline Plastics
 Chicago White Sox
 Commerce Bank
 Data Trans. Networks

Econco
 FreeBalance
 Gateway Financial
 Goodwill Industries
 Intelligent Micro Software
 LifeUSA
 Mack Truck Sales
 New LifeStyles

People to People
 Phoenix Symphony
 Sailor's Wharf
 Shell
 Smith Barney
 Toshiba
 Trend Communications
 Zoo People



Customers



"Just the amount of time alone that GoldMine saves in our day to day activities quickly translates into dollars!"

*- Brian Hein, VP
Smith Barney*

As the nation's largest retail brokerage firm, Smith Barney offers clients a full range of investment products, including 401(k) plans for many of the Fortune 500 companies. A challenge faced by many of their agents, is the ability to administer the new account process and then manage and track personal and investment information for their clients.

To set up a new account, agents are required to complete a series of questions and forms that can take up to one hour to complete. The process of managing the information once the account is set up, is also very time consuming and cumbersome. After reviewing a variety of solutions, Brian Hein, a broker with Smith Barney since 1989, implemented GoldMine software. GoldMine software's branching scripts now walk the interviewer through the question process. The branching scripts automatically populate more than 35 custom-designed fields in GoldMine software as each question is answered. Today, the

process of setting up a new account is a one-step process, which takes 10 minutes to complete. Recently, this new account process was tested on a grand scale. A company that Hein works with bought another company. Suddenly, 5,000 new accounts needed to be opened. A process that would have taken months the old way, took only days using GoldMine software!

The workgroup functionality that Goldmine software offers along with the detailed history tracking, scripting and opportunity management features are just a few of the reasons Hein says, "Goldmine runs our business. I'm where I am today because of GoldMine. I can absolutely attribute making money to GoldMine. Just the amount of time alone that GoldMine saves in our day-to-day activities quickly translates into dollars!"

Customers

HEAT

HEAT is the leading help desk, service and support solution on the market. Many leading companies use HEAT to provide world-class support including:

Amoco Corporation
 AT&T
 Baker Botts LLP
 Barnes & Noble
 Cendant Corporation
 Chevron USA
 EDS/Cadillac Division
 Equifax

FTD
 Galileo International
 Holland America Line
 Insource Technology
 J & J Pharmaceutical
 Kimberly-Clark
 Mercedes-Benz
 Mitsubishi Caterpillar

Mitsubishi Electronics
 Nations Bank
 Nintendo of America
 PaySys
 Seagate
 Summit Bank
 Unisys Corporation
 Volkswagen Credit



Mercedes-Benz



Customers

Insource Technology is one company that has come to rely on HEAT's world-class support. Insource Technology provides a variety of ECommerce, network and Internet security, and IT infrastructure design and management services for its clients. One such client, Crescent Real Estate, a Texas-based real estate investment corporation, engaged Insource to design and implement a help desk to support some 700 users and about 800 desktops in offices coast to coast.

"We're rendering the same level of service as help desks twice our size. HEAT's efficiency has made us very, very efficient."

*- Mike Wade,
Help Desk Manager
Insource*



Once the requirements for the help desk were outlined in terms of infrastructure, architecture and functionality, Insource evaluated several products including HEAT, but found that many of the products did not meet their needs or were cost prohibitive. According to Mike Wade, help desk manager, "There were just a lot of things that we needed, which nobody else could do but HEAT. Then you throw in the budget concern, and HEAT was it."

HEAT solutions provided Crescent with customer service and support software, complete with remote notification and updating of special calls, notification of status changes in calls, closing and opening of calls and Internet-based call management.

Wade enjoys "showing people what's really cool" about using HEAT. "They're amazed that we can do as much work as we can," he says. "Most IT departments add staff to overcome a weakness in their call management mechanism. We have tried not to do that. We've made ourselves efficient to the point that we're rendering the same level of service as help desks twice our size. HEAT's efficiency has made us very, very efficient."

Customers

With more than 2,000 consultants and trainers worldwide, FrontRange has the most wide-ranging, effective CRM support channels available. FrontRange's solutions partners help customers build powerful, growth-oriented systems and processes.

Our solutions partner channel is a complete extension of our core competency, delivering comprehensive solutions to our end users. Far more than vehicles for sales, our partners offer implementation strategies, training, service and support.

With the acquisition of Maestro Commerce, named one of the Top-100 ASPs in the USA by IRG (March 2001), and InformationWeek, FrontRange acquired the expertise and infrastructure to begin offering hosted versions of GoldMine and HEAT products.

Some of our solution partners include:

GoldMine:

- Vertical Marketing, Inc.
- Thought Velocity
- Southgate Systems
- Computer Control Corp.
- W-Systems Corporation
- Expanse, Inc.
- Cromwell & Associates, Inc.
- Professional Edge, Inc.

HEAT:

- Avante Solutions
- SMA Management Systems
- Enterprise Computer Solutions
- HAE (Help Desk Automation Experts)
- Aegis
- Cromwell & Associates, Inc.
- IPI-Gramm Tech
- Professional Edge
- Thought Velocity
- Creekpointe



Channels

Board Of Directors

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FrontRange Solutions Inc.

Derek Kreunen
CEO
Ixchange Technology Holdings Ltd.

Elan Susser
Software Development Manager
FrontRange Solutions Inc.

Edwin Gear
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FrontRange Solutions Inc.

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International Conference Resorts, Inc.

Board of Directors Advisory Committee

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Executive Vice President and CFO
FrontRange Solutions Inc.

Timothy G. Pfeifer
Vice President, Secretary and General Counsel
FrontRange Solutions Inc.

Board of Directors

FrontRange is an award-winning industry leader with a solid portfolio of real products, real profit and real resources. In a little more than 10 years, we established ourselves as the leading provider of sales, marketing, and customer service and support solutions for the mainstream market.

In Q1 of 1999, GoldMine Software Corporation and Colorado Springs-based Bendata, Inc., a leading mid-market customer service and support CRM vendor founded in 1982, jointly announced an agreement to merge their organizations in Q2 of 1999. The merger created FrontRange Solutions Inc., a privately-held company and the world's largest mainstream market supplier of CRM and customer service and support technology. On August 30, 2000, FrontRange announced the acquisition of Maestro Commerce, a Chicago-based ASP provider of eBusiness products and services.

- 1989 GoldMine Software Corporation is founded.
- 1997 GoldMine Software Corporation is listed as number 154 on Inc. magazine's 500 list of Fastest Growing Private Companies in America. GoldMine again makes the list in 1998 and 1999.
- 1998 GoldMine Software Corporation is named one of the 50 fastest growing tech companies in Los Angeles by Deloitte & Touche.
- 1998 Ixchange purchases Bendata (developers of HEAT software).
- 1998 GoldMine Software Corporation announces the release of GoldMine 4.0.
- 1999 Jon Ferrara and Elan Susser, founders of GoldMine Software Corp., win Ernst and Youngs' Entrepreneur Of The Year award for excellence in business.
- 1999 GoldMine Software Corporation and Colorado Springs-based Bendata Inc., a leading mainstream market customer service and support vendor founded in 1982, jointly announce an agreement to merge their organizations. This merger formed GoldMine Software Corporation, a privately-held company and the world's largest mainstream market supplier of CRM, customer service and support technology.

Milestones

- March 2000 Microsoft and GoldMine Software Corporation announce the availability of GoldMine FrontOffice2000.
- July 2000 GoldMine Software Corporation announces the release of GoldMine Everywhere Server.
- August 2000 GoldMine Software Corporation announces the release of HEAT 6.0.
- 2000 GoldMine Software Corporation changes its name to FrontRange Solutions, Inc.
- 2000 FrontRange announces the acquisition of Maestro Commerce, a Chicago-based ASP provider of eBusiness products and services.
- November 2000 FrontRange announces the release of HEAT WebDesk remote access to help desk.
- 2000 FrontRange announces HEAT PowerDesk with online support by Ask Jeeves.
- March 2001 FrontRange announces the release of HEAT Asset Tracker.
- April 2001 FrontRange opens their Asian headquarters in Singapore, which will be used as a base for expansion into the ASEA region, as well as Hong Kong and India.

Milestones

FrontRange has assembled a talented team of executives with experience in delivering world-class solutions to mainstream markets.

DANA BUYS

Chief Executive Officer and Chairman

As chief executive officer for FrontRange Solutions Inc., Dana Buys provides the visionary leadership to establish the company as the world leader for integrated CRM business solutions to the small to medium-sized enterprise market. An entrepreneurial software pioneer since 1981, Buys brings unique strengths to drive FrontRange to achieve its long-term goals.

In South Africa, Buys released the first commercial application developed in the C language, and his company, Workgroup Systems, was the first to have a distribution relationship with Microsoft. Workgroup Systems achieved a compound annual growth rate of 120 percent from 1991 through 1996, when it merged with two other companies to form Ixchange Technology Holdings (ITH). Buys took Ixchange public in 1997 on the Johannesburg Stock Exchange. Buys has a strong track record in the successful development of high-growth IT companies and prior to joining FrontRange, Buys was chairman of Ixchange and Goldmine Software Corporation in South Africa.

JOHN HILLYARD

*Executive Vice President, Finance and Operations
and Chief Financial Officer*

John Hillyard is responsible for finance, human resources, legal, operations and information systems activities at FrontRange. Hillyard's new charter is to maximize efficiencies in these areas and take the company to the next level of productivity and profitability.

Hillyard has more than 20 years of experience in the high technology and finance fields. Prior to joining FrontRange, Hillyard served as vice president of finance and administration and chief financial officer at daly.commerce, inc. He has significant experience with both public and private companies, and has successfully taken a company through an IPO. Hillyard is skilled at mergers and acquisitions, as well as implementing change in complex and high-growth environments.

EDWIN GEAR

Executive Vice President, Worldwide Business Solutions

As executive vice president for worldwide business solutions, Edwin Gear's charter is to deliver fully integrated products on an eBusiness platform for small- to medium-sized enterprises (SME). His role encompasses worldwide product strategy, management, integration, development and product services for the HEAT and GoldMine brands.

Management

Prior to joining FrontRange, Gear was managing director of GoldMine South Africa, and later CEO of Ixchange, South Africa. He was then promoted to the Ixchange board as executive director. Gear brings 16 years of experience in developing, managing and directing information technology products at an international level, and has an in-depth understanding of customer relationship management.

ERIC SHISHKO

Vice President, Corporate Development and Strategy

Eric Shishko is responsible for business alliances, mergers and acquisitions, and strategic corporate initiatives at FrontRange.

Shishko was formerly president of Maestro Commerce, and became president of the Maestro Division of FrontRange after the acquisition in August 2000. Before joining Maestro Commerce, he was vice president of corporate development for Bell & Howell. As vice president for the PCI division, Shishko had key responsibilities for the company's global expansion and implementation of alliances that increased revenue to \$100 million from \$10 million during a three-year period.

Prior to joining Bell & Howell, Shishko founded three companies including one of the first on-line billing companies for physicians in 1985. Before starting his first company, Shisko held various positions in financial management for GTE Corporation.

ARCHIE WILSON

Vice President, Asia Pacific

As vice president, Archie Wilson oversees the growth of FrontRange's business throughout Asia Pacific, using the well-established base in Australia/New Zealand as a launching pad for markets in ASEAN, North Asia and India. He has extensive experience in channels (distribution and integration) and a comprehensive knowledge of the Asia Pacific markets. His mission is to make Asia Pacific the highest growth region for FrontRange.

Prior to joining FrontRange, Wilson was 3Com's managing director for Australia and New Zealand. He managed 3Com's networking and communications business for the region, encompassing carrier, enterprise, SME and vertical market segments. Wilson helped build 3Com's leadership in the emerging high-growth markets for voice/data convergence, wireless technology and carrier. Before joining 3Com, he was the general manager of sales and channel marketing for Intel Australia, and was instrumental in developing their OEM and VAR channel business. Prior to joining the Information Technology industry, he was a Trade Commissioner responsible for international marketing of Australian intellectual property industries, such as IT software and popular music.

Management

ERIC "RIC" MILES

Executive Vice President, Worldwide Operations

Eric Miles is responsible for the management of FrontRange's global field operations: sales, marketing and customer support. Miles has the charter to facilitate rapid growth and optimal profitability in key geographies—Europe, Middle East, Africa, Asia Pacific and the Americas by leveraging the existing channels to market and build new solution partners.

Most recently, Miles was at PeopleSoft where, as senior vice president of global alliances and partners, he drove major initiatives with key partners. Miles joined PeopleSoft as part of the merger with Vantive – an industry-leading provider of CRM eBusiness solutions. At Vantive, he served as vice president of global marketing. Prior to Vantive, Miles was a vice president at Compaq Computers, and held sales management positions at Unisys, Tandem Computers, Wang and Cullinet Software.

TIMOTHY G. PFEIFER, ESQ.

Vice President and General Counsel

As vice president and general counsel for FrontRange, Timothy Pfeifer is responsible for the direction and management of the corporation's legal and corporate affairs. Pfeifer is a member of the corporation's executive team. Prior to FrontRange, he was at Holme Roberts & Owen, LLP, a leading Denver, Colorado law firm, where his practice emphasized employment law and litigation.

Pfeifer also has more than eight years of business and computer experience in the healthcare industry. He spent more than six years with a major life insurance company in Southern California where he defined business requirements and wrote functional specifications for an on-line, mainframe healthcare claims administration and reporting system. He also has several years of experience marketing and selling healthcare software systems on various hardware platforms.

Pfeifer holds a Juris Doctor degree from the University of Washington School of Law, where he graduated cum laude and was a member of the Order of the Coif.

STEPHANE ZADRI

Vice President, Europe, Middle East, Africa

Stephane Zadri is responsible for introducing and developing FrontRange's business presence in the EMEA region. He is also charged with developing a strong network of distribution and VAR partners in Europe. As part of this charter, he develops and implements a strong customer service organization by providing consulting, training and support to FrontRange customers.

Management

Prior to joining FrontRange, Zadri was the managing director of Seagate Software Southern Europe, Middle East and Africa. He has developed and managed various pan-European business operations, including a Unix-based company that he founded. He also has held key positions with Sun Microsystems and Novell.

DAVID A. BELLANDI

Vice President, Worldwide Marketing

David Bellandi is responsible for the overall management of FrontRange's global marketing services, including sites in eight geographies. His duties span corporate branding, marketing communications, public relations, analyst relations, corporate and strategic research, internal communications and strategic development of the company's Web site. Bellandi champions international marketing and continues to drive expansion in North America and Canada, while charting new territories in South America.

Bellandi comes to FrontRange with corporate marketing experience from Mayan Networks and Hewlett Packard. He has more than 18 years of experience in structuring effective corporate marketing organizations, specializing in leading teams through transition, plus expertise in branding and positioning.

CARRIE CORNELLA

Executive Vice President, Worldwide Customer Service

Carrie Cornella is responsible for worldwide client relationship management, plus strategy and direction for customer service and support. Her responsibilities cover technical and professional services, and customer care for the HEAT and GoldMine product lines.

Cornella has an outstanding track record of developing successful customer support organizations. She has established high benchmarks for customer service ratings at FrontRange, where she has driven customer satisfaction ratings up to almost 98 percent greatly exceeding the industry standards of 60 percent. Cornella's new charter is to extend her customer service expertise across the breadth and range of FrontRange products and global markets.

Cornella joined FrontRange in 1994, and brings more than 15 years of corporate management experience with TRW and National Systems and Research.

Management

JULIE LLEWELLYN*Chief Information Officer*

Julie Llewellyn is responsible for the development, implementation and management of FrontRange information systems. Llewellyn drives all aspects of the global IT strategy and implementation, including internal systems deployment, IT operations and infrastructure, systems administration and systems support.

Before joining FrontRange, Llewellyn was vice president of development engineering at CMGI. Prior to that, she was IS Manager at Quantum Corporation responsible for software development, database administration and program management. She also served as principal engineer at Ford Microelectronics, Inc. Llewellyn brings 20 years of IT experience to the company.

KIT NOLAN*Vice President, Human Resources*

Drawing on 19 years of progressive human resource experience in corporate, manufacturing and consumer product environments, Kit Nolan is responsible for overseeing the creation of far-reaching employee development, compensation, benefit and reward programs. Nolan will lead FrontRanges' charge to be one of the top 100 employers to work for worldwide.

Nolan joins the company after creating highly successful human resource departments at Vlastic International and Campbell Soup Company. She was employed in top-level employee relations and human resource management roles.

MICHELE SHANNON*Vice President, Americas*

Michele Shannon's responsibility is to serve the mainstream market in the Americas and to build an international channel, sales, and field marketing organization at FrontRange. Her charter is to create the largest, most-efficient, customer-focused sales organization serving the Americas.

Shannon joins FrontRange from AltiGen where she developed and led the global sales and support teams. At AltiGen, she increased revenues from \$187 thousand to \$3.7 million in a two-year period. Shannon's proven channel sales and marketing record, plus her expertise with distributors, resellers, OEMs, consultants and developers and end-users has been gained in highly-visible management positions at Novell, NetManage and AltiGen.

Management

RAJ PATEL

Vice President and Chief Technology Officer

Raj Patel plays a key role at FrontRange. His job is to articulate and develop the company's technology vision, and to ensure the company's leadership in the delivery of end-to-end, customer-centric solutions to the small to medium-sized organization and small enterprise. His charter is to integrate existing GoldMine and HEAT solutions on an eBusiness platform. Patel invests development resources in emerging technologies such as wireless, to help sustain FrontRange's position as a dominant software solutions provider.

Patel has been active in software development for more than 10 years. He founded, and later sold, BIT Consulting, a systems integrator for Global 2000 client/server solutions, in 1992, where he lead his firm in building trading systems, document management solutions and retail and accounting solutions. Patel later founded Maestro Commerce in 1997, which builds Web-based eCommerce software solutions for small and medium-sized businesses. FrontRange Solutions acquired Maestro Commerce in 2000.

Management