



## From the Top

Welcome to the first edition of the Edge Technologies, Inc. *Edge Insider* quarterly newsletter.

I'd like to kick off this first newsletter by saying "thank you". *Edge Insider* is in direct response to your requests. We recently conducted a customer satisfaction survey, and our support organization scored nearly perfect 10s across the board! What you wanted was more communication and information flow from Edge ... hence, *Edge Insider*.

*Edge Insider* is designed to keep you in the loop – about product updates, new partnerships, new integrations, and unique customers.

Thank you for telling us your needs, and for giving us the opportunity to meet those needs. I hope this newsletter serves as one more way to get you the information you need to realize the success you deserve.

Larry Chang  
President and CEO

## Focus on: Integration

### Product Integration Modules

Integration. It's what Edge does best. enPortal provides fast, data-level integration of multiple management tools – from trouble-ticket systems to event monitoring software to reporting tools. Edge delivers this integration through Product Integration Modules (PIMs).

PIMs are plug-and-play integration packages that provide built-in hooks from enPortal into individual third-party packages. Each PIM provides single sign-on to the application it integrates, as an "out-of-the-box" feature – no additional programming is needed.

Edge is continuously working to develop new PIMs – forging new integrations to new products and easier integrations to existing products within customer environments.

Edge recently introduced six new PIMs – two for InfoVista products, three for Micromuse products, and one for Web Enablement (see below). These six complement the seven existing PIMs, bringing the total to lucky 13.

No matter which combination of tools you're integrating, PIMs let enPortal recognize user names, security specifics, and a wide variety of other variables already established

within the third-party application – so the administrator can act on those variables through enPortal. And each PIM comes with a set of pre-built portal channels to help you easily place content on-screen and show results quickly.

### Web Enablement Module

Customers looking to bring legacy systems and applications into enPortal can now do so quickly and easily using Edge's new Web Enablement Module PIM. This enPortal plug-in lets customers deliver any application running on any host to any client that can run a browser, across almost any connection – securely.

### enPortal 4.4

While PIMs are the primary method for third-party integration, enPortal itself is continually being enhanced to support additional levels of integration. For example, the latest version of enPortal – version 4.4 – offers enhanced integrations to eHealth, OpenView, Netcool, and AR System. enPortal 4.4 also has a new Application Manager tool as well as user interface enhancements. For upgrade information, e-mail [sales@edge-technologies.com](mailto:sales@edge-technologies.com).

## Edge Updates

### • New Edge ListServ

The Edge development team has established a distribution list server that will alert users to releases/patches for enPortal, enPortal PIMs, N-Vision, and Apache. Sign on at: <http://listserv.edge-technologies.com>.

### • Edge Sports

Edge has joined with Digital Media Broadcasting Company to launch [www.sportsview.tv](http://www.sportsview.tv). Check it out! This unique implementation of enPortal allows DMBC to stream live and on-demand sporting events to anyone with a broadband connection. Stay tuned for a Focus article on DMBC in a future *edge Insider*.

### • Remedy Certification Complete

Edge has completed "validation testing" of enPortal with Remedy's AR System. In other words, Remedy has certified – in its own labs – that enPortal integrates AR System data seamlessly, quickly and easily.

*For more details or a personal demonstration of any of the above items, please call us at 1-888-771-3343 or e-mail us at [sales@edge-technologies.com](mailto:sales@edge-technologies.com).*

NEW PIMS	EXISTING PIMS
InfoVista VistaPortal	Concord eHealth
InfoVista Portal SE	HP OpenView
Micromuse SM-OPs	Remedy AR System
Micromuse Topoviz	Micromuse Netcool/ISM
Micromuse Netcool/RAD	Micromuse Netcool/USM
Web Enablement Module	Micromuse Netcool/Reporter
	Micromuse Netcool/Webtop

