



Larry Chang, Edge President and CEO

## From the Top ...

We're back! It's been a while since our last edition of the Edge Insider. The start of a new year brings about a time to reflect on what was accomplished in the previous year and set goals for future endeavors. Edge Technologies had several noteworthy accomplishments in 2005, including:

- The successful introduction and rollout of enPortal 4.5 with the following major enhancements:
  - The new Integration builder to reduce the time and effort required to create a product integration module (PIM)
  - The new Integration utility to enable inter-channel communication
  - Support for HTTP-proxied connections between the enPortal server and the Web application server
  - Authentication enhancements including support for automated sign-out
  - Improvements to the Look-and-Feel Editor for easier customization and distribution of end user views
- The completion of our Secure Operations Facility in the Laurel office
- Successful deployments of commercial and custom solutions for major enterprise customers, including mission-critical projects of U.S. and ally governments
- The extension of enPortal to accommodate the integration of security applications

Looking ahead into 2006, one of our goals is to make Edge Technologies more visible in the market place by participating in focused events and establishing a better Web presence. We are doing great things with our prod-

ucts this year and will be utilizing these vehicles to demonstrate how enPortal, enView and N-Vision truly are market-leading solutions for application integration and IT service management.

Another goal for 2006 is education on Web portals-best practices, the importance of security and how to create and maintain an integrated solution without breaking the bank. Education is going to be a cornerstone for us this year as we teach customers how our solutions can cost effectively deliver service offerings with unique end-user views, built-in security and seamless application integration.

I am really excited about where we are headed this year. We have strong partnerships we want to tap into to help you better utilize your IT investments. Integrating your existing application does not necessarily require professional services or dedicated internal resources to write scripts. There are times when that level of effort is required, but Edge can quickly deliver application integration out of the box with enPortal and the PIMs.

In this edition of Edge Insider, you will learn about four new PIMs for enPortal. Make enPortal your solution of choice to realize the full potential of application integration.

Larry Chang  
President and CEO

## Focus on: Application Integra-

IT organizations can spend a significant amount of time, money and resources integrating their key applications -sometimes successfully, sometimes not. Achieving application integration is one thing.

But what most IT managers fail to take into account is the level of effort required to maintain that integration when a vendor releases a new version of software. Or even worse, the team that originally developed the integration no longer works for the company. Time, money and resources gone down the drain. Every organization has its own unique set of requirements for application integration, ranging from simple to complex. In either case, Edge Technologies' enPortal™ solution is a smart investment that removes a lot of the "heavy lifting" (or pain and suffering) associated with the integration of IT Service Management applications.

enPortal doesn't just provide a dashboard view of IT applications. In fact, some of these application views or "portlets" can interact with the other portlets to provide seamless integration. enPortal will allow IT organizations to integrate mainstream and customized IT service management systems, including alarm and event management, trouble-ticketing and reporting. So how does enPortal achieve application integration? Through product integration modules or PIMs. A PIM is out-of-the box software that integrates an application into the enPortal "dashboard" and does not require

additional programming or professional services to install or configure. It is plug-and-play software that offers the following features and benefits:

### Single Sign-on

Each PIM enables Single Sign-on through enPortal. This allows users to login once to multiple applications without custom software development or modifications to backend systems.

### Built-in security

The PIMs enable enPortal to recognize security attributes already established within the third-party application. Network administrators can manage these attributes and variables through enPortal to ensure that each user sees only authorized content.

### Easy distribution and management of application views

The PIMs provide pre-built channels or portlets so the data from the underlying application can be easily accessed through the enPortal dashboard. This allows users to easily customize views by user and security/permission level.

### Ongoing maintenance and support

When a vendor releases a new version of software, Edge will update the PIM and provide it to all customers current on software maintenance.

So what does this all mean? The overall benefit of utilizing enPortal to integrate business applications for IT service management is two-fold:

## Focus on: Application Integration continued

**Rapid rollout:** With pre-built PIMs, Edge can demonstrate integration capabilities in days. The alternative approach would be to develop the integration with internal resources which could take weeks or even months to complete. This approach is risky and cost prohibitive with a high probability of falling short of the original business objectives and/or delivery date.

**Low cost of ownership:** Rapid roll-out equals lower cost, fewer consulting dollars and less development risk. Edge will update each PIM to function with the most current version of software. This means integration across your IT business applications can be easily maintained. More importantly, the business services you are delivering to end users through enPortal can be sustained. (Note: PIM updates are provided to all customers current on software maintenance.)

Edge currently offers fourteen PIMs for enPortal and is proud to announce the addition of four more, including Mercury Topaz, Micromuse Netcool Proviso, Sun Secure Global Desktop and Viador BI-Portal.

Mercury Topaz: This PIM provides access to an extensive series of graphs and reports to quickly identify the source of bottlenecks (servers, applications, routers, etc.) and performance problems. Through enPortal, users will be able to

track and analyze the performance of business processes across the network infrastructure and rapidly diagnose the cause of end-user problems. Note: This is now called Mercury Business Availability Center (BAC). The enPortal PIM was created for the earlier version called Mercury Topaz.

**Micromuse Netcool Proviso:** This PIM allows users to view and print daily, weekly and monthly reports. In addition to reporting, Netcool Proviso offers OSS integration. Through enPortal, Proviso will help IT organizations manage today's mission-critical, converged IP services through an integrated console.

**Sun Secure Global Desktop (SGD):** Formerly Tarantella, this PIM will quickly and cost effectively web-enable legacy applications. SGD provides secure access to server-based applications from a wide variety of client platforms and devices. Through enPortal, users will be able to manage legacy and modern "web-ready" applications side-by-side. This PIM requires SGD licenses also sold through Edge Technologies.

**Viador BI-Portal:** This PIM gives users the ability to create and customize charts and reports with Viador. Viador is a business intelligence tool that allows IT

organizations to provide employees, customers and partners access to the information needed to make informed business decisions. Through enPortal, a single feature of Viador is presented within a portlet including HTML Customizer, Report Book Designer, VChart Property Designer and several others.

### List of available PIMs for enPortal

- Concord eHealth
- HP OpenView
- InfoVista Vista Portal
- InfoVista Portal SE
- Mercury Topaz - **New!**
- Micromuse Netcool/ISM
- Micromuse Netcool/PrecisionTN
- Micromuse Netcool/Proviso - **New!**
- Micromuse Netcool/RAD
- Micromuse Netcool/Reporter
- Micromuse Netcool/SM-Ops
- Micromuse Netcool/SM-Reporter
- Micromuse Netcool/Topoviz
- Micromuse Netcool/USM
- Micromuse Netcool/Webtop
- Remedy AR System
- Sun Secure Global Desktop - **New!**
- Viador BI-Portal - **New!**

## Edge Events

Edge Technologies will be participating in the following events

### Network World Network Management Tour: The New Core Competency

Date: March 8, 2006

Time: 8 am-3 pm

Location: Hyatt Regency Crystal City at Reagan National Airport

2799 Jefferson Davis Highway

Arlington, VA 22202

For more information:

<http://www.cisco.com/networkers/>

### Cisco Networkers 2006

Date: June 18-23

Location: Las Vegas Convention Center

3150 Paradise Road

Las Vegas, NV 89109

For more information:

<http://www.networkworld.com/events/>

### HP Software Forum

Date: June 19-23

Location: Miami Beach Convention Center

1901 Convention Center Drive

Miami Beach, FL 33139

For more information: <http://www.hpsoftwareforum.com/miami/>

Visit our booth for a live demonstration of the latest versions of enPortal and N-Vision. Register for these events online and reserve your space today!

*Have you heard of ontologies? Do you have opinions or in-depth knowledge of ontologies? Please feel free to share your insight with our resident ontology expert, Clift Briscoe, at: [clift.briscoe@edge-technologies.com](mailto:clift.briscoe@edge-technologies.com).*

